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EMERGENCY PHONE NUMBERS

You may obtain emergency warranty service after hours by contacting the **original subcontractor** who provided the equipment and/or performed the work. ***You may verify the original subcontractor by labels on the equipment/appliance, which may also include their emergency numbers.*** If you contact another vendor, who did not perform the original work, you may be subject to service fees. On the next business day contact the Customer Care Department so we may follow up with repairs.

Heating / A.C. Contractors	Sabre	763-473-2267
	Silver Tree (Press #9)	651-319-4200
	CB Mechanical	763-439-5763
	Heating & Cooling Two	763-428-3677
	Elander Mechanical	952-445-4692
Electrical Contractors	Aspen Electric	952-452-4855 952-292-2516
	LDM Electric	320-224-0743
	DR Electric	612-221-4748
	J Becker	763-428-8630
	Link Electric	952-406-2670
	Sunrise Electric	763-556-8600
	Driven Electric	612-750-0920
	Phase Electric	952-881-4100
Plumbing Contractors	Sabre	763-472-2267
	Silver Tree (Press #9)	651-319-4200
	Sellner Plumbing	612-599-9162
	CB Mechanical	763-439-5763
	Advanced Plumbing Svc	952-454-4573
	MN Plumbing Pro	763-227-6172
	Street Plumbing	612-419-9926
	Stewart Plumbing	763-428-1833
Low Voltage (security)	Webco Security	763-767-7229
Fire Suppression-Townhomes	Fire Suppression Svc	763-389-2183

In case of an emergency, your first step should be to protect your family from harm. Once you are sure of their safety, and if your safety will not be jeopardized, you should take steps to correct or lessen the effects of the emergency.

PURCHASING PROCESS

Sales Representative

Your Sales Representative is thoroughly knowledgeable in all areas regarding the purchase of your new home and will assist you in the financing, design and construction phases.

The purchase of a new home is a unique and emotional experience. D.R. Horton is committed to making the home buying process pleasant and exciting. One way to achieve this is to consolidate as many activities as possible under the responsibility of one person. That person is your Sales Representative who will act as your point of contact during the entire buying process.

Written Agreement

To avoid any misunderstanding which may occur with verbal communication, it is absolutely necessary that any agreements between you and any D.R. Horton representative be in writing and signed by both parties. Beyond the original Purchase Agreement, these agreements may include changes in upgrades, options, or financing.

Tentative Completion Date

After you have received loan approval, we will establish a Tentative Completion Date, which refers to the date your new home should be ready for occupancy. This date is arrived at by assuming timely receipt of design selections and plan revisions, while considering the best possible scenario for the construction process. In other words, we have anticipated that all activities will flow smoothly without interruption and / or delays. As we all know, many factors – weather, material deliveries, labor disputes, scheduling conflicts and inspection holdups – influence the completion of your new home and are too variable to guarantee that the Close Date is the exact date we estimate in the Purchase Agreement. Therefore, we ask that you envision this date as a goal we intend to meet, but one that is subject to change.

> **Please DO NOT make plans for moving until we have given you an actual Completion Date. Usually we can give you this date about thirty days before the estimated Close Date.**

Mortgage Availability

D.R. Horton uses the services of DHI Mortgage to provide financing for your home. We encourage you to consult with your Sales Representative who can assist in making an appointment with a loan officer. We require a complete loan application to be submitted to the lender within 3 days of the execution of the Purchase Agreement. The name and telephone number of the D.R. Horton Mortgage Company's loan officer are available from your Sales Representative. Please be aware that you are not required to use DHI Mortgage as your lender as a condition of your Purchase Agreement.

PURCHASING PROCESS

D.R. Horton Option Procedures
Homebuilders are faced with balancing flexibility and customization for the buyer with the need to maximize quality control, and construction schedules to reduce construction errors and keep costs under control.

Our procedures governing the timing of your selections are as follows:

- At the time you sign your Purchase Agreement; construction of your new home may have already begun or will soon be started.
  - It is important, therefore, that your options selections be purchased as soon as possible.
  - Each option has an established cutoff date which is extremely important and must be adhered to.
  - Failure to select and purchase options before the cutoff date may result in additional costs, time delays and the possibility that some options may not be available.
  - **Keep in mind that if your home is already under construction, it is possible that some cutoff dates have already passed, making some options unavailable.**
- To maintain quality, safety and control, only those subcontractors under contract with D.R. Horton are allowed to participate in the construction of your new home. In addition, no outside suppliers may be used for any item.
  - We make every effort to offer a diversified selection in all categories. Please understand that installed colors and patterns may vary slightly from the samples in the design center.

Substitution by D.R. Horton
Occasionally, it will be necessary for us to change our original specifications. We reserve the right to substitute the new model, color, style or pattern. These substitutes will be the closest possible match of equal or greater quality. Our purpose is to choose a new material rather than stop construction and delay completion of your new home.

Further, we always reserve the right to make substitutions, without advance notification, of a material or process when we believe such changes will improve quality, eliminate future service problems, lower maintenance cost and / or generally enhance your home. In addition, modifications to the design of your home may be necessary. We make every effort to keep the sales literature up to date, but occasionally changes occur too rapidly to incorporate into current sales information. We will do our best to keep you informed of any such modifications.

DHI MORTGAGE INFORMATION

Financing with DHI

- Since its inception in 1980, DHI Mortgage has successfully expanded in more than 62 markets nationwide. DHI is one of the largest and fastest growing mortgage companies in the United States, helping tens of thousands of people into their homes every year.
- DHI Mortgage is committed to honoring your trust and maintaining our promise of quality by providing the best financing solutions.
- Communication on our part, as well as yours, is essential in getting you to your destination of homeownership.

The Road to a Successful Loan Process

- Prequalification – Taking the following steps will enhance your customer experience:
  - Provide all requested documentation in a timely manner.
  - Keep all your financial information in a safe place.
  - Finalize your homeowner's insurance at least 30 days prior to closing.
  - Have your cashier's check at least one day prior to closing.
- Avoid complications
  - Do not make any changes to your career without consulting your Loan Officer first.
  - Avoid making changes to your debt structure, including paying off any debt or adding a new line of credit, as this will affect your debt to income ratio.
  - Do not make any large payments or any large purchases, as this will affect your cash reserves.
- Avoid making moving plans too tight
  - Allow a 5-7-day overlap between your closing date and move date. If the closing date is moved for any reason, unbudgeted expenses could occur.
- Submit your loan application to DHI Mortgage 1-2 days after signing a purchase agreement.

DHI TITLE COMPANY INFORMATION

Closing with DHI Title

- Please work with your Sales and Constructions Representatives to obtain a completion date for your home.
- Determine a preferred and alternate closing date and time based on the completion date.
    - Your D.R. Horton Sales Representative will schedule the closing appointment based on this information.
- A scheduled closing letter will be sent to you, your lender and your agent (if applicable).
- Closings are scheduled Monday through Friday between the hours of 9:00 am and 3:00 pm on the hour.

What to bring to closing

- Valid form of identification
    - Driver's License or Passport
- Cashiers Check payable to DHI Title for the cash to close or wire transfer
- Proof of Sale, Insurance Binder, etc as required by your lender

Why Title Insurance?

In every real estate transfer the matter of title examination invariably arises. The home purchaser often questions whether title insurance is necessary when an examination of the title has been completed by an accomplished title examiner or real estate attorney, especially when the examination of available title records shows no adverse information which might lend question as to the marketability of the title. But does an examination of title records necessarily remove all doubt of title problems eventually surfacing? The answer is NO... And that is why title insurance exists and plays such a basic role in protecting the real estate interests and equity of all policy holders.

Two Kinds of Policies

It is important for the buyer to know that there are two kinds of title insurance.

- Lender's title insurance protects the interest of the mortgage lender. Lenders, knowing the many things that can snarl title to real property usually and rightly insist upon lender's title insurance to protect their stockholders and/or investors.
- Owner's title insurance protects the equity of the buyer. Both kinds of title insurance are available in most areas in a single, low cost package that protects both the lender and the buyer for as long as they or their heirs have any interest in the property. The onetime premium is small. The protection is great.

PERTINENT INFORMATION

Your New Home

We are interested in providing you complete, accurate information regarding your new home. The following pages point out important facts about your new home, the materials used in the construction and other important details that will offer you more knowledge about your new home. Please review this section carefully.

In addition to the following information, it is possible that there are specific items that pertain only to your home. Your Sales Representative, Construction Representative and the Customer Care Department are your best sources of additional information about your new home.

Architectural Control

In certain D.R. Horton communities Architectural Controls have approval authority over any changes, alterations or additions to your home, fence, landscaping, exterior colors, trim, etc. Always consult the Declaration of Restrictions for approval procedures and other information prior to making any additions, alterations or improvements to your home, including the installation of antennas, fences, storage buildings, yard art and gazebos. The Homeowners Association Architectural Control, D.R. Horton, and government authorities typically will have the power under the Declaration of Restrictions or local government ordinances to remove, at your expense, any unapproved additions, alterations or improvements.

Construction Methods

D.R. Horton builds homes that meet or exceed local building codes. Construction methods can differ from home to home due to variations in plans, elevations and the requirements of local building codes.

Declaration of Restrictions

A Declaration of Covenants, Conditions and Restrictions (sometimes referred to as Deed Restrictions or CC&R's), if applicable, govern the activities within your community. Parking restrictions, use restrictions, building restrictions and, in some cases, the creation and powers of a Homeowners Association are described in your Declaration of Restrictions (provided at Purchase Agreement). Also consult your Declaration of Restrictions and, if applicable, your Homeowners Association before making any structural or cosmetic changes to your home.

PERTINENT INFORMATION

Easements and Utilities

Your property is subject to certain easements that should be reflected on your title policy or the lot survey that will be given to you at your closing (single family homes only). Consult your title policy or a professional before any alterations are made to your new home or lot. In some cases, your Declaration of Restrictions will also describe present or future easements.

Additionally, in most cases, the municipality governing your community requires the area behind the curb in front of your home as right-of-way. You do not own the right-of-way; utilities are often located in this footage, although maintenance is the homeowner's responsibility. Please reference your survey for actual dimensions.

Homeowners Association

In certain communities, a Homeowners Association (commonly referred to as an "HOA") may have certain governing powers. The Homeowners Association, if applicable, may be responsible for maintaining certain areas of the communities and may, therefore, be responsible for financial budgets related to such maintenance. Monthly dues may be required under your Declaration of Restrictions. You may be required to consult with your Homeowners Association prior to any additions, changes or alterations to landscaping, exterior colors, trim and other items. Consult the Homeowners Association, applicable Declaration of Restrictions and this manual for more information.

Private Home Inspections

It is D.R. Horton's discretion to investigate and/or determine if any course of action shall be taken on items brought up by you or a professional inspector; whether at the time of closing or with-in the one-year warranty period.

Lot and Site Changes

The layout of each lot is unique and there will be differences in size, locations of sidewalks and driveways, and drainage that may not be exactly the same as the models. The shape and contour of certain lots may require that D.R. Horton alter foundations, decks, patios, driveways, walkways and garages to provide reasonable access, adequate drainage and aesthetic appeal. D.R. Horton reserves the right to make changes and alterations to the property and remove native trees or add retaining walls to provide for the construction of the home. Please review the Grading and Drainage section in Use and Care for further information regarding adjacent property and its usage.

PERTINENT INFORMATION

Model Homes

Model homes have several functions. They are used as sales offices, to demonstrate products in the home and as a showcase. These multiple uses can require larger air conditioners and other types of equipment that are neither appropriate nor desirable for residential usage. The model homes also may display a variety of features, finishes, materials, colors and products that are not included in your home. The following was prepared to clarify some items and features in your new home that may differ from that in the models. Please consult your Sales Representative for an explanation of any differences.

- **Color Variances**

Variations in color occur in all manufactured products. Although every effort is made to provide consistent color, variances may be noticeable in paint, stain, brick, stone, tile, mortar, carpet, granite and other colored surfaces. Exposure to sun and water will alter the color more rapidly. These variances may be especially noticeable where a repair has been made. **An exact color match of materials during the initial construction of your home or during subsequent repairs is not an item that is covered by your D.R. Horton Limited Warranty.**

- **Design**

Your home may have design features that differ from those in the model homes. The differences could be in materials, interior and exterior colors, surface coverings, doors, windows, garage doors and other features. Also, certain changes to the design of the home may have occurred since construction of the model homes.

- **Dimensions**

Your home can have different interior and exterior dimensions than those of the model homes. The differences can result from variations in the lots, changes in design that are made after the models are completed and other such factors. The differences can be seen in ceilings, windows, room sizes, placement of your home on the lot and in other areas.

- **Entrances and Walkways**

The entrances and walkways of the model homes can vary in size and location from your home.

PERTINENT INFORMATION

- **Features**

The model homes are used as sales offices. Therefore, the models may have features such as window coverings, window tinting, security systems, built-in features, slight plan changes, music systems, finished garages, landscaping, zoned HVAC systems and other differences from the production homes.

- **Marketing**

The representation of features, settings, finishes and other items that are used in advertising and sales materials may differ from those in your home.

- **Substitution**

Substitute materials that may differ from those in the model homes may have been made in the construction of your home due to situations beyond the control of DR Horton. Also, substitute materials may differ from model homes where the new materials do not alter the quality or function of your home.

Plans

D.R. Horton reserves the right to change plans, specifications and prices without notice.

Soils

The soils in Minnesota are known to be varied in nature. The soils have been analyzed by a soils engineer who has recommended the design of the foundation for your home.

Please keep in mind any changes in the foundation, the grading and the landscaping of your home and lot can result in severe damage to your property and to neighboring properties. Consult a professional before any such changes are made.

Surrounding Property

No representation or warranty is made with respect to the use or construction of improvements on property adjacent or in the vicinity of your community. Even as to adjacent property owned by D.R. Horton, future use or construction may be altered for any reason. Please consult the municipality or county having jurisdiction over your community to determine the type of development that may occur in your area.

PERTINENT INFORMATION

Trees (existing)

While D.R. Horton seeks to preserve existing trees, they can deteriorate and die due to a number of factors, including disease and disturbance to root systems. Over or under watering can harm trees. **No representation or warranty is made regarding the existing trees located on your lot.** Additionally, D.R. Horton does not remove fallen trees, brush or limbs in undisturbed areas. Bug infestation is also not covered. You may wish to consult with an arborist to determine appropriate actions to preserve your trees.

Unauthorized Options and Upgrades by Buyers

Prior to the date of closing, D.R. Horton does not permit the installation of options or upgrades directed by the Buyer. Any such unauthorized modifications will void any warranty, implied or written, with respect to any and all damage caused, directly or indirectly, as a result of the work.

Utilities

Homeowners shall arrange with local utility companies for service.

Views

No representation or warranty is made with respect to the presence or absence of views or scenes that are visible from your new home. Such views and scenes can be blocked or changed by future development, the growth of plants and other activities.

Water Pressure

Your D.R. Horton Limited Warranty does not include any representation or warranty that the current water pressure level will prevail in the future. Please contact your water utility provider.

CONSTRUCTION SITE VISITS

Visiting your New Home

D.R. Horton encourages you to meet with your Sales Representative and visit your home while under construction; while we intend for your visits to be informative our key priority is safety. The guidelines noted below allow construction to stay on schedule while staying safe.

Safety Guidelines

- Visitors are allowed on the construction site **only when escorted** by a D.R. Horton Representative during model hours.
  - **No one is to enter a home during the Framing / Rough-In stage or when a Construction Access Zone (CAZ) sign is present.**

- Visits are to be scheduled during non-traditional work hours.
  - Weekdays after 5 pm
  - Weekends

- There are only 3 allowed visits during Construction
  - All 3 visits will be scheduled in advance and accompanied by your Sales Representative for safety. Please schedule with your Sales Rep, they will not schedule the visit for you or remind you to come in. It is not required to make 3 visits.
  - For your safety, the first visit will be after the home has windows, roof and shingles on it.
  - The 2-3 visit will be between trim stage and the pre-closing walk-through.
  - Safety is our # 1 concern so anyone walking a home under construction will wear hard hats provided by your Sales Representative.
  - Visits on the weekend will provide the safest way to view your new home as vendors will most likely not be working at that time.

- Visitors shall wear hard hats, and appropriate clothes and shoes for a construction site.

- Adults only are allowed on the construction site due to the physical dangers, debris and noisy activity.

- **D.R. Horton is not responsible for injuries, damaged clothing, or property damage during a construction site visit.**

CONSTRUCTION SITE VISITS

Questions / Concerns

If you see an item you feel requires attention or have any questions, please contact your Sales or Construction Representative; do not approach the subcontractors working in your home with requests, suggestions or questions.

Unauthorized Alterations / Additions

Please keep in mind that the home you are purchasing does not become your property until Closing, at which time the title of the home is transferred. Therefore, it is not permissible for you to make any changes, alterations or additions to your future home until it becomes your property. Any construction or improvements made without D.R. Horton's authorization will be removed prior to Closing at the expense of the person who performed or directed the work.

Construction Meetings

There are a few site meetings which you are required to attend with your Construction Representative during traditional work hours (Weekdays 8am – 4pm). Walk-throughs will be started and completed during traditional work hours.

- Please be sure to watch the Homeowners Maintenance video's before you arrive for your walk-through.

- Walk Through
  - Scheduled after Final Clean prior to Closing to review homeownership responsibilities. Specifically, we will cover how to operate and maintain your HAVC / plumbing systems, the care of finishes / fixtures, review the home warranties and document any items of concern requiring repair or correction.
  - Please review homeowner's manual prior to this meeting. This is located on the flash drive and on our website

- Re-Walk (If requested at the time of walk through)
  - Scheduled between the Walk Through and Closing to confirm all items of concern noted at the Walk Through are resolved.

POST CLOSING INFORMATION

Post Closing Items

D.R. Horton – Minnesota is aware of the unfinished items (if applicable) that may not have been completed on your new home due to seasonal conditions. The unfinished components of your home will be completed as soon as possible; however, we will not risk compromising the integrity of your home. There are various factors which may delay the installation of your post closing items. Please keep in mind each home is on its own installation schedule and is not based solely on the date of closing. We appreciate your patience and understanding during this process. We will do our best to meet our responsibilities to you in a timely manner.

POST CLOSING ITEMS

We recognize there might be unfinished elements of your new home. This is typically due to seasonal conditions. We will be completing all items when the weather or other restrictions allow.

Listed are various factors which impact the completion of common items.

If you have any questions regarding post closing items on your home, please contact your construction rep.

SIDEWALK/STOOP/PATIO

Issues:
Mandated Road Restrictions
Weather/Frost
Rough Grade Completion

Issues Installing Early:
Cracking
Frost Heaving
Settlement

IRRIGATION

Issues:
Mandated Road Restrictions
Ground Frost
City Verification

Issues Installing Early:
Cracking
Frozen Lines
Inadequate Testing Conditions

LANDSCAPING

Issues:
Mandated Road Restrictions
Weather Conditions
Items Require Completion First
(grading/drainage, irrigation)
City Verification

Issues Installing Early:
Root Rot
Frost Heaving
Settlement



PAINTING

Issues:
Weather
Product (wood or steel)
Temp Requirements

Issues Installing Early:
Improper Adherence

DRIVEWAYS

Issues:
Mandated Road Restrictions
Weather/Frost
Rough Grade Completion
Items Require Completion First
(sidewalks, stoop, patio)

Issues Installing Early:
Cracking
Frost Heaving
Settlement

PLEASE NOTE: EACH HOME IS ON ITS OWN INSTALLATION SCHEDULE AND IS NOT SOLELY BASED ON THE DATE OF CLOSING

Radon in Real Estate Transactions

All Minnesota homes can have dangerous levels of radon gas. Radon is a colorless, odorless and tasteless radioactive gas that can seep into homes from the soil. When inhaled, its radioactive particles can damage the lungs. Long-term exposure to radon can lead to lung cancer. About 21,000 lung cancer deaths each year in the United States are caused by radon.

The only way to know how much radon gas has entered the home is to conduct a radon test. MDH estimates 2 in 5 homes exceed the 4.0 pCi/L (picocuries per liter) action level. Whether a home is old or new, any home can have high levels of radon.

The purpose of this publication is to educate and inform potential home buyers of the risks of radon exposure, and how to test for and reduce radon as part of real estate transactions.

Disclosure Requirements

Effective January 1, 2014, the Minnesota Radon Awareness Act requires specific disclosure and education be provided to potential home buyers during residential real estate transactions in Minnesota. **Before signing a purchase agreement to sell or transfer residential real property**, the seller shall provide this publication and shall disclose in writing to the buyer:

1. whether a radon test or tests have occurred on the property
2. the most current records and reports pertaining to radon concentrations within the dwelling
3. a description of any radon levels, mitigation, or remediation
4. information on the radon mitigation system, if a system was installed
5. a radon warning statement

Radon Facts

How dangerous is radon? Radon is the number one cause of lung cancer in non-smokers, and the second leading cause overall. Your risk for lung cancer increases with higher levels of radon, prolonged exposure, and whether or not you are a current smoker or former smoker.

Where is your greatest exposure to radon? For most Minnesotans, your greatest exposure is at home where radon can concentrate indoors.

What is the recommended action based on my results? If the average radon in the home is at or above 4.0 pCi/L, the home's radon level should be reduced. Also, consider mitigating if radon levels are between 2.0 pCi/L and 3.9 pCi/L. Any amount of radon, even below the recommended action level, carries some risk.

Radon Warning Statement

"The Minnesota Department of Health strongly recommends that ALL homebuyers have an indoor radontest performed prior to purchase or taking occupancy, and recommends having the radon levels mitigated if elevated radon concentrations are found. Elevated radon concentrations can easily be reduced by a qualified, certified, or licensed, if applicable, radon mitigator.

Every buyer of any interest in residential real property is notified that the property may present exposure to dangerous levels of indoor radon gas that may place the occupants at risk of developing radon-induced lung cancer. Radon, a Class A human carcinogen, is the leading cause of lung cancer in nonsmokers and the second leading cause overall. The seller of any interest in residential real property is required to provide the buyer with any information on radon test results of the dwelling"

DEPARTMENT OF HEALTH

Radon Testing

Any test lasting less than three months requires **closed-house conditions**. This means keep all windows and doors closed, except for normal entry and exit.

Before testing: Begin closed-house conditions at least 12 hours before the start of the radon test.

During testing: Maintain closed-house conditions during the entire duration of the short-term test. Operate home heating or cooling systems normally during the test.

Where should the test be conducted? Any radon test conducted for a real estate transaction needs to be placed in the lowest livable area of the home suitable for occupancy. This is typically in the basement, whether finished or unfinished.

Place the test kit:

- 20 inches to 6 feet above the floor
- 3 feet from exterior doors and windows
- 1 foot from exterior walls
- 4 inches away from other objects
- in a location where it won't be disturbed
- not in enclosed areas or areas of high heat/humidity

How are radon tests conducted in real estate transactions?

There are special protocols for radon testing in real estate transactions. Here are the two most common.

Continuous Radon Monitor (CRM)

This test is completed by a certified radon measurement professional with a calibrated CRM for a minimum of 48 hours. The data is analyzed to ensure a valid test. A report is generated by the measurement professional.

Simultaneous Short-Term Testing

Two short-term test kits are used at the same time, placed 4 inches apart, for a minimum of 48 hours. Test kits are sent to the lab for analysis. The lab generates a report. The two test results are averaged to get the radon level.

All radon tests should be conducted by a licensed professional. This ensures the test was conducted properly, in the correct location(s), which includes testing the lowest liveable level in each unique foundation type and undre appropriate building conditions. A list of these licensed radon measurement professionals can be found at MDH's Radon web site.

Radon Mitigation

When elevated levels of radon are found, they can be easily reduced by a licensed professional. A list of these licensed radon mitigation professionals can be found on MDH's Radon website.

Radon mitigation is the process or system used to reduce radon concentrations in the breathing zones of occupied buildings. The goal of a radon mitigation system is to reduce the indoor radon levels to below the action level. This is done by drawing soil gas from under the house and venting it above the roof. A quality mitigation system is often able to reduce the annual average radon level to below 2.0 pCi/L. The cost of a radon mitigation system averages $1,200 to $2,500.

After a radon mitigation system is installed perform an independent short-term test to ensure the reduction system is effective. Operate the radon system during the entire test. This short-term test will confirm low levels in the home. Be sure to retest the house every two years to confirm continued radon reduction.

Radon Information on the Web:
www.health.state.mn.us/radon

Last Updated 3/2021

MDH Indoor Air Unit
PO Box 64975
St Paul, MN 55164-0975
651-201-4601
800-798-9050
health.indoorair@state.mn.us

WARRANTY PROCEDURES

D.R. Horton Limited Warranty

D.R. Horton warrants that every D.R. Horton home has been constructed with materials and workmanship of a quality that meets or exceeds industry standards.

D.R. Horton warrants your home for a period of **one year from the date of closing your home**. This warranty is limited to repairs and/or replacements that are necessary as a result of defective workmanship or materials. D.R. Horton will make any necessary repairs and/or replacements under such warranty provided that the D.R. Horton Customer Care Department has received written notice of such claim within the one-year period described above.

All kitchen and laundry appliances are warranted by their manufacturers, **not D.R. Horton.** Homeowners are to call the Customer Service numbers in the manufacturers warranty booklet. When reporting warranty items to the appliance manufacturer be prepared to supply the following:

- Date of Purchase (Closing Date)
- Serial & Model numbers
- Description of the problem

Private Home Inspections

It is D.R. Horton's discretion to investigate and/or determine if any course of action shall be taken on items brought up by you or a professional inspector; whether at the time of closing or with-in the one-year warranty period.

Buyer's rights and D.R. Horton obligations under this warranty are limited to repair and/or replacement.

This one-year limited warranty shall NOT apply to any defects caused by, or arising from, moving into the home, climatic conditions, normal characteristics of certain building materials, expansion, contraction, moisture, humidity or any damage resulting from negligence, improper maintenance or abnormal use.

Without limiting the foregoing, this one year limited warranty is subject to, and limited by, the same Conditions, Exclusions, and Warranty Standards as set forth in "Section II.D.—Conditions" (other than II.D.1 which shall not apply to this warranty), "Section II.E.—Exclusions" and "Section III.A.—Warranty Standards - One Year Coverage Only" in your Ten Year Limited Warranty booklet ("Ten Year Limited Warranty") issued by Residential Warranty Company (RWC). The RWC warranty booklet is included in this Homeowners Manual.

D.R. Horton reserves the right to make repairs or correct any defects for which it is

responsible according to the terms stipulated in this warranty at the time and in the manner deemed most advisable by the company.

As mentioned in the Conditions, Exclusions and Warranty Standards, your D.R. Horton Limited Warranty does not cover repair or replacement due to negligence or improper maintenance. Please refer to the "Use and Care of Your Home" section of this manual for a discussion of home maintenance.

Ten Year Limited Warranty

In addition to the D.R. Horton Limited Warranty, your new home is also protected by a ten-year warranty (referenced above as the Ten-Year Limited Warranty) issued by Residential Warranty Company (RWC). The Ten-Year Limited Warranty provides three separate warranty coverages — certain items are covered under a one-year limited warranty, others are covered under a two year limited warranty and still others are covered under a ten year limited warranty. Please refer to your Ten-Year Limited Warranty booklet, available on-line.

Please call RWC at 1-800-247-1812 if you have any questions after you have reviewed the Ten-Year Limited Warranty booklet.

How to Request Customer Service

Normal Procedures

To assure quality and efficient service, requests for service must be submitted in writing. To submit a request for service, visit our website at www.drhorton.com then follow the link for Warranty. You may also submit Customer Service Request Form (forms located in section 5 of this manual). Please be sure to include a description of the work requested, its location in your home and a general description of the concern. Submit your written request for service to:

D.R. Horton - Customer Care Department
20860 Kenbridge Court, Suite 100
Lakeville, MN 55044
FAX: 952-985-7800
ON-LINE: http://www.drhorton.com
Use the tab marked Warranty

After we receive your request for service it will be forwarded to a D.R. Horton Construction Representative. The Representative will be responsible for determining whether the item is covered by the D.R. Horton Limited Warranty, the Ten-Year Limited Warranty, the manufacturer or if it is the homeowner's responsibility.

D.R. Horton Service Request Procedure:

- Customer Care Representative receives written request from Homeowner

WARRANTY PROCEDURES

- Customer Care shall log request into the system and forward information to Construction Representative
- Construction Representative shall contact Homeowner to schedule appointment
- At the service appointment the Construction Representative shall perform any repairs within their capacity, explain why if any items are not covered under warranty, and if required arrange another appointment for subcontractors to do repairs
    - If a subcontractor appointment is required, the Construction Representative and Homeowner shall confirm a date and time (am or pm)
- Construction Representative to follow-up with Homeowner upon completion of service request

Warranty Service is performed Monday through Friday between 8:00 a.m. to 4:00 p.m. (Started & Completed)

Building industry standards will be used to select the materials and the workmanship practices that are employed in warranty service repairs and replacements.

We will not be responsible for expenses which you incurred for work that was done by others. Our Construction Representatives do not have permission to authorize repair work by others, and they do not have the authority to extend or alter your D.R. Horton Limited Warranty or your Ten-Year Limited Warranty.

Please understand that D.R. Horton representatives and subcontractors are not allowed to move, relocate, or set-up personal belongings (furniture, appliances, electronics, etc) to perform warranty service work. It is the **Homeowners responsibility** to ensure area is clear and ready for service.

D.R. Horton can not warrant any additions or alterations made to the original construction of the home. Subsequent damages to the original construction from such additions or alterations may negate the warranty of the original construction. Some examples of additions and alterations include, but are not limited to; decks, patios, porches, garage door openers, basement finishes, etc.

We take pride in the subcontractors who have been selected by D.R. Horton. If you are dissatisfied with the quality of work or the level of professionalism displayed by one of our subcontractors, please contact your Customer Care Representative immediately. Your comments help us to maintain the high level of service that you deserve.

WARRANTY PROCEDURES

Emergency Service

In case of an emergency, your first step should be to protect your family from harm. Once you are sure of their safety, and if your safety will not be jeopardized, you should take steps to correct or lessen the effects of the emergency.

Emergency situations, as defined by the limited warranty, include the following:

- Total loss of heat during extreme weather conditions.
- Gas leak. Leave your home and contact 911.
- Total loss of electricity. (Check with the utility company prior to reporting this circumstance to D.R. Horton or an electrician.)
- Electrical problem that is a fire hazard or a source of danger.
- Plumbing leak that requires the entire water supply to be shut off.
- Total loss of water. (Check with your local municipality to determine if there is a general outage in your area).
- A total stoppage of the plumbing drain system (e.g., the main sewer line is clogged making it impossible to utilize the plumbing system in your home).
- Any other problem that, without immediate correction and precautionary measures, creates a potential for bodily harm that cannot be reasonably avoided.

Damage from a water leak can be minimized by turning off the water to a fixture or turning off the water main to your home. Please refer to the “Plumbing” section of this manual for further discussion of the water shut-off locations.

In case of an emergency, contact the appropriate subcontractor. Contact the Customer Care Department by filing a claim on our website to inform us so we may follow up with repairs. **Do not delay in reporting an emergency.** Subsequent damage caused by a delay in reporting an emergency will not be the responsibility of D.R. Horton. Damage to personal property is not covered by the D.R. Horton Limited Warranty or the Ten-Year Limited Warranty.

If your situation does not fall within the emergency guidelines, please use the procedures outlined for requesting normal (routine) warranty service.

WARRANTY PROCEDURES

D.R. Horton Warranty Process

To provide the best customer service to our homeowners after closing, we ask you to follow the guidelines for obtaining warranty services as listed below.

In an effort to efficiently address warranty requests and minimize disruption to our homeowners, we recommend combining non-emergency warranty items into two service visits. With on 90 days after closing and one 11 months after closing. It is the buyer's responsibility to contact D.R. Horton via our website to arrange for service visits

Closing Date: _____90-Day Warranty Date: _____11-Month Warranty Date: _____

- **On or Before your Warranty Dates:**
  - Review your warranty documents provided on your D.R. Horton flash drive.
  - Go to www.drhorton.com and select the warranty link. Follow the instructions for submitting a warranty request.
  - In addition to your online warranty requests, please keep a list of all concerns on the lines below.
  - All warranty service will be conducted and completed within normal business hours, Monday through Friday 8:00 AM – 4:00 PM.
  - A homeowner is required to be present at the home during all appointments and repairs.

- **Plumbing and HVAC**
  - If you have immediate concerns regarding plumbing or HVAC, please contact the corresponding vendor directly. Their contact information is located on the manufacturer identification tags on each product.

- **Appliances**
  - If you have immediate concerns regarding kitchen or laundry appliances purchased from D.R. Horton, please contact the corresponding appliance manufacturer directly.
  - **Electrolux/Frigidaire Customer Care - (855) 224-4987**
- **Drywall Repairs**
  - D.R. Horton will correct any drywall nail pops and seams that fail within the warranty period at the 11-month warranty period. The drywall will be repaired by D.R. Horton.

If you have a product concern that is causing damage to another product in your home, please notify us immediately to avoid further damage.

WARRANTY PROCEDURES

Online Warranty Submissions

- Please enter your email address while completing your online warranty request form. You will receive an email confirmation within 15 minutes after submitting an online warranty request.
- If you do not receive a confirmation, and have entered your email address, please submit another online warranty request.
- If you experience problems or have further questions, please call our **Customer Care team at (952) 985-7860**.

After Hours Emergency Contacts (Stickers are attached to the unit)

- Sabre Heating and Plumbing (763) 473-2267
- Aspen (952) 452-4855
- Silver Tree Plumbing (651) 319-4200
- LDM Electric (763) 234-3846

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____

HOW TO REQUEST WARRANTY SERVICE

Move into your new home with Peace of mind. We are proud to offer a robust warranty with each new D.R. Horton home. Should you have a concern with your home or would like to schedule a service appointment, submitting a request is simple.

Please note that fields marked by an asterisk (*) are required to submit your service request.

HOME INFORMATION

Zip Code*	Find and select your home address*

☐ Address not listed.

CONTACT INFORMATION

First Name*	Last Name*
Home Phone	Cell Phone
Work Phone	
Email Address	Confirm Email Address
Select contact Preference*	

REQUEST DETAIL

Details – Please describe the service in the space below (limit 10,000 characters)

SUBMIT

More information on the back of this sheet

Screen Sample

Instructions for completing request

Visit [Warranty Request Page (drhorton.com)]

Click on the warranty tab

1) Enter your home's zip code

2) Select your address from the drop-down list a. Begin typing your street address to reduce the number of addresses listed, or scroll through the list and select your home address

b. If you do not see your address in the drop-down list, click on "Address Not Listed" and then enter your home's address, zip code, city and state

3) Enter your first name

4) Enter your last name

5) Enter the telephone number for your preferred contact

6) Enter your email address, then confirm your email address to ensure no typing errors – this is essential if you would like to receive an email confirmation of your submission

7) Select your contact preference from the drop-down list, and ensure you have entered your contact information in the appropriate preceding box

8) Enter the details of your warranty / service request - there is a 10,000-character limit. Please enter all requests on one ticket

9) Enter the Capture Text shown in the box above – ensure a green check mark appears

10) Click Submit

11) Please do not text, call or email warranty requests. We have no way to track them.

TROUBLESHOOTING GUIDE

For other problems that may arise, we provide these Troubleshooting suggestions for your convenience.

Plumbing

1. If a water main breaks or a major plumbing leak develops, turn off the main water valve located in the utility room and immediately arrange for service.

2. If you notice a leak under a sink or toilet, turn off the water by using the shutoff valves located under or behind the unit. If leak continues shut water off at main valve and immediately arrange for service.

3. If a toilet becomes clogged, turn off the water to the fixture. When obstruction is removed, turn water back on.

4. If there is a leak in the water heater, turn off the water supply valve on top of the water heater. Turn the electric or gas supply off and drain the water heater.

5. If you notice water spots (darkened areas) on your walls or ceilings, you may have a water leak. Determine the source of water if possible and take steps to prevent further damage. If the leak can be traced to one location (one toilet, sink or tub), turn off the water to that fixture. If the leak cannot be isolated, turn off the main water service. Refer to Emergency Service procedures.

Electrical

If a complete power outage occurs, look to see if your neighbors have electrical power. If the power is off in your neighborhood, call the electric company to report the outage. If the outage is limited to your home, inspect all circuit breakers, including the main breaker. If a breaker appears damaged leave it off and call your electrical subcontractor. If the breakers are not damaged, turn them all off and back on again one at a time.

1. If you notice sparks or smell burning, find the location of the odor or sparks. Unplug any appliance that is plugged into that outlet. If an appliance is not the problem, shut off the circuit and call the electrical subcontractor. IMPORTANT NOTE: Immediately call the fire department if there is any possibility of fire.

2. If there is no power in a bathroom, laundry room, kitchen, dining room, garage or outside receptacle, these receptacles may be connected to a Ground Fault Circuit Interrupter (GFCI) device designed to interrupt the flow of electricity preventing electrical injury or damage. Locate the appropriate GFCI outlet. If the reset button has tripped, unplug the appliance; press the reset button to restore power. If power is not restored, determine if the circuit is being overloaded. Two hair dryers or other appliances being used on one circuit could cause the breaker

to trip. Defective appliances can trip a GFCI when they will not trip a standard breaker. Rarely will a GFCI be too sensitive and require replacement. Contact Customer Care if you have questions about the GFCI outlets in your home.

3. IMPORTANT NOTE: GFCI outlets should not have refrigerators, freezers or timing devices (such as an irrigation system) connected to them. It is also not recommended to plug in A/C adaptors or voltage transformers (phone / battery chargers, razors, etc) to GFCI outlets.

4. All bedroom outlets are protected with Arc-Fault Circuits. Avoid plugging vacuum cleaners and irons in to these outlets.

5. If there is no power to an electrical outlet, check wall switches and circuit breakers.

Heating and Air Conditioning

1. If the heating system is not working properly, verify the thermostat is set to a temperature higher than the room air and the thermostat is turned to the 'heat' position. Verify furnace switch is 'on', and then check that the circuit breaker is in the 'on' position. If you are unable to isolate the problem, contact D.R. Horton's Customer Care Department.

2. If your air conditioning unit shuts down or will not start, verify the thermostat is set to a temperature that is cooler than the room air. Then, turn the air conditioner off at the thermostat and inspect the circuit breaker. If the breaker is tripped, reset it to restore power to the unit and turn thermostat to 'cool'. Dirty or pleated filters will need to be changed monthly failure to do so will cause damage to your compressor.

TROUBLESHOOTING GUIDE – HARDWOOD FLOORS

PROBLEMS	CAUSES	SOLUTIONS	RESPONSIBILITY
CUPPING Expansion of the boards on the width side / washed board-high edge	➢ High relative humidity ➢ High moisture contents of the sub-floor ➢ Excessive moisture ➢ Flooding, source of water ➢ Insufficient expansion space	➢ Use of dehumidifier during high humidity seasonal (summer period) ➢ Add heat and ventilation ○ **See Condensation Section**	➢ Homeowner
GAPPING / SHRINKING	➢ Low relative humidity	➢ Stabilize humidity ○ **See Condensation Section**	➢ Homeowner
LOCALIZED GAPPING	➢ Hot spot at surface from appliances generating heat such as dishwasher / refrigerator and heat registers located in or around the floor area	➢ *No remedy*	
LEDGING OR OVERWOOD	➢ Sub-floor imperfection ➢ Manufacturing milling	➢ Repair and/or re-cut ➢ Replace board ➢ Do not install board	➢ Installer ➢ Manufacturer
HUMP IN FLOOR	➢ Sub-floor imperfection ➢ Shift in foundation	➢ Repair area	➢ Installer ➢ Builder
SQUEAKING Loose / Noisy / Squeaky floor	➢ Sub-floor integrity ➢ Improper nailing ➢ Subjected to excessive moisture and/or drying	➢ Repair (Year 1 only) ➢ Stabilize humidity ○ **See Condensation Section**	➢ Installer ➢ Homeowner
PATTERN OR KIT PROBLEM	➢ Improper installation	➢ Repair ➢ Replace board	➢ Installer
BUMPS ON EDGE	➢ Improper nailing	➢ Check nailing machine	➢ Installer

TROUBLESHOOTING GUIDE – HARDWOOD FLOORS

PROBLEMS	CAUSES	SOLUTIONS	RESPONSIBILITY
		➢ Replace board	
DEFECTIVE BOARDS	➢ Manufacturing ➢ Warehousing ➢ Handling of material	➢ Cut defect or replace ➢ Relocate in hidden area ➢ Touch-up ➢ Do not install	➢ Manufacturer ➢ Installer ➢ Wholesaler/Retailer
QUALITY / WRONG GRADE / HEAVY COLOR VARIATION	➢ Communication ➢ Consumer expectation ➢ Incorrect or poor sampling	➢ Updated display and samples ➢ Refer to grading charts ➢ Training ➢ Relocate selected boards ➢ Do not install	➢ Wholesaler ➢ Retailer ➢ Homeowner
SPLIT BOARDS ON ENDS	➢ Manufacturing ➢ Invisible fracture which opens when nailed and/or after site acclimation ➢ Excessive high relative humidity and/or excessive low relative humidity environment ➢ Installer inspection	➢ Do not install ➢ Replace board ➢ Repair and cut defect ➢ Stabilize humidity	➢ Manufacturer ➢ Installer ➢ Homeowner
SPLIT BOARDS ON EDGES	➢ Manufacturing inspection ➢ Nailing technique	➢ Replace board ➢ Re-cut board ➢ Do not install	➢ Manufacturer ➢ Installer
ROUCH-RAISED GRAIN EDGES OF BOARDS (Feathering / splinters / slivers)	➢ Manufacturer ➢ Moisture ➢ Improper maintenance	➢ Do not install ➢ Touch-up with razor blade and re-finish	➢ Manufacturer ➢ Homeowner ➢ Installer

TROUBLESHOOTING GUIDE – HARDWOOD FLOORS

PROBLEMS	CAUSES	SOLUTIONS	RESPONSIBILITY
	➢ Installer inspection	➢ Change maintenance procedure ➢ Replace board	
RAISED GRAIN FACE	➢ Manufacturing lumber defects ➢ Manufacturing inspection ➢ Installer inspection	➢ Do not install ➢ Replace board	➢ Manufacturer
DENTS / INDENTATIONS Small round marks random / Scattered nicks / Other service imperfections	➢ Handling of hardwood strips / planks ➢ Debris under nailing machine ➢ Debris under hard soled shoes ➢ High heels ➢ Furniture legs	➢ Do not install ➢ Replace ➢ Install in closet	➢ Installer ➢ Homeowner
GOUGES	➢ Moving appliances / furniture ➢ Chair legs ➢ Dog toenails	➢ Repair ➢ Protective pads ➢ Clip dogs' nails regularly	➢ Homeowner
EXCESSIVE OR EARLY WEAR	➢ Improper protection ➢ Improper maintenance ➢ Localized foot traffic	➢ Correct maintenance ➢ Vacuum floor-remove grit ➢ Use protective pads under furniture legs ➢ Use protection in front of the kitchen sink and dishwasher ➢ Touch-up repairs	➢ Homeowner
OVERALL DULLNESS	➢ Improper maintenance ➢ Improper maintenance products	➢ Check suggested maintenance guide ➢ Clean with hardwood flooring cleaner	➢ Homeowner
SCUFF MARKS	➢ Improper maintenance	➢ Clean per manufacturer's	➢ Homeowner

TROUBLESHOOTING GUIDE – HARDWOOD FLOORS

PROBLEMS	CAUSES	SOLUTIONS	RESPONSIBILITY
	➢ Shoes / rubber wheels	suggestions	
FINISH DELAMINATION	➢ Excessive moisture ➢ Water damage ➢ Accumulation of water in V-Joint	➢ Replace boards ➢ Sand and re-coat	➢ Homeowner
SUNSHADING	➢ Natural color discoloration (darkening) and variation of sunlight	➢ Expose non-affected area to sunlight ➢ Remove area rug ➢ Relocate furniture ➢ Natural change over time (from 1 to 6 months) ➢ Resurface the floor	➢ Homeowner
LOCALIZED DARKENING	➢ Excessive moisture (oak) ➢ Water damage	➢ Fix water damage and/or leak	➢ Homeowner

HOMEOWNER MAINTENANCE

Introduction

The importance of maintaining your new home on a regular basis is directly comparable to maintaining a brand-new car. If you never change the oil or get the car tuned up, little problems will eventually become big problems.

Similarly, your home has numerous components and equipment that require periodic maintenance. By implementing the following preventative maintenance guidelines, you can help keep the components of your home functioning properly with as few problems as possible.

To help you pinpoint when specific maintenance items should be performed, this checklist is divided into distinct time periods: After Move-In, Monthly, Quarterly plus Spring and Fall. For additional information regarding the subjects presented here, please refer to the appropriate manufacturer's operating instructions and/or the specific subject discussions contained in this manual.

Although these suggestions for maintaining your home are helpful it is always best to follow manufacturers recommendations.

Please note that some exterior items may be maintained by your HOA Property Management Company

HOMEOWNER MAINTENANCE CHECKLIST

After Move-In

- ☐ **Perform Safety Checks: smoke detectors, carbon monoxide detectors, fire escape routes, fire extinguishers, door and window locks.**
  - ➢ **Review Local Emergency Numbers**
    - **Police** _____
    - **Hospital** _____
    - **Gas Co** _____
    - **Electric Co** _____
    - **Poison** _____

- ☐ Purchase a general-purpose fire extinguisher for the garage and each floor of the home plus one small kitchen extinguisher for grease fires. Demonstrate proper usage to family members in case of an emergency.
- ☐ Keep first aid materials and a book on first aid procedure in an accessible location.
- ☐ Check for leaks on water supply lines and valves to sinks and toilets.
- ☐ Locate the main circuit breaker in the electric panel box and show family members how to turn it off in case of an emergency.
- ☐ Locate and label the main water line shutoff valve and show all family members how to close it in case of a plumbing emergency.
- ☐ Attach furniture protector's underneath furniture legs to protect hardwood, resilient, and ceramic tile floors or any hard surface flooring
- ☐ Acquire basic tools to help you with normal home maintenance. You will need: pliers, adjustable wrench, flat-blade and Phillips head screwdrivers, claw hammer, tape measure, caulk and caulking gun, putty knife, paint roller and brush, toilet plunger, and flashlight.
- ☐ After first heavy rain, check foundation for erosion and fill eroded areas.

Monthly

- ☐ **Perform Safety Checks: smoke detectors, carbon monoxide detectors, fire escape routes, fire extinguishers, door and window locks.**
- ☐ Replace furnace filter.
- ☐ Vacuum air supply and air return registers to remove dust and lint.
- ☐ Check humidity levels to prevent excessive moisture.
  - ➢ A portable dehumidifier may be desired in unfinished and unconditioned spaces.
- ☐ Clean range/micro hood filter.
- ☐ Clean disposal blades by grinding up ice cubes. Freshen it with baking soda and by grinding up citrus fruit rinds.
- ☐ Maintain plumbing traps by running water through infrequently used faucets.
- ☐ Clean shower door weep holes.
- ☐ Vacuum all bath exhaust fans.
- ☐ Clear air intakes, exhaust, dryer vents and meters of debris, nests, snow, etc.

HOMEOWNER MAINTENANCE CHECKLIST

Quarterly

- ☐ Adjust thermostat for season change.
- ☐ Clean air-cleaner filter, if applicable (refer to manufacturers manual).
- ☐ Clean air exchanger (ERV), if applicable (refer to manufacturers manual).
- ☐ Clean all bath exhaust fans.

Spring

- ☐ **Change batteries in smoke and carbon monoxide detectors.**
- ☐ Test and reset all Ground Fault Circuit Interrupter (GFCI) receptacles.
- ☐ Check electrical extension and appliance cords. Replace frayed or split cords.
- ☐ Check for leaks on water supply lines and valves to sinks and toilets, as well as plumbing located behind access panels.
- ☐ Check spray nozzles and drains.
- ☐ Clean faucet aerators.
  - ➢ Aerators are located at the end of faucets (mixes air with the water to provide a smooth, splash-free water flow).
  - ➢ Unscrew the aerator, remove debris and replace aerator.
- ☐ Maintain interior caulking and grout on tile in showers, baths, vanities and kitchen sinks.
  - ➢ Homeowner maintenance is absolutely necessary to prevent damage to wood and other materials behind and below wet areas.
  - ➢ Caulking compounds and dispenser guns are available at hardware stores.
    - o Latex Caulk is appropriate for an area that requires painting.
    - o Silicone Caulk is appropriate for an area where water is present but will not accept paint.
- ☐ Maintain sump pump and basket.
  - ➢ Remove cover.
  - ➢ Remove debris that may have infiltrated basket.
  - ➢ Fill basket with water to cover pump, pump should engage, discharging water to the exterior.
  - ➢ If pump does not engage, verify float is operating freely.
  - ➢ Check pump operation several times a year.
- ☐ Check windows for smooth opening and closing operation. Clean tracks and lubricate as necessary.
- ☐ Inspect window screens and repair or replace as necessary.
- ☐ Check weather-stripping around windows and doors, repair as necessary.
- ☐ Check screws on door lockset, hardware and tighten as necessary.
- ☐ Lubricate bi-fold and by-pass doors as necessary.
- ☐ Clean sliding door tracks as necessary & keep weep holes free of dirt and debris.
- ☐ Check adjustment of exterior door thresholds.

HOMEOWNER MAINTENANCE CHECKLIST

- ☐ Lubricate moving parts of garage door.
- ☐ Check for cracks and voids in exterior caulking and re-caulk as necessary. Any additional caulking is homeowner maintenance and is not warrantable.
- ☐ Check exterior painted surfaces for wear and deterioration.
- ☐ Clean air conditioner condenser.
    - ➢ When temperature is appropriate, spray with a garden hose to remove foreign matter.
- ☐ Check exterior landscaping to ensure proper drainage away from foundation.

Fall

- ☐ **Change batteries in smoke and carbon monoxide detectors.**
- ☐ Test and reset all Ground Fault Circuit Interrupter (GFCI) receptacles.
- ☐ Check electrical extension and appliance cords. Replace frayed or split cords.
- ☐ Check for leaks on water supply lines and valves to sinks and toilets, as well as plumbing located behind access panels.
- ☐ Check faucet aerators, spray nozzles and drains.
- ☐ Replace humidifier core.
- ☐ Drain and refill water heater (refer to manufacturers manual).
- ☐ Maintain interior caulking and grout on tile in showers, baths, vanities and kitchen sinks.
    - ➢ Homeowner maintenance is necessary to prevent damage to wood and other materials behind and below wet areas.
    - ➢ Caulking compounds and dispenser guns are available at hardware stores.
        - o Latex Caulk is appropriate for an area that requires painting.
        - o Silicone Caulk is appropriate for an area where water is present but will not accept paint.
- ☐ Maintain sump pump and basket.
    - ➢ Remove cover.
    - ➢ Remove debris that may have infiltrated basket.
    - ➢ Fill basket with water to cover pump, pump should engage, discharging water to the exterior.
    - ➢ If pump does not engage, verify float is operating freely.
    - ➢ Check pump operation several times a year.
- ☐ Check drawers and hinges for proper alignment. Tighten and adjust as necessary.
- ☐ Check windows for smooth opening and closing operation. Clean tracks and lubricate as necessary.
- ☐ Inspect window screens and repair or replace as necessary.
- ☐ Check weather-stripping around windows and doors, repair as necessary.
- ☐ Check screws on door lockset, hardware and tighten as necessary.
- ☐ Lubricate bi-fold and by-pass doors as necessary.
- ☐ Clean sliding door tracks as necessary.

HOMEOWNER MAINTENANCE CHECKLIST

- ☐ Check adjustment of exterior door thresholds.
- ☐ Winterize exterior plumbing fixtures.
  - ➢ Turn on exterior faucet so it is running.
  - ➢ From the inside, turn off the shut off valve (usually located in the utility room). Open bleeder on side of shut off valve (little round screw type plug).
  - ➢ On the exterior faucet spigot, drain each fall.
- ☐ Lubricate moving parts of garage door.
- ☐ Check for cracks and voids in exterior caulking and re-caulk as necessary.
- ☐ Check exterior painted surfaces for wear and deterioration.
- ☐ Clean gutters and downspouts, if applicable.
- ☐ Maintain asphalt driveway.
  - ➢ Seal seam asphalt drive and concrete at garage.
  - ➢ Seal coat as necessary.

Please note that some exterior items may be maintained by your HOA Property Management Company

USE AND CARE OF YOUR HOME

Your home has been constructed with quality materials and the labor of experienced craftsmen. Prior to our using any material, it must meet our specifications for quality and durability. All work is done under our supervision to attain the best possible results.

A home is one of the last hand-built products left in the world. Homebuilding is part art, part science and part hard labor. No two homes, even of the same plan, will be constructed exactly alike. Once the natural and man-made materials have been assembled, the components interact with each other and the environment. Although quality materials and workmanship have been used in your home, this does not mean that it will be free from care and maintenance. A home, like an automobile, requires care and regular maintenance. This is essential to providing a quality home for a lifetime. Please refer to the maintenance schedule for guidelines.

We are proud of the homes we build and the neighborhoods in which we build. We strive to create long lasting value. This cannot be achieved unless you, as the homeowner, properly maintain your home and all of its components. Periodic maintenance is necessary because of a number of factors such as normal wear and tear, the inherent characteristics of the materials used in your home, and normal service required by the mechanical systems. Natural fluctuations in temperature and humidity will also impact your home.

Many times, a minor adjustment or repair done immediately by you saves a more serious time consuming and sometimes costly repair later. Note also that negligence of routine maintenance can void applicable limited warranty coverage on all or part of your home.

We recognize that it is impossible to anticipate and describe every attention that may be needed for good home care; however, we have covered many important details. The subjects covered include components of homes we build, listed in alphabetical order. Each topic includes suggestions for use and care. Some components may be discussed here which are not present in your home.

Please take time to read the literature provided by the manufacturers of consumer products and other items in your home. The information contained in that material is not repeated here. Although much of the information may be familiar to you, some points may be significantly different from homes you have owned in the past.

We make every effort to keep our information current and accurate. However, if any detail in our discussion conflicts with the manufacturer's recommendations, the manufacturer's recommendations should be followed. **Activate specific manufacturer warranties by completing and mailing the registration cards included with their materials. In some cases, manufacturer warranties may extend beyond the first year; it is in your best interest to be familiar with**

such coverage. By caring for your home attentively, you ensure your enjoyment of it for years to come. The attention provided by each homeowner contributes significantly to the overall desirability of the community.

While we strive to build a defect free home, we are realistic enough to know that we may make mistakes or that something in the home may not perform as intended. When either occurs, we will make the necessary corrections. In support of this commitment, D.R. Horton provides you with a one-year limited warranty.

The Residential Warranty Corporation (RWC) ten-year limited warranty booklet is included in this homeowner's manual. After closing your validation sticker will arrive by mail. We suggest that you carefully read through this information as well as the service procedures that are discussed in this manual. If you have any questions regarding the standards or procedures, please contact Customer Care.

Please refer to the RWC booklet for a better understanding of coverages, observations, and actions required. This is located on the flash drive you were provided and on the DR Horton website in the Warranty section.

> **For your protection, for accuracy, and for efficient operation of our customer care, non-emergency items shall be reported in writing. We do not accept reports for routine warranty items over the phone.**

Air Conditioning

Since the air conditioning is combined with the heating system, the manufacturer's maintenance suggested for your furnace should be reviewed and followed.

Air conditioning can add much to the comfort of your home, but if used improperly or inefficiently, may result in wasted energy and frustrations. These hints and suggestions are provided to help you maximize your air conditioning system.

Whole House System

To fully and efficiently utilize your air conditioning system, you must understand that it is a total, whole-house system. The air conditioner unit is the mechanism in your home that produces cooler air. The air conditioning system involves everything inside your home including, for example, drapes and windows.

Closed System

Your home air conditioning is a closed system, which means that the interior air is continually recycled and cooled until the desired air temperature is reached. Warm outside air introduced to the home by open windows and exterior doors disrupt the system and makes cooling impossible. Therefore, you should keep all windows and exterior doors closed. The heat from the sun shining in through windows with open

drapes is intense enough to overcome the cooling effect of the air conditioning unit. For best results, close the drapes on these windows. Your air conditioning design also contemplates that all interior doors should remain open for air circulation.

Time
Time is of importance in your expectations of an air conditioning system. Unlike a light bulb which reacts instantly when you turn on a switch, the air conditioning unit only begins the process when you set a thermostat to the cool mode. During the entire day, the sun has been heating not only the air in the home, but the walls, the carpet and the furniture. The air conditioning unit starts cooling the air, but the walls; carpet and furniture release heat and nullify this cooling. It may take up to 24 hours to reach your desired temperature.

Therefore, it is recommended to set the thermostat at a moderate temperature in the morning while the house is cooler, allowing the system to maintain the cooler temperature throughout the day. The temperature setting may then be lowered slightly when you arrive home, with better results.

Setting the thermostat at 60º will **not** cool the home any faster and can result in the unit "freezing up" and not performing at all. Extended usage under these conditions may damage the unit.

Adjust Vents (also known as balancing your system)
You will find it advantageous to adjust the vents to maximize air flow to occupied parts of the home. Likewise, when the seasons change, it will probably be necessary to re-adjust them for comfortable heating.

Compressor
It is important to maintain the air conditioning compressor in a level condition. Failure to do so may cause the unit to malfunction.

Humidifier
If a humidifier is installed on the furnace system, turn it off when you use the air conditioning; otherwise, the additional moisture can cause a freeze-up of the cooling system. Use the humidifier only in winter, when the air is extremely dry.

Homeowner General Maintenance
The following suggestions are intended to assist you in getting the maximum usage and enjoyment from your heating and air conditioning system. We recommend that air filters be changed every thirty (30) days. In areas with heavy dust, more frequent changes may be in order. Fresh filters can significantly reduce operating costs and may prolong the life of your system. **You must place all panels back securely in their place or the system will not operate properly or not at all.**

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At the end of the cooling season, you may wish to pour one cup of bleach down the condensate line to kill any algae that may grow on the inside of the drain line. This keeps the condensate line free from obstruction and minimizes the chances of it backing into your home.

Check the operation of your system well in advance of peak operating seasons. D.R. Horton recommends an inspection by a heating professional every year.

Keep all vents and registers clean and free of dust, cobwebs and debris. Keep plants and grass trimmed well away from the outdoor unit and exterior hoods.

If any panels on the face of your furnace unit are removed for any reason, be sure they are securely and correctly returned to their proper positions; otherwise the system will not properly function.

Non-Emergency
Lack of air conditioning is not an emergency. Problems will be handled by the heating and air conditioning contractor in the order received.

Service Calls
All questions and requests for warranty service on your heating and air conditioning system should be directed to our Customer Care Department. Even after your D.R. Horton Limited Warranty expires, we suggest that you continue to contact your original contractor, who will have the plans and specifications necessary to address your service needs.

Appliances

Read and follow all manufacturer requirements for each appliance in your home.

All appliance warranty service is provided by the appliance manufacturer.

Manufacturer Service
If a problem arises with an appliance call the customer service number listed in the manufacturer's warranty booklet. When reporting warranty items to the appliance manufacturer, be prepared to supply the following:

- The date of purchase (closing date)
- The serial number and model number (found on a metal plate on the side or bottom of each appliance)
- A description of the problem

Registration
Mail warranty registration cards directly to the manufacturer soon after closing or register on-line.

Appliance Warranties
All appliance warranties are assigned to you at the closing. The appliances are warranted directly to you in accordance with the terms and conditions of the written warranties supplied by their manufacturers.

Attic Access

The attic space is not intended for storage (excessive weight could jeopardize the integrity of the trusses and void your warranty). Access is provided for purposes of maintaining mechanical equipment that may traverse the attic space. When performing any needed tasks in the attic, caution should be used not to step off wooden members onto the drywall. This can result in personal injury and/or damage to the ceiling below. Such injury or damage is not covered by your limited warranty. Care should be taken to re-seat access panel in original position and the panel must be resealed.

Brass / Chrome

Fixtures such as plumbing hardware, towel rings and bars, door knobs and exterior light fixtures are factory treated with a clear protective coating, electrostatically applied, to provide beauty and durability.

Atmospheric conditions, direct sunlight, caustic agents (such as paints) or scratches from contact with sharp objects may cause the protective coating to crack or peel and resulting in spotting and discoloration.

Cleaning
Initial care for these products requires only periodic cleaning with a mild, non-abrasive soap and buffing with a soft cloth.

Corrosion
Unless you have purchased very high end (and expensive) **solid** brass fixtures, the brass on your fixtures is a coating on top of a different base metal. Water with a high mineral content is corrosive to any brass, coated or solid. Corrosion damage to the external surfaces or internal workings of plumbing fixtures is normal when exposed to water with high mineral content.

Tarnish
Brass and chrome, like sterling silver, will gradually tarnish and eventually take on an antique appearance.

USE AND CARE OF YOUR HOME

Brick

Brick is one of the most durable and lowest maintenance finishes for a home's exterior.

Color Variations
If any repairs or changes are made to your brick, variations in the color of the brick and/or mortar may result.

Efflorescence
Efflorescence occurs in masonry construction, particularly brick, when water moving over a wall brings natural salts to the surface resulting in white crystalline or powdery deposits.

Often these salts are water soluble and may disappear of their own accord with normal weathering. Or you may remove the salts by dry brushing or with water and a stiff brush.

Settlement Cracks
Settlement cracks are common and should be expected within certain tolerances in bricks and mortar joints.

Tuck-pointing
After several years, face brick may require tuck-pointing (repairing the mortar between the bricks). Otherwise, no regular maintenance is required.

Weep Holes
You may notice small wicks in the mortar along the lower row of bricks or over the door and window openings. This allows moisture to escape if any has accumulated behind the brick. Do not fill these weep holes or permit landscaping materials to cover them.

Cabinets

Cleaning
Consult cleaning product container to verify product is appropriate for wood cabinets. Use such products a maximum of once a month so as to avoid excessive build-up. Stay away using from paraffin-based spray waxes or washing cabinets with water as both of these items will damage the luster of the finish.

Hinges
If hinges or drawer glides become sluggish, a small amount of lubricant will improve their performance. Seasonal cabinet door adjustments are considered homeowner maintenance.

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Moisture
Damage to cabinet surfaces and warping can be caused by operating appliances that generate large amounts of moisture — such as a coffee pot or crock pot. When operating such appliances, place them in a location that is not directly under a cabinet. While cooking food on your stove, be sure to turn on the vent hood.

Separations
Gaps which develop between cabinets and the ceiling, or cabinets and walls, are normal. Homeowner maintenance may require caulking (and paint touch up, if applicable).

Warping
Exposure to extreme temperature, humidity changes, or moisture may cause warping of cabinet doors and drawer fronts. See cabinet warranty for further definition.

Wood Grain
Readily noticeable **variations in wood grain and color** are expected and are normal in all style selections. Chips, scratches, and other flaws in surfaces, which are noted on the "walk-through" list, will be repaired.

Carbon Monoxide Detectors

Read the manufacturer's manual for detailed information on the care of your carbon monoxide detectors.

Keep detectors clean and test them weekly. The unit will only indicate the presence of carbon monoxide gas at the sensor. Carbon monoxide gas may be present in other areas.

When the battery back-up becomes weak, the detector will "chirp" as a warning. Replace the battery in all detectors immediately to continue your protection. **The detector must have AC or battery power to operate. If AC power fails and the battery is dead or missing, the detector cannot operate.**

If the alarm sounds and the RED CO light is flashing:

1. Operate the Test/Silence button.
2. Move to fresh air
3. Call emergency services

Cleaning
Once a month, carbon monoxide detectors should be vacuumed. Never use water, cleaners or solvents as they may damage the unit. After cleaning, push the test button; the alarm should sound. For your safety, it is important that these devices be kept clean and in good operating condition.

No Representation
D.R. Horton has installed the carbon monoxide detectors in locations approved by the local building codes. D.R. Horton does not represent that the carbon monoxide detection device will provide the protection for which it is installed. D.R. Horton shall not be obligated to pay for any carbon monoxide investigation or service call.

Caulking

Time and weather will shrink caulking and dry it out so that it no longer provides a good seal against moisture and air infiltration. As a matter of routine maintenance, check the caulking and make repairs as needed. Caulking compounds and dispenser guns are available at hardware stores. Re-caulking is a routine homeowner maintenance item and is not covered under warranty.

Latex Caulk
Latex caulk is appropriate for an area that requires painting (where a countertop backsplash meets the wall).

Silicone Caulk
Caulking that contains silicone will not accept paint but works best where water is present (where the tub meets the tile, or a sink meets the countertop).

Wet Areas
Homeowner maintenance of caulking around tubs and showers (especially at joints with protective wall coverings such as tile or marble panels) is absolutely necessary to prevent damage to wood and other materials behind and below these wet areas.

Concrete

Foundation
The foundation of your home has been designed and installed in accordance with state and local building codes. The walls of the foundation are poured concrete with steel reinforcing rods. Cracks can develop in foundation walls. Shrinkage cracks are common and do not affect the structural integrity of your home.

If a crack develops in a foundation wall that allows water to seep through, please submit a Customer Service Request Form.

By maintaining good drainage, your home's foundation is protected as well as the concrete flatwork (e.g., porch, patio, driveway, sidewalks, entry walks, etc.).

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Flatwork
Concrete flatwork is in essence a “floating slab” — it is not attached to your home’s foundation. The concrete flatwork is not a structural (load bearing) element of your home and is not covered by warranties covering your home’s foundation. Concrete flatwork will crack due to shrinkage and expansion/contraction of soils on which it rests. Cracks in flatwork can be expected.

To properly care for your exterior concrete, always be aware of areas where water is collecting and fill this in. Do not allow downspouts to drain in such a way that the water can get under the concrete.

Cracks
Although we use accepted construction procedures for the installation of concrete flatwork, this does not guarantee there will be no cracking. Due to normal expansion and contraction, some cracking in concrete occurs in all homes. Cracks do not mean that your foundation or flatwork is not performing properly. Zip strip and hand tooled joints are methods for controlling where concrete cracks. Still some random cracking is to be expected. Refer to RWC manual for tolerances.

By maintaining good drainage away from your home, you are protecting your home’s foundation. Maintenance of drainage away from all concrete slabs will minimize cracking and other forms of movement.

Heavy Vehicles
Do not permit heavy vehicles (e.g., moving vans, concrete trucks, etc.) to drive on your concrete sidewalks or patios. This concrete is not intended to bear the weight of these types of vehicles.

Settling or Heaving
Excessive settling or heaving should be reported in writing so that an inspection may be made. Please refer to the RWC manual to determine coverage.

Spalling
Repeated hosing, animal urine, radiator overflow, over watering your lawn, fertilizer, ice melting agents and/or road salts are some of the causes of spalling (e.g., chipping or flaking). D.R. Horton is not responsible for the repair of spalling.

Sweeping/Cleaning
Sweeping is the recommended method of keeping exterior concrete clean. If washing is necessary, do this when temperatures are moderate.

Pooling Water
This is common when snow and water run-off your vehicle. This should be removed with a push broom or squeegee.

USE AND CARE OF YOUR HOME

Condensation / Humidity

This brief information piece will discuss condensation and humidity in your home; some recommendations on how to help your ventilation system and humidifier (if applicable) function properly. The goal is to keep excess condensation off your windows while maintaining a comfortable environment for your family and protecting the wood products in your home.

Monitoring the temperature and humidity in your home by using a simple hygrometer is very advantageous. There are several digital gauges available at hardware stores.

Q: What is condensation?
A: Condensation occurs when warm moist air hits a cool surface. It comes from the water vapor in the air. The vapor changes to liquid or ice, depending on how cool the surface is.

Q: What is humidity?
A: Humidity is water vapor, or moisture in the air. Moisture on a glass of ice tea in the summer is simply the humidity condensing on a cold surface. Excess humidity can damage windows and contribute to deterioration of the home.

Window Condensation

Window condensation may occur in the fall and winter as outside temperatures become colder and as the humidity in the house is present. This is to be expected because of summertime loading in the structure and furnishings of the home.

Dryness

In the coldest weeks of winter, when outside air is extremely dry, the home may experience a “too dry” condition. This is evidenced by the fact that a family member may receive a static spark when reaching for a door handle or experience dry sinuses.

In our climate, with our temperature extremes, these tips will help you maintain proper humidity levels in your home.

It is highly recommended, during unoccupied times, that the owner’s suite and owner’s bath doors remain open to ensure optimum ventilation.

USE AND CARE OF YOUR HOME

What to do if your home is equipped with a ERV.

- This system needs to be monitored per the manufactures specifications. Operation cycles have been pre-determined by the homes energy calculation. The results are posted on the front of each unit.

Condensation on the inside of your windows (edges or entire pane):

- Operate bath fans during and after periods of bathing until moisture is gone.
- Open window treatments to allow airflow to the windowpane.
- Adjust the dial down by ½ (example: from 8 to 7.5) and wait 48 hours to allow comfort levels to adjust.
    - Repeat this procedure if necessary. If after 2 adjustments condensation is still present, homeowner to contact D.R. Horton Customer Care.

Excessive dryness…the house is too dry:

- Open window treatments to allow airflow to the windowpane.
- Adjust the dial up by ½ (example: from 8 to 8.5) and wait 48 hours to allow comfort levels to adjust.
    - Repeat this procedure if necessary. If after 2 adjustments home is still too dry, homeowner to contact D.R. Horton Customer Care.
- If home is not equipped; the purchase of a humidifier may be necessary.

During the cooling season, the air conditioner acts as a dehumidifier. The ventilation system may (depending on outside conditions) increase your humidity level in your home. Adjusting the Humidicalc will have no effect on the humidity amounts in your home.

- If home is not equipped; the purchase of a humidifier may be necessary.

Additional Information

The winter relative humidity in most homes should be somewhere between 25% and 40%. At the lower end, a reduction of window condensation, maintenance, and structural damage is gained at the expense of human comfort and interior woodwork and furnishings. Unless a home is specifically designed for high moisture levels, a reasonable approach would be to maintain a 40% relative humidity under mild conditions and as the outdoor temperature drops, continue to reduce the relative humidity.

USE AND CARE OF YOUR HOME

BUYERS MUST PURCHASE A HYGROMETER FOR EACH LEVEL OF HOME

This chart has been prepared as a guideline for indoor temperatures and recommended humidity levels. Settings above the recommended levels will cause moisture and/or icing on the window glass.

MAX HUMIDITY THAT CAN BE TOLERATED

OUTSIDE AIR TEMPERTURE	INSIDE RELATIVE HUMIDITY FOR 70° INDOOR AIR TEMP.
-20° F or Below	Not over 15%
-20° F to 10+F	Not over 20%
-10° F to 0° F	Not over 25%
0° F to +10° F	Not over 30%
+10° F to +20° F	Not over 35%
+20° F to +40° F	Not over 40%

If the indoor temperature is higher than 70°, lower humidity levels are required.

Countertops

Always use a cutting board when cutting, chopping, etc. Protect the countertops from heat and do not set hot pans on the countertop. Do not use countertops as ironing boards.

Caulking

The caulking between the countertop and the sink may shrink, leaving a slight gap. Maintaining a good seal in this location is important to keep moisture from reaching the wood under the laminates and prevent warping.

Cleaning

Avoid abrasive cleaners that will damage the luster of the surface. Plastic brand laminates may be cleaned with a damp cloth and mild detergent. If in doubt about a suitable cleaner or detergent, check with its manufacturer. Use of abrasive cleaners, powders and scouring pads can damage the finish of decorative surfaces. Acid or alkaline based cleaners will mar, etch, or permanently discolor the decorative surface. Avoid standing water behind the sink and backsplash area. **Swelling and/or delamination due to excess moisture will not be warranted.** Immediately wipe down with a dry cloth when this occurs. Failure to maintain and care for laminate tops in any of the above mentioned, including excess moisture, may be interpreted as negligence and may result in forfeiture of 1-year product and fabrication warranty.

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Doors and Locks

The doors installed in your home are wood products subject to the natural characteristics of wood such as shrinkage and warpage. Due to natural fluctuations of humidity and the use of forced air furnaces, showers, and dishwashers, and so on, interior doors may require minor adjustments. Putty or filler may be used to fill any minor separations that develop at mitered joints in door trim.

Bi-fold Doors
Interior bi-folds will sometimes stick or warp due to weather conditions. Applying a silicone lubricant to the tracks can minimize this inconvenience.

Door Adjustments
Due to normal settling of the home, doors may require minor adjustments for proper fit. Panels on wood doors will normally expand or shrink due to changes in humidity and temperature. It is a homeowner's responsibility to touch up paint or stain unfinished areas resulting from such expansion or contraction.

Exterior Finish
To ensure longer life for your exterior doors, plan to refinish them at least once a year. Stained exterior doors with clear finishes tend to weather faster than a painted door. Treat the finish with a wood preserver quarterly to preserve the varnish and prevent the door from drying and cracking. Reseal the stained exterior doors whenever the finish begins cracking or weather checked.

Failure to Latch
If a door will not latch due to minor settling, a qualified professional may correct this issue.

Hinges
A squeaky door hinge can be remedied by removing the hinge pin and applying a silicone lubricant. Do not use oil as it may gum up.

Keys
Keep a duplicate privacy lock key where children cannot reach it in the event a youngster locks himself/herself in a room. Some types of privacy locks can be opened with a small screw driver or similarly shaped device.

Locks
Lubricate door locks with waterproof lubricant. Avoid oil as it will gum up.

Slamming
Slamming doors can damage both doors and jambs and can even cause cracking in walls. Teach children not to hang on the doorknob and swing back and forth. This can work hardware loose and cause the door to sag.

Sticking
The most common cause of a sticking door is the natural expansion of lumber due to changes in humidity. When sticking is due to swelling during a damp season, do not plane the door, a qualified professional may correct this issue. Tightening the long hinge screws in the hinges will allow you to adjust the door.

Warping
If a door warps, keep it closed as much as possible; this often helps return it to normal. If warpage exceeds ¼" horizontal / vertical / diagonal a qualified professional may correct this issue.

Weather Stripping
Weather stripping and exterior adjustable door thresholds occasionally require adjustment or replacement.

Driveway - Asphalt

After the installation, particularly in warm weather, there are a number of precautions you should take to keep your asphalt driveway in good condition. Settling of your driveway is common. D.R. Horton will repair any settlement or depressions in excess of two inches. Patching will be performed on affected area only and repairs will result in a variation in color. Driveways will **not** be replaced due to settlement. Frost may cause your driveway to be higher than the garage floor, this is not a warrantable item.

Driving / Parking
Do not drive on the blacktop for the first five (5) days after installation. Do not park on your driveway for two (2) weeks.

Parking on driveway during warm weather may cause tire indentations. Do not allow heavy vehicles on the driveway. Heavy loads can cause break-up and are excluded in the warranty. Avoid any heavy pressure spots on your driveway such as trailer hitches, car jacks, lawn chairs, etc.

To avoid tire marks do not turn your vehicle wheels while sitting in one spot. Avoid driving over either edge of the driveway. Tire indentations, scuffs or scrapes are not warranted.

Pooling Water
This may occur in areas and it not considered a warrantable repair. See the RWC manual for specific tolerances.

Care / Maintenance
Keep driveway free of stones and debris, as traffic over such cause's indentations. Avoid spillage of gas and oil.

Seal coating as necessary.

Deter vegetation from growing through the edges of the driveway.

Drywall

Slight cracking, nail "pops" or seams may become visible in walls and ceilings. These are caused by the normal shrinkage of the wood and normal deflection of rafters to which the drywall is attached.

Repairs
D.R. Horton will repair drywall items one time only during the first year. We suggest waiting until the year end. Readily noticeable defects in workmanship or blisters in the tape will be corrected. Repairs will not be made on flaws that are only visible under particular lighting condition or at a distance of less than 6'-0" facing area straight ahead.

Subsequent drywall repairs can be easily made. This work is best done when the room is to be redecorated. To correct a nail pop, reset the nail with a hammer and punch. Cover it with spackle, which is available at paint and hardware stores. Apply two or three thin coats. When it is dry, sand the surface with fine grain sandpaper, texture and repaint. Indentations caused by sharp objects can be filled with spackle in the same manner. Hairline cracks can be repaired with a coat of paint; slightly larger cracks can be repaired with spackle or caulk and repainting.

Electrical

The master control panel located by the electric meter contains the electrical breakers for your home. The control panel includes a main shut-off that controls all the electrical power to the home. Be certain you are familiar with the location of the master control panel.

Each breaker is marked to help you identify which breaker is connected to which appliance, outlet or other service. Should a failure occur in any part of your home, always check the breakers in the panel boxes.

USE AND CARE OF YOUR HOME

Breakers
Circuit breakers have three positions — on, off and tripped. When a circuit breaker trips, it must first be turned off before it can be turned on. Switching the breaker directly from the tripped position to the on position will not restore service.

Outlets
If an outlet is not working, check first to see if it is one that is controlled by a wall switch or the ground fault interrupter. If neither of these suggestions solves the problem test another appliance to determine if the appliance is faulty.

Breaker Tripping
Breakers will often trip due to overloads caused by plugging too many appliances into the circuit, a worn cord, a defective item or operating an appliance with too high of a voltage requirement for the circuit. The starting up of an electric motor can also trip a breaker.

If any circuit trips repeatedly, unplug all items connected to it and reset. If it trips when nothing is connected to it, an electrician is needed. If the circuit remains on, one of the items that was unplugged is defective or requires too much amperage.

Buzzing
Fluorescent fixtures use transformer action to operate them. This action sometimes causes a “buzzing” sound.

GFCI (Ground Fault Circuit Interrupter)
GFCI receptacles have a built-in element that senses fluctuations in power. Quite simply, the GFCI is an indoor circuit breaker. Installation of these receptacles is required by building codes in the bathrooms, kitchen, outside and garage (areas where an individual can come into contact with water while holding an electrical appliance or tool). Heavy appliances such as refrigerators, freezers or power tools will trip the GFCI breaker. Do not plug a refrigerator or food freezer into a GFCI controlled outlet because it is likely that the GFCI will trip and ruin the contents.

Each GFCI receptacle has a test and reset button. Once each month press the test button. This will trip the circuit. To return service, press the reset button. If a GFCI breaker trips during normal usage, it may be an indication of a faulty appliance and some investigation is in order. Please remember that one GFCI breaker can control up to three or four outlets.

Arc Fault Outlets

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All bedroom outlets are protected with Arc-Fault Circuits. Avoid plugging vacuum cleaners and irons in to these outlets. Outlets in the bathrooms, kitchen or laundry are better equipped to handle these items.

Grounded System
Your electrical system is a three-wire grounded system. Never remove the bare wire that connects to the box or device.

Light Bulbs
You are responsible for replacing any burned-out bulbs other than those noted on the Walk Through list. Replace bulbs with the correct wattage for the fixture.

Modifications
Do not tamper with or add to your electrical system. For any modification that is needed, contact an electrical contractor.

Power Surges
Power surges can result in damages to sensitive electronic equipment such as televisions, alarm systems, computer and the like. D.R. Horton does not warrant against damages caused by power surges and recommends you install surge protectors (available at retail stores) for added protection.

Underground Cables
Contact Gopher State One service prior to any digging in your yard.

Dishwasher
Brand of soap, amount of soap, water hardness and water temperature can all affect the performance of the dishwasher. Refer to the manufacturer's manual.

Disposal Outlets
The electrical outlet for the disposal is located under the kitchen sink. This outlet is controlled by the wall switch, or the switch under the sink cabinet.

Ceiling Fans
Do not hang a ceiling fan from an existing ceiling light box without adding additional support to carry the weight.

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Expansion and Contraction

All building materials are subject to expansion and contraction caused by changes in temperature and humidity. Dissimilar materials expand or contract at different rates. This movement results in separation between materials, particularly dissimilar ones. The effects can be seen in small cracks in drywall and paint, especially where mouldings meet drywall, at mitered corners, where tile grout meets the tub or sink and so on. This can be alarming to an uninformed homeowner, but, in fact, it is very normal, especially in our climate known for extreme fluctuations in temperature and humidity.

Shrinkage of the wooden members of your home is also inevitable and occurs in every new home. Although this is most noticeable during the first year, it may continue beyond that time. In most cases, paint and caulking is all that is needed to conceal this minor evidence of a natural phenomenon. Properly installed caulking will shrink and must be maintained by the homeowner.

This type of expansion and contraction is also applicable to the masonry and concrete portions of your home.

Fireplaces

Gas Fireplace Units

Fireplaces are available in select floor plans. Fireplaces are designed for gas logs only. These manufactured logs do not actually burn but give the appearance of a “real” fire. The fuel source of this unit is natural gas. A porcelain log set is provided with your home purchase. Do not, under any circumstances, burn wood or other objects in this type of fireplace. This type of unit requires special operation and maintenance procedures that are different from those of wood burning fireplaces. Please refer to the manufacturer’s fireplace instructions to determine the proper use of this unit regarding a “break-in” period, fireplace ignition and cleaning instructions. Although the exterior walls around the fireplace are insulated it is common to feel air directly in front of the unit, as each unit is vented directly to the exterior. If you do not have your instructions, please contact Customer Care for a copy prior to your use.

If the fireplace does not light within 30 seconds simply turn the switch off and on to reset. This may need to be done 4-5 times as the gas has moved away from the ignition.

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Flooring

Refer to manufacturer's recommendations for additional information on the care of all floor covering products. Color selection sheets provide a record of the brand, style and color of the floor coverings in the home. Please retain this information for future reference.

You may experience one or more of the following characteristics from your carpet and/or vinyl: crushing, matting, pilling, scuffing or yellowing, and visual traffic patterns. Please be aware of the characteristics, **they are not defects!** Please refer to the RWC manual year one coverage for additional information. This is located on the flash drive and on our website under the warranty section.

Samples displayed are representative of a style of flooring. Color, texture and shade of flooring installed may vary from the sample. Shade and color will vary within each production run of manufactured flooring and may also vary as a result of use, care, cleaning and age. Therefore, on any repaired or replaced flooring, D.R. Horton will not be responsible for any shade or color mismatch, discontinued colors or patterns.

Extreme heat, sunlight and ultra-violet rays, will cause discoloration. Protect areas that are subject to these conditions.

Floor Squeaks

Please refer to the RWC manual for warranty standards on floor squeaks.

Carpet

- **Cleaning**

One may add years to the life of carpeting with regular care. A carpet wears out because of foot traffic and dirt particles that become trampled deep into the pile beyond the suction of the vacuum. The dirt particles abrade the fibers like sandpaper and dull the carpet.

Vacuuming high traffic areas daily helps to keep them clean and helps to maintain the upright position of the carpet nap. Do not always vacuum in the same direction. Wipe spills and clean stains immediately. For best results, blot or dab the spill or stain; avoid rubbing it. Test stain removers first on an "out of the way" area of the carpet, such as a closet, to check for any undesirable effects. Peroxide, bleach, make-up, medication and household chemicals will discolor your carpet. The carpet is stain resistant, not stain proof. Professional cleaning should be performed regularly.

- **Carpet Seams**

Carpet seams will be visible. This is not a defect, but the nature of the product. Edges of carpet along mouldings and edges of stairs should be held firmly in place. In some areas edging material may be used where carpet meets another floor covering.

USE AND CARE OF YOUR HOME

- **Variances**

Cut pile carpet is characterized by difference in light reflections causing shadowing or shading. This shadowing or shading occurs at the side of cut ends. When seams occur between a hall and a bedroom or where one room has been quarter turned to the other room, this shadowing may occur. Quarter turning, which causes shadowing, is not a manufacturing or installation defect, but an industry-wide practice.

Exposure to direct sunlight will cause spotting and/or fading of the carpet. D.R. Horton will not be responsible for fading in any area.

Ceramic Tile

- **Cleaning**

The ceramic tile installed on walls or countertops in your home may be washed with any non-abrasive soap or detergent; abrasive cleansers will dull the finish.

Ceramic tile floors should be vacuumed as needed. Occasionally wet mopping with warm water may be appropriate. Avoid adding detergent to the water. If you feel a cleaning agent is required, use a mild solution of warm water and dishwashing liquid. Rinse thoroughly.

- **Grout Discoloration**

Grout that becomes yellowed or stained can be cleaned with a fiber brush, cleanser and water. Grout cleansers and whiteners are available at most hardware stores. Also, be careful what you use to clean the flooring; it may have a tendency to stain the grout since it is not sealed.

- **Separations**

Some slight separations in the grout between tiles is not uncommon. These slight separations in the grout are commonly due to normal shrinkage conditions. Cracks in the grout can be filled by using premixed grout that may be purchased from flooring or hardware stores. This is considered routine home owner maintenance

Other flaws in surfaces which are noted on the Walk Through list prior to close will be repaired.

- **Sealing Grout**

Sealing grout is a homeowner's decision. Once sealed, ongoing homeowner maintenance of that sealer will be necessary.

USE AND CARE OF YOUR HOME

Hardwood Floors
In caring for hardwood floors, a routine of preventive maintenance is the primary goal. The homeowner is responsible for this routine maintenance.

The face of each board or boards may contain the following characteristics:

- Streaks, spots and color variation
- A light variation in the finish of tinted colors
- Unfilled pinworm holes not over 1/16”
- Filled wormholes or knots less than 1/8” in diameter
- Small checks or strokes less than ¼” long
- Small cracks between the boards not over 1/8” wide

- **Cleaning**

Sweep or dust mop on a daily basis or as needed. Vacuum weekly with a soft brush attachment. Never wet mop a hardwood floor, excessive water causes wood to expand, possibly damaging the floor; it is imperative that water be cleaned up immediately. Refer to manufacturer’s recommended cleaning information for wood floors. Do not use water-based detergents, bleach, oil soap or one-step floor cleaners on hardwood floors.

- **Humidity**

Wood floors will respond noticeably to changes in the humidity level in the home especially in the winter. A humidifier will help but will not completely eliminate this reaction.

- **New Wood Floors**

When new, splinters of wood will appear. Dimples or scratches can be caused by moving furniture, dropping heavy or sharp objects, high heels, etc. Some shrinkage or warping can be expected, especially around heat vents or any heat producing appliances. Warping will occur if the floor becomes wet repeatedly or is thoroughly soaked even one time. A dulling of the finish in heavy traffic areas is likely; a white, filmy appearance is caused by moisture (often from wet shoes). A dehumidifier may be helpful for finished basements.

- **Protecting**

Install proper floor protectors on furniture used on hardwood flooring. Protectors will allow chairs to move easily over the floor without scuffing. Clean the protectors on a regular basis to remove any grit that may accumulate. Place throw rugs in front of sinks and any doors leading to the outside where heavy traffic and tracking occurs. Keep your pet’s nails trimmed to keep them from scratching your flooring.

- **Shoes**

Shoes which track in dirt / debris may damage the wood floors. Keep heels in good condition to reduce chance of damaging the floors.

USE AND CARE OF YOUR HOME

- **Spills**

Food spills should be cleaned up immediately using a very dry cloth. Refer to manufacturer's recommended cleaning information for wood floors.

- **Yellowing and Warping**

Discoloration of the wood floor may result from area rugs and/or sunlight.

Vinyl Floor

Although vinyl floors are designed for minimum care, they do vary in maintenance needs. Some resilient floors require regular application of a good floor finish. This assures you of retaining a high gloss. Because of its relatively soft texture, vinyl flooring can be damaged by heavy appliances, dropped objects, high-heeled shoes and by rough usage. Most damage may be repaired by a flooring professional.

Gaps shall not exceed 1/16" width in vinyl floor seams. Where dissimilar materials abut, a gap not exceeding 1/8" is permissible.

- **Limit Water**

Wipe up spills immediately to avoid staining and vacuum crumbs instead of washing resilient floors frequently with water. Mopping or washing with water should be limited; excessive amounts of water on resilient floors will penetrate seams and get under edges causing the material to lift and curl. Do not use any type of floor steamer or wet "Swiffer" on any laminate, wood or vinyl product.

- **Moving Furniture**

Use extreme caution when moving appliances across resilient floor covering. Tears and wrinkles can result. Coasters should be installed under furniture legs to prevent permanent damage. Dimples and scratches can be caused by moving furniture.

- **Shrinkage or Warping**

Some shrinkage or warping can be expected, especially around heat vents or any heat providing appliances.

- **No Wax**

The resilient flooring installed in your home is the no-wax type. No-wax means it is coated with a clear, tough coating which provides both a shiny appearance and a wearing surface. Even this surface will scuff or mark. Follow all manufacturers' specific recommendations for care and cleaning of all your hard surface floors. Do not use abrasive cleaners or full-strength bleach on vinyl flooring. Abrasives will dull the finish and can cause permanent damage. Full strength bleach can etch and destroy the surface of the flooring. Clean vinyl flooring with a solution of warm water and a vinyl floor cleaner.

- **Ridges**

The joints of underlayment (sheets 4’ x 8’) have been sanded and filled to minimize the possibility of ridges showing through resilient floor coverings. Some ridging is unavoidable and there is no recommended maintenance for this condition.

- **Seam Lifting**

Seams can lift or curl if excessive moisture is allowed on the floor. A special caulking can be used at tub or floor joints to seal seams at those locations. Avoid getting large amounts of water on the floor from baths and showers.

- **Yellowing and Warping**

Be aware that yellowing and warping of the surface can result from rubber/latex backing on area rugs or mats, as well as asphalt residue. Peroxide, bleach, make-up, medication and household chemicals will discolor your vinyl floor.

- **Variances**

Certain patterns of vinyl floors catch shadows from high and lows manufactured into the patterns. This creates the illusion of waves in the floor when viewed against a window background. The appearance is altered in an occupied home with window treatments which create shadows.

Garage Overhead Door

Since the garage door is a large, moving object, periodic maintenance along with following the manufacturer’s instructions will ensure safe and reliable operation. Installation of an after-market garage door opener will void your garage door warranty. Check with the garage door manufacturer before installation of a garage door opener.

Homeowner Maintenance

Every six (6) months, apply a non-silicone lubricant to all moving parts — track, rollers, hinges, pulleys and springs. At this same interval, check to see that all hardware is tight and operating as intended without binding or scraping. Avoid over lubricating to prevent dripping on cars and the concrete flooring.

Lock

If the lock becomes stiff, apply a lubricant. Do not use oil on a lock as it will stiffen in winter and make the lock difficult to operate.

Opener

To prevent damage to the garage door opener, be sure the door is completely unlocked and the rope pull has been removed before using the operator. Consult the garage door opener manual regarding safety.

USE AND CARE OF YOUR HOME

Painting
The garage door should be repainted when the home is repainted or more often if needed to maintain a satisfactory appearance, if applicable.

Safety
Do not allow anyone except the operator near the door when it is in motion. Keep hands and fingers away from all parts of the door except the handle. Do not allow children to play with or around the door.
For your safety, have any needed adjustments made by a qualified specialist. The door springs are under a considerable amount of tension and require special tools and knowledge for accurate and safe servicing. Have the door inspected by a professional garage door technician after any significant impact to the door.

Sag
The garage door may sag slightly due to its weight and span. Transparent light will appear around the overhead garage door weather stripping, this is normal. Garage doors are not designed to be weather tight, rain and snow penetration will occur. Rubber seals on the bottom of the doors will, overtime shrink in our climactic conditions. Replacement can be obtained from any garage door company. Control joints under garage doors are a normal practice to help drain water from your garage. You will see light at this location.

Gas Shut-Off

There is a shut-off on the gas line near each appliance in your home that operates on gas. In addition, there is a main shut-off at the meter. These are pointed out during the Walk Through. If you suspect a gas leak, leave the home and call 911.

Grading and Drainage

The final grades around your home have been inspected and approved for proper drainage. A drainage certification is done by our surveyor and is detailed on the foundation survey. Inspections are made by the local building authorities as well as D.R. Horton. Swales are designed to remove water from your property and some water is to be expected, especially with rainfall and irrigation systems on your property and neighboring lots.

Positive Drainage
It is essential that you maintain the slopes around your home to permit the water to drain away from the foundation. Failure to do so can result in major structural damage and will void warranty.

USE AND CARE OF YOUR HOME

Backfill Settlement
Backfilled or excavated areas around the foundation and at utility trenches should not interfere with the drainage away from your home. If these areas settle in excess of 6 inches, D.R. Horton will correct them during the one-year limited warranty period. D.R. Horton will not be responsible for stress to landscaping plants.

Erosion
D.R. Horton is not responsible for weather related damage to yards after the closing date.

New Sod
New sod installation and the extra watering that accompanies it can cause temporary drainage problems, as can unusually severe weather conditions.
Recommendations
D.R. Horton will inspect problems submitted in writing during the one-year limited warranty period and advise you as to corrective actions.

D.R. Horton cannot be responsible for excessively wet or damaged swales due to watering.

Swales
In many cases, drainage swales do follow property boundaries. D.R. Horton will not alter drainage patterns to suit individual landscape plans. Typically, a lot receives water from and/or passes water on to other lots. For this reason, homeowner changes in grade often affect those adjacent or near by. D.R. Horton advises against making such changes. In most cities it is against city ordinance to alter approved recorded plats.

Under Concrete
D.R. Horton will fill visible sunken areas under concrete during the first year, provided the settlement exceeds 6” or more. Maintenance of positive drainage away from the foundation as well as all concrete slabs and walks is the homeowner’s responsibility.

Landscaping
Landscaping can change the drainage pattern of your lot. Consult a professional landscape contractor in the event you desire to add landscaping to your lot.

Hardware

Doorknobs and Locks
Doorknobs and locks should operate correctly. Some slight adjustments may be needed due to normal shrinkage of the framing. Loose knobs and locks are considered homeowner maintenance as well as seasonal adjustments. Exterior doors may need additional adjustments as seasons change.

Hinges
Hinges without removable hinge pins, such as cabinets and house-to-garage doors may be lubricated with a non-silicone lubricant. It is recommended that a very small amount of lubricant is used; then work the door back and forth and wipe away all excess lubricant.

Heating / Ventilation / Air Conditioning (HVAC) System

Good maintenance of the furnace, ventilation system and humidifier can save energy dollars as well as prolong the life of the HVAC equipment. Carefully read and follow the manufacturer's literature on use and care. The guidelines here include general information.

Building Codes
Heating systems will be installed in accordance with local building codes, as well as engineering designs of the particular home.

Duct Placement
The exact placement of heating ducts will vary from those positions shown in similar floor plans or in the model homes.

Filters
Remember to change or clean the filter **every month**. A clogged filter will slow air flow and may cause your furnace to stop working. Although it takes less than one minute to change the filter, this is one of the most frequently overlooked details of normal furnace care. Buy filters in large quantities for the sake of convenience.

Fresh Air Intake Vent
Furnaces have fresh air intake vents to assist with operation; do not obstruct the vents. Obstructing fresh air intake vents may cause negative air pressure, poor air quality and subsequently causing damage to the home. Clean monthly.

Furnace Pilot
The furnace is equipped with a Hot Surface Ignition System (electronic ignition) that eliminates the waste of a constantly burning pilot. The radiant sensor ignition control lights the main burners upon a demand for heat from the thermostat. If the unit fails to function, please check the furnace switch and circuit breaker prior to contacting your heating contractor.

Gas Odor
If you smell gas, exit the home immediately and call 911 from a safe distance outside your home.

USE AND CARE OF YOUR HOME

Maintenance

- **Air Exchanger (HRV or ERV), if applicable**

Two deep-loading foam filters are to be checked every 3 months. If dirty, they should be vacuumed and can be washed with warm water and mild dish soap.

The RenewAire ERV Core (Polypropylene Cores) requires cleaning once every year. The core should be vacuumed out on all 4 sides.

Two exterior hoods are mounted on the outside of your home. One exhausts the stale air out, and the other brings the fresh air in. It is important that these hoods be kept free of leaves, grass, snow, and other debris or the fresh air to the ventilator may be restricted. Check to see that these hoods are clear of debris every 30 days with the changing of every season.

- **Balanced Ventilation System**

Vacuum all bath exhaust fans monthly. Change furnace filter monthly.
Verify intake hood mounted on the outside of your home is clear of debris quarterly.

- **Furnace**

Change furnace filter monthly. Keep area surrounding fresh air intake tube clear and do not plug. Keep the A/C drain line clear.

- **Humidifier**

Replace humidifier water panel/media once a year in the fall. Verify that the damper lever is in the correct position for winter and summer. Turn control and water supply off in spring prior to humid weather. Please confirm with the manufacturer's manual.

BUYERS MUST PURCHASE A HYGROMETER FOR EACH LEVEL OF HOME

Odor

The heating system typically emits an odor for a few moments when it is first turned on after an extended period of not being used (such as after the summer months if you do not use air conditioning). This is caused by dust that has settled in the ducts and should pass quickly.

Return Air Vents

For maximum comfort and efficient energy use, arrange furniture and draperies to allow unobstructed air flow from registers and cold air returns.

USE AND CARE OF YOUR HOME

Temperature
Normal temperature variations from floor to floor (depending upon the style of home) can be as much as 10º or more on extremely cold days. The furnace blower will typically cycle on and off more frequently and for shorter periods of time during severe cold spells. By running the fan in the continuous mode, a more even heat may be achieved.

Thermostats
The furnace will come on automatically when the temperature at the thermostat registers below the setting you have selected. Once the furnace is on, setting the thermostat to a higher temperature will not heat the home any faster. Thermostats are calibrated to plus or minus 5º.

Trial Run
Have a trial run early in the fall to test the furnace. (The same rule applies to air conditioners in the spring.) If service is needed, it is more convenient to discover it prior to the heating / cooling season.

Troubleshooting
One of the primary reasons that a furnace does not work is due to no electricity. The furnace has an on/off switch. This switch looks like a regular light switch and is located outside of the furnace. When turned off, this switch overrides all furnace commands and shuts down the furnace. This is usually done when maintenance service is being performed although children have been known to turn the furnace off using this switch.

The furnace will not operate if the gas valve is turned off. The valve should be “in line” with the pipe itself to be in the “on” position. The lower panel door must be positioned correctly for the furnace blower to operate. This panel compresses a button that tells the blower it is safe to operate. If this panel is not on tightly, the fan will not come on.

The breaker for the furnace is located in the electrical panel.

Vents
Experiment with the adjustable registers in your home to establish the best heat flow for your lifestyle. Generally, heat can be diminished in seldom used or interior rooms. In a two-story home the heat flow can be balanced by restricting the registers in the top story and opening the registers on the lower story. Rooms farther away from the furnace will usually need to have their vents opened more. This is an individual matter and you will need to balance the system for your family.

USE AND CARE OF YOUR HOME

Insulation

The effectiveness of blown insulation is diminished if it is uneven. The last step in any work done in your attic (e.g., the installation of a television antenna or satellite dish) should be to confirm that the insulation lies smoothly and evenly. D.R. Horton is not responsible for replacing insulation that has been interrupted by the homeowner or others contracted by the homeowner. Do not step on drywall ceilings; personal injury or damage to drywall will result.

Building Codes

Insulation installed in your home meets or exceeds the building codes applicable to your home at the time of construction.

Landscaping

Additions

Prior to the installation of fences, irrigation systems, patios and general landscapes it is the homeowners' responsibility not to encroach upon property lines, drainage easements, utility easements, etc. Homeowners should survey lot prior to any additions or improvements. **D.R. Horton will not accept any liability for necessary corrections. No improvements/landscaping will be done to the property before the builder installs sod.**

Backfill

The foundation of your home is constructed beginning with an excavation into the earth. When the foundation is complete, the area surrounding it is backfilled. Soil in this area is not as compact and dense as undisturbed ground. Water can penetrate through the backfill area and cause settlement. It is important to maintain proper grade to allow water to flow away from the foundation.

Backfill areas will settle and require prompt attention to avoid damage to your home and voiding of the structural warranty. Raise the grade; do not simply add rock or mulch. Backfilled or excavated areas around the foundation and at utility trenches should not interfere with the drainage away from your home. If these areas settle in excess of 6 inches, D.R. Horton will correct them during the one year limited warranty period. D.R. Horton will not be responsible for stress to landscaping plants.

Downspout extensions should be positioned so that roof run-off is channeled well away from the foundation area of the home. Routine inspection of downspouts, backfill areas and other drainage components is an excellent maintenance habit. This also includes sump pump discharge hoses.

USE AND CARE OF YOUR HOME

Bark or Rock Beds
Do not allow edgings around decorative rock or bark beds to dam the free flow of water away from the home. A non-woven membrane can be used between the soil and rock or bark to restrict weed growth while still permitting normal evaporation of ground moisture.

Fertilization
September fertilizing is recommended for new sod, however, do not fertilize for the first 60 days after installation. Use fertilizer in late fall to help ensure a lush green lawn in spring. For sod installed in the fall, fertilize in May.

Fertilize established plant materials every few years in the fall after the leaves have dropped, or early in the spring. Never apply fertilizer to plants in the late summer as this promotes new growth which makes the plan susceptible to winter damage by not hardening. To prepare your plants for winter you may apply phosphorus and potassium. To prevent the fertilizer from drawing too much moisture away from plants, water both before and after fertilizing.

Fertilize trees in the spring.

Irrigation
Make provisions for efficient irrigation. Conduct operational checks on a weekly basis to ensure proper performance of the system. Sprinkler heads should be directed away from the home. Drain and service sprinkler systems on a regular basis. It is important not to over water.

For the first two to three weeks; water 2 to 3 times per day, allowing the water to soak in, especially during hot weather. Apply 1 inch of water, so the soil beneath the sod is moist.

Existing lawns require approximately 1 inch of water (from rain or applied water) per week to grow well. Sandy soils generally require more water. A deep, slow soaking is recommended over frequent, light watering. Proper watering promotes health and resistance to disease. Make certain that water is getting to all areas of your new lawn. It is very important to continue watering in the fall.

Watering your plant material is very important. However, there are a few factors that will determine how much water is required and how frequently you should be watering. The two primary factors are: weather conditions and soil conditions. Frequent light watering keeps the moisture near the surface and causes shallow root systems that are more vulnerable to weather conditions, especially heat and heavy rain. Always check the soil to determine if water is required. If the soil is dry at 4 to 7 inches deep, you should apply water.

USE AND CARE OF YOUR HOME

Keep watering your lawn and shrubs throughout the fall months or until the first hard freeze. Applying 1 inch of rain or irrigated water per week until the ground freezes is best. Watering should be done at mid-morning to prevent ice build-up if the temperatures drop below freezing at night. The plant material requires the moisture to help them survive the dry fall season.

Pay special attention to young trees and evergreens. A high percentage of trees dying is due to over watering. Trees require approximately 10 gallons of water per inch of a tree's diameter (measured at knee height) per week. Keep watering after the trees drop their leaves until the ground is frozen.

Homeowners in multi-family (and/or HOA maintained) homes shall also be responsible for watering for foundation plants and shrubs adjacent to their homes; as irrigation systems are not designed to water these areas.

Mowing
Allow new sod areas to grow 4 to 5 inches before mowing and do not mow shorter than 3 inches. Do not mow existing lawns shorter than 3 inches. In the fall mow lawn to 2 inches to prevent snow mold. Any damage to swales is not covered under warranty. Swales will remain wet for extended periods of time due to rain and watering by you and your neighbors.

Planning
Locate plants and irrigation heads out of the way of pedestrian, bicycle traffic and impervious surfaces. Space trees to allow for efficient mowing and growth. Prune woody plants as needed. Do not plant trees near the home. Group plants with similar water, sun and space requirements together.

Requirements
Check with your local building department, your Architectural Control Committee and your Homeowners Association, if applicable, prior to designing, installing or changing landscaping for any regulations you may be required to follow.

Utility Lines
Settlement should not disturb your utility lines; however, you may see a slight depression develop in the front lawn along the line of the utility trench. To correct this, roll back the sod and spread top soil underneath to level the area, then replace the sod..

Waiting to Landscape
Unlandscaped ground erodes. Correcting erosion that occurs after closing is the homeowner's responsibility. Damages to neighboring property caused by unlandscaped ground on your lot will be your responsibility. DR Horton irrigation and sod installation will not be held up by the homeowner hired vendor or private contractor

USE AND CARE OF YOUR HOME

Maintenance
Plants, trees, shrubs, and lawn sod or hydromulch are not covered by any warranty and are the homeowner's sole responsibility to maintain.

Drainage
Always maintain a proper slope away from your home to maintain efficient drainage. Extreme care should be taken to ensure that the installation of patios, lawns, flowerbeds, etc., does not in any way restrict the flow of water in drainage swales or easements. See "Grading and Drainage" for additional information. DR Horton will not make grade corrections after a homeowner has made changes to the original grade.

Mildew / Mold

While some types of mold may cause health concerns in some people, the general perception appears to be that exposure to any mold, in any amount, for any time period, will cause health problems in anyone. **That simply is not the case.**

Everyone is exposed to mold on a daily basis. Exposure to some types of mold may cause varying health concerns but the most common types of mold are generally not hazardous.

Mold growth can be attributed to the following factors:

- Moisture
- Nutrients
- Fungal spores
- Temperature

Of these factors, the only component that can be reasonably controlled is moisture. Mold needs moisture to get established, grow, and reproduce. Mold problems and long standing moisture or **high humidity** conditions go hand and hand. Eliminate the moisture and additional mold growth is eliminated.

If you suspect a water leak:

- Turn off the water at suspected fixture if possible.
  - It may be necessary to turn off the main valve located near the water meter.
- Clean up any standing water.
- Call the plumbing vendor for your home. The phone number is located on the main shut-off valve.

Mold/Mildew will not destroy a house, but it can make it look, feel, and smell bad if left untreated. Mold can be cleaned by using a common bleach and water mix (1 part bleach to 10 parts water).

USE AND CARE OF YOUR HOME

Mirrors

To clean your mirrors, use any reliable liquid glass cleaner available at most stores. Avoid splashing water under the mirror. The moisture will cause the silvering to deteriorate. Also, avoid pushing or leaning on your mirrors. This can cause chips or cracks at the mounting brackets.

Paint and Stain

Interior

The interior woodwork has been stained and varnished or painted which may be cleaned with a damp sponge. Walls have been painted with a flat latex paint and should be touched up with matching paint rather than being wiped with a damp sponge. Spackle may be used to cover any small defects prior to paint touch-up.

Exterior

Regular painting and repair will preserve the beauty of and add value to your home. Check the painted/stained surfaces of your home's exterior annually. Repaint before much chipping or wearing away of the original finish occurs; this saves the cost of extensive surface preparation. Plan to refinish the exterior surface of your home approximately every three years or as often as your paint manufacturer suggests for your area and climate. The chemical structure of the paint used on the exterior is governed by the climatic conditions. Over a period of time, this finish will fade and dull a bit. Any paint touch-ups done are not guaranteed to be an exact match.

Fading

Fading due to sun and weather is normal. Periodic repainting will be required by the homeowner.

Maintenance

When you wish to repaint exterior wood work on your home, popped nails should be reset; the blistered or peeling portions should be wire-brushed or scraped with a putty knife, sanded and spotted with primer. The entire area can then be repainted. Be certain to apply a top-quality exterior paint that has been formulated for local climate conditions and the product it is being applied to. Do not allow sprinklers to spray water on the exterior walls of your home. This will cause blistering, peeling, splintering and other types of damage to the home. Trim painted white or light colors will more readily show grain and cracks and, therefore, requires additional maintenance.

Severe Weather

Hail and wind can cause a great deal of damage in a severe storm, and your home should be inspected after such weather. Report damage caused by severe weather to your insurance company promptly.

Stain
For interior stain touch-ups, consult with your local paint / hardware store.

Touch-Up
When doing paint touch-up, use a small brush or roller to apply paint only to the damaged area. Touch-up may not match the surrounding area exactly, even if the same paint mix is used.

When it is time to repaint a room, prepare the wall surfaces first by cleaning with a mild soap and water mixture or a reliable cleaning product. Do not scrub the walls with excessive pressure; do this very gently.

Wall Cracks
Wait until after the first heating season to repair drywall cracks or other separations due to shrinkage. See the “Drywall” section for additional information concerning repairs.

Phone / Cable / Tech Jacks

Initiating service, additions to service (i.e.: satellite / DSL) and/or moving outlets is the homeowner’s responsibility.

Plumbing

Shut-Offs
Your main water shut-off is located next to your water meter. This is helpful to know if you install a sprinkler system or if you plan an addition to your home. It is also important to know and remember the location of the shut-off for emergencies such as a water line freeze or break. Other water shut-offs are located under the sinks in the bathroom and the kitchen. Each toilet has a shut-off valve behind the toilet bowl on the wall.

Air Gaps
If the dishwasher drain becomes clogged the water will discharge through the air gap. This may also happen if the garbage disposal is clogged. Be sure the slot on the air gap is pointed into the sink in the event it is needed to drain the dishwasher. This is not considered a leak and is not covered under warranty.

Debris in Pipes

USE AND CARE OF YOUR HOME

Even though your plumbing lines have been flushed to remove dirt and foreign matter, small amounts of minerals may enter the line. Aerators on the faucets strain much of this from your water. However, minerals, etc. caught in these aerators may cause the faucets to drip because washers wear more rapidly when they come in contact with foreign matter. Clean aerators to minimize this issue.

Care and Cleaning
Follow manufacturers' directions for cleaning fixtures. Do not use abrasive cleansers as they remove the shiny finish leaving behind a porous surface that is difficult to keep clean. Clean plumbing fixtures with a soft sponge and soapy water, and then polish with a dry cloth to prevent water spots.

Clogs
Many plumbing clogs are caused by improper garbage disposal usage. Always use plenty of cold water when running the disposal.

Clogged traps (P-traps) can usually be cleared with a "plumber's helper" (plunger).

Clean a plunger drain stopper, usually found in bathroom sinks, by loosening the nut under the sink at the back, pull out the rod attached to the plunger and lift the stopper. Clean and return the mechanism to its original position.

The main causes of toilet clogs are various domestic items such as disposable diapers, excessive amounts of toilet paper, baby wipes, sanitary supplies, Q-tips, dental floss, toys, etc. Clogs are not a warranty item.

Copper Piping
Copper piping should be maintained by running water through each faucet for approximately one minute per week to minimize stagnation of seldom used faucets.

Freezing Pipes
Provided your home is heated at a normal level, pipes should not freeze. Heat should be set at 65º if you are away during the winter months. Keep garage doors closed to protect plumbing lines that may run through this area from freezing temperatures.

Garbage Disposal
Do not load the disposal unit with food items before turning it on. For proper operation, turn on the cold water and start the disposal unit. Then, drop the food items slowly into the unit.
When the unit sounds clear, turn it off and leave the water running for a minimum of 15 seconds. This allows the food waste to be carried into your sewer lines. Clogged disposals are not covered under warranty. A leaking dishwasher air-gap is casued by

Only foods that are non-fibrous and easily pulverized should be placed into the disposal unit. Examples of foods not to place in the disposal unit are corn husks, celery, onion skins, olive pits, bones and solid or liquid grease. These items may cause your unit to overload or jam. If this happens, follow these corrective measures.

- Turn off the disposal unit and the cold water. Wait three minutes for the disposal unit to cool, and then press the reset button usually located on the bottom of the unit.
- If this does not correct the problem, your disposal unit is probably obstructed. Follow these steps for proper removal.
- Always verify that the disposal unit switch on the wall is in the “off” position before attempting a repair yourself.
- Check the circuit breakers. An overload of this type may have tripped the circuit. Reset any tripped circuit breakers.
- Unplug disposal unit, insert one end of the service wrench into the bottom of the unit. Work back and forth until the disposal unit turns freely. The obstruction will be loosened so that it can be removed. Remove service wrench, plug in unit, press reset button, turn on water, then turn on switch.

Leaks

If a major plumbing leak occurs, the first step is to turn off the supply of water to the area involved. This may mean shutting off the water to the entire home; then contact the appropriate contractor for service.

If a leak is noticed under a sink or toilet, turn off the water to the fixture by using the shut-off valves located under or behind the unit; then contact the appropriate contractor for service.

If a leak is noticed in the tub or shower (also check access panels), turn off the water at the main shut-off valve; then contact the appropriate contractor for service.

If a leak is noticed in the water heater, turn the shut-off valve on top of the water heater to “off”. Turn off the gas if your water heater is powered by gas or the circuit breaker if you have an electric water heater. Arrange for service by the appropriate contractor.

If you notice water spots (darkened areas) on your walls or ceilings, you may have a water leak. Determine the source of water if possible and take steps to prevent further damage. If the leak can be traced to one location, turn off the water to that particular fixture. If the leak cannot be isolated, turn off the main water service to the home. Contact Customer Care for service.

Low Pressure

It will occasionally be necessary to remove and clean the aerators on faucets to allow the proper flow of water; normally every three or four months is sufficient.

Marble
Marble will not chip as readily as porcelain enamel but can be damaged by a sharp blow. Avoid abrasive cleansers or razor blades; both will cause certain damage to the surface. Curling irons or other heat devices will burn and/or discolor the marble.

Porcelain
Porcelain enamel can be damaged by a sharp blow from a heavy object. It can also be scratched. If paint is splattered onto the porcelain enamel surfaces during redecorating, it should be wiped up immediately. If some spots are dry before being noticed, use a recommended solvent. Clean porcelain finishes with a non-abrasive cleanser designed for bathroom usage.

Stainless Steel
Stainless steel sinks should be cleaned with soap and water to preserve their luster. Avoid abrasive cleaners; these will damage the finish. An occasional cleaning with a good stainless-steel cleaner will enhance the finish. Avoid leaving produce on a stainless-steel surface since prolonged contact with produce can stain the finish.

Tank / Bowl Care
Toilets are made of vitreous china, a glasslike material that is almost impervious to staining. Clean your toilets with a toilet bowl cleaner and a brush or cloth. Vitreous china is brittle and will easily break or shatter if hit with a hard object. Do not stand on your toilets. Uneven pressure applied to the toilet can break the wax seal at the base of the toilet, thereby causing a leak.

Toilets which are designed to use less water, approximately 1.6 Max gallons, have been installed in your home in an effort to reduce the amount of water used and the amount of wastewater treated and returned to our water sources. All of this result in a lower utility cost to you and an improvement to our environment.

Since these toilets use approximately 50% of the water that older, traditional toilets use, you need to be aware of a few inconveniences you may experience. The toilets have a tendency to become clogged more frequently than a traditional toilet because of the newer toilet's reduced water flush capacity. On the occasions where, one needs to dispose of a large amount of tissue, it is advisable to flush the toilet prior to the disposal of all tissue. Educating your family members as to the capacity of the toilet will help avoid unnecessary stoppages. **Do not place objects other than toilet paper in the toilet.**

Always keep a plunger on hand to use in the event of a stoppage of a toilet. If a

stoppage occurs, close the shut-off valve on the back side of the toilet. Usually a few vigorous pumps with the plunger will free the obstruction. Stoppages that are not construction related are the homeowner's responsibility. If you are unable to clear the obstruction yourself, we suggest that you hire a plumber.

Do not use drain cleaners, toilet tank drop-in tablets or liquid tank cleaners containing bleach in toilets. The harsh chemicals in drain cleaners can damage the toilet seals and cause a leak. Tank cleaning tablets will void the toilet warranty.

The flush valve in your toilet should last for many years. If it fails or begins to leak, a new flush valve may be purchased at a hardware store. If you are not entirely comfortable with this do-it-yourself project, we suggest that you hire a plumber.

To stop running water, check the shut-off float in the tank. You will most likely find it has lifted too high in the tank, preventing the valve from shutting off completely. In this case, adjust the set screws on top of the valve until the shut-off float stops the water at the correct level. The float should be free and not rub the side of the tank or any other parts.

Toilet Seat Cover
Do not stand on the toilet seat cover. It is not designed for this purpose and may crack.

Jetted
Jetted soaker tubs are available in select floor plans.

- **Cleaning and Disinfecting System**

1. Fill to operating level with warm water and add a cup of liquid chlorine bleach.
2. Activate system and run for 15 minutes. Shut down the system and drain tub.
3. Rinse system clean of chlorine.
4. Fill tub to operating level, activate system and run for 5 minutes.
5. Shut off the system and drain tub.
6. Wipe any excess water to eliminate the chance of traces of chlorine being left in the tub.

- **Maintenance of Surface Finish**

1. Use a soft cloth to wipe any excess water to eliminate water spotting.
2. Periodically use a non-abrasive liquid cleaner.
3. Refer to manufacturer's information for additional tips.

Winter Maintenance

USE AND CARE OF YOUR HOME

By performing the following winter maintenance, you will help prevent water from freezing and cracking pipes.

1. Turn on exterior faucet so it is running.
2. From the inside, turn off the shut off valve (usually located in the utility room). Open bleeder on side of shut off valve (little round screw type plug).
3. On the exterior faucet trip vacuum.
    a. Push the plastic stem inside the spout where water comes out over to one side. This will allow any remaining water to drain from the faucet.

State code requires backflow preventors on exterior faucets be left in place. It is against code to remove the backflow preventors and may cause damage to your faucet that will not be covered by your warranty if removed.

Roof

The roofing materials used on your home should provide many years of service and weather protection for your home. A few reminders on the maintenance of your roof could save a great deal of expense and discomfort in the future.

Leaks

If a leak occurs, try to detect the exact location; this will greatly simplify locating the area that requires repair when the roof is dry. Roof leaks other than those caused by weather, hail damage, high winds or homeowner activity will be repaired within the one-year warranty period.

Gutters / Downspouts

If you have installed gutters and downspouts you will need to maintain the gutters and downspouts to be free of debris and able to quickly and efficiently drain precipitation from the roof. We suggest you hire a professional to clean the roof of tree leaves, pine needles, etc. prior to each year's rainy season to prevent the debris from plugging up the flashing and the gutters.

Ice Dams

Ice dams are not covered under warranty.

Severe Weather

After severe storms, do a visual inspection of the roof for damages. Notify your homeowner insurance company if damage is noted. Even when properly installed, wind driven snow and rain may enter through vents. This is not a defect.

Walking on Roof

USE AND CARE OF YOUR HOME

Walking on your roof is not recommended – doing so may void the warranty. The weight and movement will loosen and break the integrity of the roofing material that can, in turn, result in leakage. Hire a professional for any roof work you may require. No one should attempt to walk on the roof of your home when it is wet, as it is extremely slippery. During hot weather, composition shingles will be soft and pliable and can be damaged. Extremely cold weather will make the shingles brittle and similarly subject to damage.

Siding

Caulking

All caulking shrinks and should be maintained by homeowner. Inspect siding periodically to ensure proper installation and performance is maintained.

Moving / Waving

Slight “waves” can sometimes be seen in siding under certain weather conditions. This cannot be entirely eliminated. Siding will move due to hot / cold weather changes.

Smoke Detectors

Read the manufacturer’s manual for detailed information on the care of your smoke detectors.

Smoke detectors are sensitive to high humidity and dust particles and may sound off.

When the battery back-up becomes weak, the detector will “chirp” as a warning. Replace the battery in all detectors immediately to continue your protection. **The detector must have AC or battery power to operate. If AC power fails and the battery is dead or missing, the detector cannot operate.**

Cleaning

Once a quarter, smoke alarms should be vacuumed. After cleaning, push the test button; the alarm should sound. For your safety, it is important that these devices be kept clean and in good operating condition.

No Representation

D.R. Horton has installed the smoke detectors in locations approved by the local building codes. D.R. Horton does not represent that the smoke detection device will provide the protection for which it is installed. The homeowner is responsible for obtaining insurance.

USE AND CARE OF YOUR HOME

Stone

Minimal care will keep the stone home on your home attractive for many years. We suggest you wash the stone twice a year to help keep the surface clean and the color bright.

Washing

1. Using a garden hose gradually pre-wet the wall from the bottom moving up to the top. Pre-wetting the wall will overcome absorption and prevent dirty wash water from being absorbed and dulling the finish.
2. Using a jet nozzle on a garden hose, direct a high-pressure stream of water against the wall, moving from the top down, washing dirt to the bottom of the wall.
    a. Do not hold the nozzle too close to the surface because the high-pressure stream of water may erode the surface.
3. Flush remaining dirt off the wall with another stream of water.

Landscape

Be certain to maintain approximately a 4 to 6-inch separation between earth / landscaping and the stone to ensure moisture does not wick up into the stone.

Water Heater

Carefully read and follow the manufacturer's literature for your specific model of water heater.

Condensation

Condensation inside your new water heater may drip onto the burner flame. This causes no harm and, in most cases, will disappear in a short period of time.

Drain Tank

Review and follow the manufacturer's timetable and instructions for draining several gallons of water from the bottom of the water heater.

Pilot

Never turn on electricity when the water heater tank is empty. Always turn off the gas or electric power before shutting off the cold-water supply (located at the top of the tank). If restarting of the pilot is necessary, please refer to the manufacturer's manual.

While away from home for an extended period, set the temperature to its lowest point and leave the unit on.

Safety

The area around a gas-fired water heater should be vacuumed as needed to prevent dust from interfering with proper flame combustion. The top of a heater should not be used as a storage shelf.
DO NOT store any chemicals near the water heater as it will cause the safety sensor to trip. If this happens it will have to be replaced and is not covered under warranty.

Temperature
Set the water heater thermostat at the recommended setting; higher settings can cause scalding and waste energy.

No Hot Water
If you discover you have no hot water, check the power source, temperature setting, and water supply valve before calling for service. Refer to the manufacturer's literature for specific locations of these items and other trouble shooting information.

Windows / Screens / Patio Doors

In heavy rains, water may collect in the bottom channel of window frames. Weep holes are provided to allow water to escape to the outside. Keep the bottom window channels and weep holes free of dirt and debris for proper operation. Screens are nor designed to prevent water or pest infiltration.

Child Safety Locks
Be sure the child safety locks are in the correct position prior to opening and closing the windows or damage will occur.

Condensation
Condensation on interior surfaces of the window and frame is the result of humidity within the home and low outside temperatures. The humidity level within the home is influenced and controlled by your family's lifestyle.

Homeowners with humidifiers should closely observe manufacturer's directions, especially during cold periods. Please refer to the Condensation section of this manual.

Door Locks
Acquaint yourself with the operation of the door hardware for maximum security.

Door Tracks
Keep patio door tracks clean for smooth operation and to prevent damage to the door frame. Wax or polish to assist in ease of operation.

Sticking Windows

Most sliding windows (both vertical and horizontal) are designed for a ten-pound pull. If sticking occurs or excessive pressure is required to open or close, wax or polish tracks that guide the window to assist in ease of operation. Avoid petroleum-based products.

Storing Screens
To help alleviate condensation on windows it is recommended to remove and store screens for the winter to allow additional air flow on to the glass. Use caution in removing screens as they are easily perforated, and the frames bend if not handled with care.

Ventilation
Proper ventilation will help limit excessive moisture from forming on the inside of the windows. Please refer to the Condensation section of this manual.

Wood Trim

All lumber is vulnerable to shrinkage especially during the heating season. Separation of wood trim from the adjacent material is a normal result of shrinkage and is not warrantable. It is a good idea to wait until after the first heating season to address any repairs. Please check your RWC Manual for tolerances.

HOMEOWNERS' ASSOCIATION

IF APPLICABLE TO YOUR NEIGHBORHOOD

Your Homeowners' Association may be responsible for maintaining certain improvements and landscaping in the community as identified in the Homeowners Association governing documents. The Homeowners' Association may also be responsible for maintaining adequate reserves for repairing and replacing improvements owned or maintained by the Homeowners' Association. The Association should analyze its reserves and capital needs on a regular basis to ensure that the reserves collected and maintained by the Homeowners' Association are adequate. The Homeowners' Association is governed by a board of directors who are elected by the homeowners in the community. Those directors determine the level of service provided to the Homeowners' Association, and the level of service selected by the board of directors has an impact on Homeowners' Association expenses, which are paid by all homeowners. The Homeowners' Association is **your** Homeowners' Association, and if you participate actively in the activities of the Homeowners' Association, you will have an opportunity to influence what the association does and the amount of money that it collects as assessments.

Definitions

Homeowner's Association (HOA): An HOA is established to help maintain the common areas and common elements shared by you and your neighbors, and to enforce the HOA documents. **You are members of the HOA by virtue of ownership.** This means that you and your neighbors have agreed to work together to ensure the beauty of your neighborhood. If you have any questions, concerns, or are interested in becoming a Board Director or Committee Member, please contact your Property Manager for more information.

Property Manager: The Association works to protect the "common interest" of every homeowner. The Association Board of Directors has hired your Property Manager to handle all incoming/outgoing homeowner correspondence; budget preparation; building maintenance; seasonal services; tax preparation; account management; HOA meetings; and on-going communication with the Board. The Property Manager is responsible for hiring subcontractors to maintain your homes and the common areas, per direction of the HOA Board. They are not responsible for D.R. Horton warranty items. D.R. Horton may remain in control of the Association Board of Directors until such time as a meeting is held to turn over control of Board of Directors to homeowners, in accordance with the HOA's governing documents.

HOMEOWNERS' ASSOCIATION

Maintenance Responsibilities

- **Ice and Snow Removal**

The Association, if responsible for maintenance of the structure, is encouraged to keep all roofs maintained and vents open, free from heavy snow and ice to prevent interior leaking and damage. To prevent ice damming, it is recommended that heavy amounts of snow be removed at least four (4) feet up on the roof. In the case of heavy, large snowfalls, the HOA should have funds set aside for this expense. If you are experiencing any problems, please report them to your Property Manager.

- **Meter Rooms**

If your neighborhood includes meter rooms, the Property Manager should verify the heat source is set adequately to prevent freezing of water pipes. If the door is accidentally left open, please close the door and contact your Property Manager as soon as possible.

- **Landscaping**

If you experience any problems with your landscaping, please contact your Property Manager. The Property Manager will determine with the Builder if it is under warranty and will place it on a replacement schedule. It may not be replaced immediately, depending on the HOA budget and/or other factors, such as weather. As homeowners and members of the HOA, you are responsible for reporting any damage or unresolved issues to the Property Manager.

Homeowners may also be responsible for watering foundation plants and shrubs adjacent to their homes, as irrigation systems may not be designed to water these areas.

- **Irrigation**

The HOA may be responsible for providing all necessary maintenance of any common irrigation system to ensure its continuing performance. If you are experiencing any problems, please report them to your Property Manager.

Please read and understand the responsibilities of the Association, as stated in the Governing Documents.

D.R. Horton will not be responsible for damaged items caused by lack of HOA maintenance.

GLOSSARY OF TERMS

AERATOR: Located at the end of the kitchen and bathroom faucets. It mixes air with the water in order to provide a smooth, splash-free flow of water. Occasionally, debris may collect in the aerator and restrict the flow of water. If this happens, unscrew the aerator and remove the debris.

AIR EXCHANGER: An appliance designed to exhaust stale air and replace with fresh air.

BASEBOARD: The strip of molding or trim at the bottom of walls. The baseboard adds an attractive finish and protects the wall from scuffs and damage from furniture or vacuum cleaners.

BERM: A ridge of soil that directs the flow of rain and irrigation water toward drains or sewers.

BUYER WALK THROUGH LIST: This form is used to record the condition of your home at the time of your Walk Through.

CAULKING: This material is used as a sealant around sinks, tubs and showers. Other applications for caulking include sealing window and door frames.

CIRCUIT: The electrical system in your home is separated into individual units referred to as circuits. Depending upon the layout of your home and electrical codes in your area, each circuit may be designed for a room, an area of the home or a single appliance.

CIRCUIT BREAKERS: Prevent electrical overload or shorting. The circuit breaker opens the circuit when an overload or short occurs, thereby breaking the flow of electricity. It can be reset manually by moving the circuit breaker lever to the “off” position and then to the “on” position once the source of overload has been corrected.

COMMON AREAS: Many neighborhoods may have areas that are common property, and which are owned by a Homeowners Association or other entities. These areas may include, but limited to, streets, parking areas, walkways, slopes, green space and recreational areas. In some cases, these common areas are maintained, and their use is governed by the Homeowners Association. Please refer to the Governing Documents for your neighborhood.

CONDENSER: The unit of a heating and air conditioning system that is located outside the home.

CULTURED MARBLE: This is a man-made product that has much of the durability and beauty of natural marble.

GLOSSARY OF TERMS

DEFLECTION: Bending of a beam or any part of a structure under an applied load.

DOOR SWEEP: Flexible, rubber gasket that seals door to the threshold when door is closed.

DRYWALL: The interior walls and ceiling of a home are usually constructed of drywall. This material also is called gypsum board or sheetrock. The material is functional and can be textured and painted to complement the style of any home.

EFFLORESCENCE: The white, powdery substance that sometimes accumulates on stucco, masonry, concrete and brick. Excessive efflorescence can be removed by scrubbing with a strong vinegar solution or a commercial product.

EROSION: The flow of water from irrigation systems or rain can erode landscaping and change the drainage pattern of the yard. Most erosion can be prevented by maintaining the approved grading of the yard.

EXPANSION JOINT: A break or space in construction to allow for thermal expansion and contraction of the materials used in the structure.

FLATWORK: A concrete surface used for patios, walkways, driveways, etc.

FLUORESCENT: The lighting fixtures that provide even, soft illumination in kitchens, bathrooms and other areas of the home.

FROST HEAVE: Frost heaves may occur when the ground beneath concrete or asphalt freezes and expands pushing concrete or asphalt upward.

GFCI: Abbreviation for Ground Fault Circuit Interrupter. Similar to a circuit breaker in that it is designed to interrupt the flow of electricity. GFCI's are usually located in the kitchen, bathrooms, garages and on the exterior. In the event of a short circuit, the GFCI is designed to break the electrical circuit immediately and reduce the chance of serious electrical shock.

GROUT: Grout is the material visible between pieces of ceramic tile.

HARDWARE: The hinges, locks, handles and other metal attachments to doors, cabinets and drawers are commonly referred to as hardware.

HEADER: The header is a relatively heavy, structural wood piece that spans open spaces such as doors and window frames. The header supports other structural lumber.

GLOSSARY OF TERMS

HOMEOWNER MAINTENANCE: As a new homeowner you need to routinely maintain the various features of your home. Some of these maintenance items have been indicated in the “Use and Care of Your Home” section of this manual. This continuing maintenance is your responsibility.

HUMIDIFIER: An appliance designed to add moisture into the air of your home.

INCANDESCENT: Lighting fixtures that use traditional light bulbs are called incandescent fixtures. Incandescent lighting is used for lamps, spot lighting and exterior lighting.

MANUFACTURER’S WARRANTY: The appliances, fixtures and certain other components of your new home are covered by warranties that are supplied by the original manufacturers. These warranties are passed on to you.

MASONRY: The stonework, brickwork and stucco on a home.

NAIL POPS: The natural expansion and contraction of wood can cause the nails that hold the wall surfaces in place to move or pop out of place.

PORCELAIN ENAMEL: Your tubs and sinks may be constructed of porcelain enamel. Made of a silicate paint that is fired onto steel at high temperatures, it forms a durable smooth and shiny surface much like glass.

RETURN AIR VENT: The heating and air conditioning systems require return air vents to draw air back to the heating and cooling system.

SCUTTLE: The opening in the ceiling that gives access to the attic spaces.

SETTLING: Settling may occur as the underlying soils gain and lose moisture. Settling is normal, particularly in the first months after a new home is built.

SPACKLE: The puttylike material that is used to fill surface irregularities in drywall. Its most common use is to fill nail holes in walls before repainting.

SUBCONTRACTOR: D.R. Horton’s homes are built by specialized trades people, or independent contractors. This allows D.R. Horton to select those trades with the highest standards and the best reputation.

SUPERINTENDENT: Construction Representative who oversees the construction of homes. The superintendent is responsible for ensuring that the subcontractors perform their work on time and to the standards established by D.R. Horton.

GLOSSARY OF TERMS

SWALE: A depression in the ground that directs the flow of rain and irrigation water away from structures and toward sewers and drains.

TACK STRIPS: The devices used to hold wall-to-wall carpeting in place.

THERMOSTAT: The wall-mounted device that controls the heating and air conditioning units.

TUCK POINTING: The filling in with fresh mortar of cut-out or eroded mortar joints in existing masonry.

VITREOUS CHINA: The kiln-fired, pottery material that is used in most toilet bowls and tanks. It is very durable and impervious to water but can be broken by sharp blows from hard objects.

WARP: Change in shape due to movement.

WEATHER STRIPING: The gasket that seals the door or window to the frame when closed.

WEEP HOLES: Small holes that allow water to drain away. Weep holes are typically found in window and sliding door frames and should be kept free of dirt and debris.

327A.01 DEFINITIONS.

Subdivision 1. **Scope.** As used in sections 327A.01 to 327A.07, the terms in this section shall have the meanings assigned to them.

Subd. 2. **Building standards.** "Building standards" means the materials and installation standards of the State Building Code, adopted by the commissioner of labor and industry pursuant to sections 326B.101 to 326B.194, in effect at the time of the construction or remodeling.

Subd. 3. **Dwelling.** "Dwelling" means a new building, not previously occupied, constructed for the purpose of habitation; but does not include appurtenant recreational facilities, detached garages, driveways, walkways, patios, boundary walls, retaining walls not necessary for the structural stability of the dwelling, landscaping, fences, nonpermanent construction materials, off-site improvements, and all other similar items.

Subd. 4. **Initial vendee.** "Initial vendee" means a person who first contracts to purchase a dwelling from a vendor for the purpose of habitation and not for resale in the ordinary course of trade.

Subd. 5. **Major construction defect.** "Major construction defect" means actual damage to the load-bearing portion of the dwelling or the home improvement, including damage due to subsidence, expansion or lateral movement of the soil, which affects the load-bearing function and which vitally affects or is imminently likely to vitally affect use of the dwelling or the home improvement for residential purposes. "Major construction defect" does not include damage due to movement of the soil caused by flood, earthquake or other natural disaster.

Subd. 6. **Vendee.** "Vendee" means any purchaser of a dwelling and includes the initial vendee and any subsequent purchasers.

Subd. 7. **Vendor.** "Vendor" means any person, firm, or corporation that constructs dwellings, including the construction of dwellings on land owned by vendees. Vendor does not include a subcontractor or material supplier involved in the construction of a dwelling.

Subd. 8. **Warranty date.** "Warranty date" means the date from and after which the statutory warranties provided in section 327A.02 shall be effective, and is the earliest of:

(a) the date of the initial vendee's first occupancy of the dwelling; or

(b) the date on which the initial vendee takes legal or equitable title in the dwelling.

In the case of a home improvement, the warranty date is the date on which the home improvement work was completed.

Subd. 9. **Home improvement.** "Home improvement" means the repairing, remodeling, altering, converting or modernizing of, or adding to a residential building. For the purpose of this definition, residential building does not include appurtenant recreational facilities, detached garages, driveways, walkways, patios, boundary walls, retaining walls not necessary for the structural stability of the building, landscaping, fences, nonpermanent construction materials, off-site improvements, and all other similar items.

Subd. 10. **Home improvement contractor.** "Home improvement contractor" means a person who is engaged in the business of home improvement either full time or part time, and who holds out to the public as having knowledge or skill peculiar to the business of home improvement.

Subd. 11. **Owner.** "Owner" means any person who owns a residential building on which home improvement work is performed, and includes any subsequent owner of the residential building.

Subd. 12. **Inspection.** "Inspection" means a visual or invasive examination of the alleged property damage.

History: *1977 c 65 s 1; 1981 c 119 s 1-5; 1986 c 444; 2001 c 207 s 8; 1Sp2003 c 8 art 1 s 12; 2007 c 140 art 4 s 61; art 12 s 12; art 13 s 4; 2010 c 343 s 4,5*