



Homeowner Guide



version 9/6/24



EMERGENCY CUSTOMER SERVICE PROCEDURE

Prior to contacting the trades below, first check the troubleshooting tips under the individual heading (i.e. Plumbing, Water Heater: Gas, etc.) in Section 9 of this Homeowner Guide.

Examples of Emergencies

- A Natural Gas leak in your home that cannot be immediately shut off by you
- Total electrical failure not due to a local power outage
- A major water leak requiring the water service to be shut off
- Whole house stoppage in a waste line within the first 30 days after move-in
- No heat in cold weather (below 45°F)
- A roof or window leak that is damaging the interior of the home

TRADE	SUBCONTRACTOR	PHONE
ELECTRICAL	GUNSCH ELECTRIC (Griffin Park)	209-823-7687
ELECTRICAL	RESCUE ELECTRIC (Trails)	925-382-0948
FIRE SPRINKLERS	THORPE DESIGN	925-240-2417
HEATING & AIR	VILLARA	916-646-2701
PLUMBING	HUMPHREY PLUMBING	209-634-4626
ROOFING	AMERICAN LIBERTY (Juan)	209-595-7345

SUBMITTING A SERVICE REQUEST

Submitting a service request is easy! Email your service request in writing to:
CustomerService@RaymusHomes.com

Please make sure to include your name, address, and best contact information with your customer service request.

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Chapter 1: Introduction

- A Little About Us
- FYI
- General Information
- What Happens Next? – an overview of the major steps in the home buying process

A Little About Us

Antone Raymus, the founding father of Raymus Homes, started his real estate career in his hometown of Manteca. A Manteca High graduate, Antone began selling country property and ranches. His marketing strategy consisted of waiting outside the famous El Rey Theater, shaking hands, passing out business cards, and offering to help his neighbors buy or sell property.

In the late 1940s, being the entrepreneur that he was, Antone realized there was a post-war demand for a suburban lifestyle. He answered that call, designing and building some of the first neighborhoods in Manteca.

Antone's passion for homebuilding thrived and morphed into what is known today as Raymus Homes. Founded on the guiding principles of personalization, exceptional customer care, and superior craftsmanship, Antone created a legacy that few others can emulate.

Rooted in family values, Antone's children grew up in the homebuilding business – working on construction sites and demonstrating homes. Today, Antone's inspired vision lives on through his daughter and son, Toni and Bob, who picked up the torch and honor their father's memory in every home they craft.

Raymus Homes isn't like "other builders." We limit our growth to a select number of homes each year to maintain unparalleled quality in each home we build. Additionally, we offer a vast array of options so our homebuyers can personalize their home to fit their unique tastes and lifestyle goals.

Because we are proud locals, Raymus Homes designs with Manteca and its residents in mind. Building a beautiful Manteca for generations to come is part of our mission and the core of who we are.

Homes, however, are only part of the Raymus Homes equation. We believe in investing leadership, time, and money back into our community. Raymus Homes and its employees support community groups such as the Hope Family Shelters, Give Every Child a Chance, Manteca Chamber of Commerce, Manteca-Lathrop Boys & Girls Club, and the Great Valley Bookfest – to name a few.

An unmatched level of customer care – something rarely found today – it is the cornerstone of the Raymus Homes legacy. Even when we finish building your neighborhood, Manteca is our home, as it was for Antone. So, when you need us, we will be here – just like we have been since 1945. As a testament to this legacy, many of our homebuyers return again and again, saying they won't settle for less than a quality, Raymus-built home.

We look forward to welcoming you into our Raymus family of homeowners and invite you to join the ever-growing 5,600 families who today call Raymus...home!

FYI

We are committed to providing complete, accurate information on your new home. The following pages contain important facts about your new home and the materials used in the construction of it. Please review this Guide carefully while your home is being constructed and frequently after you have moved in.

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

If you have questions about your home before you close escrow, please contact your Sales Consultant. The sales team can be reached by emailing Sales@RaymusHomes.com.

After you move into your new home, please direct your questions to the Customer Service Department. Your customer service representative will provide you instructions for customer service requests. Or if you need assistance, please email CustomerService@RaymusHomes.com.

Model homes have several functions - they are used as a Sales Office as well as a showcase for the features and upgrades that we offer here at Raymus Homes. These multiple uses can require larger air conditioners and other equipment that is neither appropriate nor desirable for residential use. The model homes may also display a variety of features, finishes, materials, colors, and products that are not included in specific production homes or unfortunately may have been discontinued. The following list was prepared to help clarify the items and features in your new production home that may differ from what is demonstrated in our model homes.

Air conditioning

Due to the sales traffic in the model homes, the air conditioning units may be more powerful than those installed in production homes.

Dimensions

Production homes can have different interior and exterior dimensions than those of the model homes. The differences can result from variations in the elevation of home sites, changes in design that were made after the models were completed, and other factors. The differences can be seen in ceilings, windows, room sizes, home site setbacks, and in other areas.

Design

Production homes can 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. This may be for a number of reasons including design changes, discontinued materials or colors, product availability, etc.

Elevations

The elevations on your home site can differ significantly from those of the model homes. These differences result from topographical variations, pad height, and grading plans.

Entrance and Walkways

The materials in the entrance and walkways of the model homes can vary and are designed to create visual interest. In production homes, standard concrete is typically used.

Interior Features

The model homes are used as our “sales center.” Therefore, the models may feature items such as window coverings, window tinting, security systems, music systems, and Wi-Fi enhancements that are not typically included in production homes. If you have a question about a specific feature or product, please consult your Sales Consultant.

Landscaping

The landscaping for the model homes features special plant selections, unique hardscape, and other special elements. Backyard landscaping is not included and these features are not found in production homes.

Marketing

The representations of features, settings, finishes, materials, and other items that are used in advertising and sales materials may differ from those in production homes.

Paint

The interior and exterior paint in the model homes can demonstrate a variety of finishes, colors, and techniques. In production homes, standard paint is used.

General Information

Color Variance

Variations in color occur in all manufactured products. Although every effort is made to provide consistent color, variances may be noticeable in roofing, paint, masonry, stucco, cabinets, countertops, tile, carpet, flooring, concrete flatwork, and other colored surfaces. Exposure to the 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** covered by your Limited Warranty.

Concrete, Masonry, and Stucco

Due to the temperature extremes, moisture in the neighborhood where your home is located and the nature of concrete, masonry, and stucco, it is normal for these materials to shrink and expand. This can result in normal hairline cracks on the surface which do not affect the strength, performance, or purpose of the concrete, masonry, or stucco. Normal shrinkage or surface cracking of the building slab or adjacent concrete is **not** covered by your Limited Warranty. For more information, please consult Section 6 “Care and Maintenance.”

Conditions, Covenants, and Restrictions – CC&Rs

Land conditions and regulations specific to a neighborhood and the site (home site) on which a home is constructed are known as Covenants, Conditions, and Restrictions (CC&Rs). Recorded on a property, the CC&Rs typically address regulations such as exterior appearance, antennae, out buildings, fencing, requirements to keep garage doors closed, vehicle parking, pets and permitted animals, and other specific items that are intended to regulate and restrict uses of the land. The CC&Rs can be thought of as an “honor code” between homeowners to maintain the look, tranquility, and subsequent land use in a neighborhood for the mutual benefit of every homeowner.

Drainage

Your home site has been graded to drain water away from your home and into area drains that are part of the drainage system. Your home site has been graded according to a grading plan and local, state, and federal standards. Failure to maintain drainage can result in damage to your home site and to your neighbor’s property. Any alteration of the drainage plan for your home site **voids** the landscaping and drainage sections of your Limited Warranty.

The drainage plan of your home site has been designed to accommodate the soils, elevations, and other physical characteristics of the land upon which your home was constructed. Consult a professional before you make changes to the drainage of your home site. Your Limited Warranty does **not** cover damage to your home or other homes caused by changes or alterations in the grading and drainage system of your home site. For any additions, changes or alterations to your grading and drainage systems, consult a licensed contractor. It is a homeowner’s responsibility to contain all water on their home site.

In some neighborhoods, a system of underground drainage facilities may be provided. On these home sites, at the rear of the yard, a dedicated grating is provided to accept the water run-off. The grating must be kept free of debris so that the flow of water is not impeded. Check this grating monthly or prior to an anticipated rain event. Review the Landscaping section in Section 6 “Care and Maintenance” for more information.

Drought

Unfortunately, water shortages and droughts have become a fact of life in California. Your Limited Warranty does **not** include any representation or warranty that the continued availability of water at current levels will be maintained.

Easements and Utilities

Your Limited Warranty does **not** cover or relate to utility and/or other easements and installations. A plot plan demonstrating the locations of the installations and easements is available to the Buyer, but no warranty or representation is made that the map is complete, to scale, or final. Further, certain easements, including easements for landscape maintenance, utilities, and other legally defined easements, may exist. Any discussion of these easements is beyond the scope of this Guide. Refer to your Preliminary Title Report for more information on easements and utilities.

Heating and Air Conditioning System

The temperature in your new home can vary from 10 to 15 degrees from room to room. This variation is normal. It is due to differences in your home's orientation to the sun, shade from neighboring homes, trees, landscaping, and other factors.

Homeowner Maintenance Responsibility

The features and systems in your new home require routine maintenance. Refer to Chapter 7 "Care and Maintenance" and, if necessary, consult a professional for advice on your maintenance requirements. Damage, deterioration, and destruction of items due to improper or inadequate maintenance by the homeowner are **not** covered by your Limited Warranty.

Mildew

Mildew results when moisture accumulates in a confined area, especially in bathrooms and laundry rooms. Excess watering of landscaping can cause mildew.

Plumbing Fixtures

Plumbing fixtures are susceptible to damage and staining if water is permitted to stand on the surfaces or if an abrasive cleansing product is used. Use only mild liquid soap to clean surfaces and dry water left on fixtures and countertops to minimize risk of staining, spotting, and damage.

Soils

The soils in California are known to be expansive in nature. These expansive soils have been analyzed by a Soils Engineer who has determined the type and design of the foundation for your home. Any changes in the foundation, grading, and landscaping of your home and/or home site can result in severe damage to your property and to neighboring properties. Consult a professional before any such changes are made.

Substitution

Materials used or present in model homes may have been substituted for similar materials of equal or greater quality in the construction of your home.

Surrounding Land Use

No representation or warranty is made about the use of the land that surrounds the project in which your new home was constructed.

Tiles/Manufactured & Natural Stone

The color of manufactured tiles, manufactured stone and natural stone can vary in color from tile to tile or slab to slab. This is known as Variance. Some tiles and materials have a higher Variance level than others. The consistency of color is **not** guaranteed. Further, no representation or warranty is made that the tile and stone colors and finishes in your new home will be available in the future. Please ask the Design Center Manager for more information.

In some instances, countertop materials such as quartz, granite, and Piedrafina may have visible seams. These seams may be present in any room where these materials are installed, including the kitchen. Despite our best efforts to minimize seams, their placement and visibility are influenced by factors such as the product, supplier, fabricator, and the size of the slab. Neither we, nor our trade partners, can guarantee the absence or specific placement of these seams and shall not be responsible for dissatisfaction with any seams.

Unauthorized Options

Raymus Homes does not permit the installation of options by anyone other than authorized Trade Partners prior to the close of escrow.

Upgrades by Buyers

The use of independent contractors, other than those who are under contract to Raymus Homes, will void any warranty, implied or written, with respect to any and all damage caused, directly or indirectly, as a result of the work. All systems, features and structures of the home and the landscaping are included.

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.

New Home Orientation Items

Items for repair or replacement (sometimes called “Punchlist Items”) noticed during your New Home Orientation will be completed as soon as possible. However, from time to time, some items will be addressed after the close of escrow.

Water Pressure

Your Limited Warranty does not include any representation or warranty that the current water pressure level will prevail in the future.

Windows and Window Coverings

The windows and window coverings, if any, in your home may vary from those in the models and in other homes in your neighborhood. These variances, if applicable, are due to energy conservation requirements, design elements, and other factors. Due to manufacturing processes, a minimal amount of spotting can be seen between the parts of double-pane windows. This is normal and unavoidable.

What Happens Next?

An Overview of Your New Home Journey

Purchasing a new home is an exciting experience! The process is also complex - with many details to be contemplated, decided, and arranged. While Raymus Homes is building your new home, you work side-by-side with us by taking care of several critical aspects of your purchase.

Building a new home is an investment of not only your money, but also your patience, emotions, and time. Many of the tasks will require your attention during regular business hours, Monday through Friday, usually between 8:00 a.m. and 5:00 p.m.

This Guide is organized into sections that chronologically follow the milestones that typically take place during the purchase and construction of your new home. These milestones will require your time and undivided attention. If time frames are specified, you need to observe them so we can deliver your home on schedule.

Chapter 2 – The Contract Hub

If you are reading this, you have likely completed the first milestone in your New Home Journey – signing the Purchase Agreement (PA) to officially purchase your new home! Look at you already crushing this first milestone!

Chapter 2 of this Guide – The Contract Hub – serves as a place where we suggest you store anything related to your new home purchase.

You likely executed your Purchase Agreement via DocuSign and received a digital copy for safekeeping on your computer or other device. If you would like us to provide you with a hard copy of your Purchase Agreement so you can file it in your Contract Hub for safekeeping, just ask your Sales Consultant.

Chapter 3 – New Home Selections

Chapter 3, New Home Selections, will assist you in the exciting process of personalizing your new home.

Chapter 4 – Construction of Your Home and Frame Walk

Before we can break ground and begin construction on your home, several tasks need to be completed. Some of these are our job, some are yours. They are described in Chapter 4 – Construction of Your Home and Frame Walk. We will invite you to tour your new home with us when your home reaches the mechanical stage, just before insulation is installed. This tour is known as your Frame Walk. Please review this chapter before your Frame Walk and read the guidelines on safety, security, and work in progress information.

Chapter 5 – New Home Orientation

The New Home Orientation has two purposes. The first is to demonstrate the features of your home and review your care and maintenance responsibilities. The second is to confirm we have delivered your new home at the quality level described in our documents and shown in our model homes with all your selections correctly installed. For detailed information on this exciting milestone, please review Chapter 5 – New Home Orientation.

Chapter 6 – Closing on Your Home

Closing on Your Home, Chapter 6 of this Guide describes the documents you will sign and other important details about the Close of Escrow process. We have included guidelines to assist you in preparing for closing and move-in.

Chapter 7 – Warranty

Please refer to the information provided for any concerns or inquiries regarding your home warranty.

Chapter 8 – Care and Maintenance

Now that you officially own your home, the real adventure begins! Many of your responsibilities as a homeowner and Raymus Homes' responsibilities under the terms of the Fit and Finish and Builder/Insurance Backed Warranty are discussed in Chapter 8 – Care and Maintenance. This chapter will be your “go-to” section for any maintenance or performance questions. Become familiar with the home maintenance you should provide and our service commitment to you.

Your Feedback and Suggestions

Our desire to maintain open, honest communication starts the second you walk into our sales office and extends through the buying process and after your move-in. To improve the products and services we provide we welcome your feedback on how we've performed. Your kudos and suggestions for improvement help us reach that goal and continually improve our homebuying experience.

As time passes or if your housing needs change, we would be honored to build you another home. We also genuinely appreciate your referrals. We are always happy to provide you with information about where we are currently building and the available floor plans.

Between two and four weeks after your move in, an independent company, **Guild Quality**, will email you to formally collect your feedback. The survey takes less than 20 minutes and covers all phases of your homebuying process. If Guild Quality is unable to connect with you, they will also reach out via phone call and/or snail mail. Your views are important and help us improve. We thank you in advance for your participation.

Chapter 2: Contract Hub

- A place to store anything and everything related to the purchase of your new home

If you would like us to provide you with a hard copy of your Purchase Agreement or any other contract documents so you can file it here, just ask your Sales Consultant.

Chapter 3: New Home Selections

- Five Steps from Purchase Agreement to Home Start – overview of the new home design process so you know what to expect
- Meet Your Designer – quick introduction to our in-house design guru who will help bring the vision for your new home to life in our Design Studio
- Included Features – confirm your understanding of which features are included in your new home
- Personalization Choices – you can select from many popular options to personalize your new home
- Selection Hints – reminders to guide you through the selection process
- Finalization Appointment and Next Steps – you will confirm and finalize your sections on the Addendum to Agreement of Sale (A2A). The executed A2A will be sent to the trade contractors so labor and materials can be organized
- Change Orders – Raymus Homes will consider requests for changes after you execute your A2A in accordance with the schedule and process described here

Five Steps from Purchase Agreement to Home Start

Buying a new home is exciting but it can be overwhelming. “Own” this process by understanding these five steps.

Step 1: The Purchase Agreement
When you sign the Purchase Agreement for your new home, you officially become a “Homebuyer”! This kicks off your New Home Journey and triggers our Designer to reach out to schedule your Design Appointment. Please plan to finalize your selections within 10 business days of signing your Purchase Agreement.
Step 2: Design Appointment
<p>This appointment will take 2-3 hours and is held in our Design Studio located at 1433 Moffat Blvd., Suite 13, Manteca. Prior to your appointment, your Designer will reach out to introduce themselves and share the list of Personalization Choices available for your floor plan and neighborhood.</p> <p>To maximize your time and help you get the most out of your Design Appointment, we recommend you:</p> <ul style="list-style-type: none">• Review the list of Personalization Choices in detail.• Review Chapter 7 “Care and Maintenance” to make sure you are comfortable with the maintenance requirements of the materials you are interested in. <p>Typically, your Designer will begin the appointment by reviewing the exterior color package pre-selected for your home as well as any selected structural options. After that, you will move to the materials, finishes, and colors that will personalize the interior of your home.</p>
Step 3: Review A2A
After all your hard work in the Design Studio, your selections will turn into a document called the Addendum to Agreement of Sale – or for us cool kids – the “A2A.” We will send you a draft to review. Thoroughly look it over and make sure everything is as desired. This is the perfect time to make any changes or adjustments. Just let us know so we can revise until we have it right for you.
Step 4: Finalization Appointment
Once your A2A is good to go, our Designer may reach out to schedule a Finalization Appointment if you feel necessary. This appointment is also conducted at our Design Studio and typically takes 30 minutes. At this appointment, you will revisit and confirm all your selections, formally execute your A2A, and make your deposit (if required). Please bring this Guide with you to your Finalization Appointment. Our Designer will print your A2A and insert it into your Contract Hub so you can reference it during your Frame Walk and New Home Orientation. Don’t want to make the drive? If you prefer, this process can be done via DocuSign.
Step 5: Start Package Sent to Trade Contractors
After you execute your A2A, we send your A2A to the trades that will be crafting your new home. About four to six months from this point, you will be ready to move in.

New Home Selections

Part of the fun of buying a new home is being able to select your materials, finishes, and colors. You will make these choices at our Design Studio. As you personalize your new home, consider present and future lifestyle. Consider your family's daily activities, hobbies, work, the kind of entertaining you do, and your family's holiday traditions. It is also helpful to review the care and maintenance responsibilities of the different materials and finishes you may be considering. Descriptions for products can be found in Chapter 8 of this Guide. This will help you determine if the “look” you are going for matches the level of care and upkeep you are willing to provide.

Meet Your Designer

Meet Josie – our in-house design guru who cannot wait to help you bring your new home vision to life! Josie, a Manteca native, has been with Raymus for nearly five years and successfully assisted hundreds of homebuyers turn their visions into reality – including her own custom Raymus home! Josie prides herself on her ability to incorporate homebuyers’ lifestyles into the livability of their new home.

Another important note – our Designer’s compensation is not based on the number of Personalization Choices you make in our Design Studio. You can rest easy knowing no one is going to try and “upsell” you during your appointment. Our Designer has your best interest at heart and will help you achieve your vision at the investment range that works best for you.

Included Features

Each floor plan includes a substantial number of included features as listed on the included features sheet available from our Sales Office. Please review this information carefully to prevent any misunderstandings about which features are and are NOT included in the base price of your new home. If you have any questions, your Sales Consultant or Designer are available to assist you.

Personalization Choices

Based on feedback from our customers, Raymus Homes has developed a list of the most popular Personalization Choices available for the floor plans in your neighborhood. This is called the Personalization List. This list and the current pricing of these items are available from your Designer. This list is updated regularly based on homebuyer feedback, design trends, and fluctuations in costs.

The Personalization List is organized into categories by component: cabinets, electrical, carpet, plumbing, and so on. To include a Personalization Choice in your new home, simply let your

Designer know during your appointment so it can be placed on your A2A. It is best to develop your new home “wish list” before your Design Appointment so you can thoroughly think about your selections and not forget anything on your “must have” list.

Selection Hints

As previously mentioned, after your Purchase Agreement is executed, your Designer will reach out to schedule your Design Appointment. Plan to finalize your selections within **10 business days** of signing your Purchase Agreement.

Informed Choices

We recommend that you review the maintenance tasks and performance guidelines in this Guide prior to finalizing your selection decisions on your A2A. These can be found in Chapter 8.

Be Thorough

Our Personalization List and A2A are very detailed. Costly errors and unnecessary emotional distress arise from assumptions. Before signing and finalizing your A2A, double-check **ALL** color numbers/names and make sure the A2A reflects **EVERYTHING** you selected for your new home. If anything is unclear, ask your Designer for clarification. We want to make sure you understand everything you have selected and that everything you have selected is reflected on your A2A. **Your home will be constructed per your A2A; it is critical that every item is accurately described in this document. We are not responsible if something is missed on your A2A so please review thoroughly.**

Colors

You are welcome to bring pictures or swatches to the Design Studio to help coordinate your new home selections with your existing furniture colors. Be sure to view color samples in both natural and artificial light to get an accurate impression of the color. **Variations between Design Studio samples and the actual material installed in your home can occur.** This is for many reasons but typically because of the manufacturer's coloring process (dye lots), variation in natural materials, and the fact that over time, sunlight, and other environmental factors affect the samples. Some colors will appear different when seen in a large area as opposed to the sample.

Exterior Choices

The exterior color palette for your home has been carefully pre-selected by a professional designer. Curating the exterior designs of each home ensures neighborhood diversity and character, creating a beautiful community for years to come. Viewing existing homes is one way to get a feel for what your exterior colors will look like. We also will provide you with a palette to view in person during your Design Appointment. However, please note, no two homes are the same. Even homes with the same color package will look different. This happens for several reasons including floor plan, exterior design (elevation) elements like siding or stone, direction the home faces, sun exposure, and even the color of the homes next to it and event across the street.

Exterior colors are determined in advance for each lot and not available for selection during your Design Appointment.

A2A Hold and Other Limitations

We reserve the right to place a hold on your A2A until your lender has approved your loan and all contingencies are released. If, before, or during the construction process, suppliers have discontinued any of your selections, we will contact you and ask you to make an alternate selection within three (3) business days. If purchasing a home already under construction (sometimes referred to as a “spec” or “move-in ready” home), it is likely that Raymus Homes has made some or all the selections for this home, thereby limiting the number of selections that will still be available for you to make.

Availability

If a selection you make turns out to be unavailable, backordered, or discontinued, we will contact you and request that you make a different selection within three (3) business days. If you do not make an alternative selection within three (3) business days, Raymus Homes reserves the right to select the alternative for you. Because so many choices are offered, Raymus Homes is unable to predict when a manufacturer or supplier may discontinue any particular item. We regret any inconvenience or disappointment this causes. Similarly, materials readily available when your home is built may not be available in years to come if replacements are needed.

Record of Selections

Please retain your A2A for future reference. This document is useful for matching paint colors, tile grout, and other replacement items in your home. You may also want to note the manufacturers of any products on your A2A for future reference. Your A2A can also be accessed through the Homeowner ITK Portal.

Finalization and Next Steps

After you have reviewed your A2A and have no further changes you will proceed with finalizing the selections by completing the DocuSign. Upon your request, a 30 minute finalization appointment can be scheduled to revisit your selections and confirm one last time that all your new home selections are correct and are accurately reflected on your A2A.

If your home is not yet under construction, depending on permitting, weather, and trade contractor workload, construction of your new home will typically begin two to six weeks after you have finalized your A2A. Once you sign your A2A, Raymus Homes orders materials and schedules the labor to build your home.

Change Orders

The components of your future home are ordered well in advance of installation – sometimes even before you execute the Purchase Agreement! Once an item is ordered, making further changes adds cost and delays completion of your home. By making sure all your selections are correct and accurate on your A2A, you avoid both.

In the circumstance an A2A needs to be altered, Raymus Homes uses a Change Order to describe and document all changes requested to your new home after your A2A has been executed. Change Orders fall into two categories. You may decide to:

- Add or delete items from your executed A2A
- Change a selection on your executed A2A

Processing

All Change Order requests must be submitted in writing (via email) to the Design Center Manager.

Sometimes a seemingly minor change impacts other elements of the home and therefore may come with additional unexpected costs or simply may no longer be possible.

All changes requested after your A2A has been executed will include a Change Order Fee. This is necessary because previously issued paperwork must be canceled and reissued. Errors in this process are Raymus Homes' responsibility. The cost of any deleted items will be credited to you – minus the Change Order Fee.

Your Designer will prepare the Change Order with pricing and other details and send it to you for review. If you elect to proceed with the change, we ask that you sign the Change Order and make any required deposits. **Change Orders that remain unsigned or unpaid become null and void three (3) business days from the date shown on the Change Order.**

For the protection of all concerned, all changes are documented and incorporated into your new home only after:

- Raymus Homes has approved and signed the Change Order
- You have approved, signed, and paid for the Change Order prior to its expiration date

Trade contractors are *prohibited* from making any changes without an executed Change Order from Raymus Homes.

Cutoff Points for Changes

Raymus Homes follows a schedule of cutoffs for Change Orders as shown below. Raymus Homes reserves the right to deny Change Order requests after these cutoffs:

Changes affecting...	Should be made prior to...
Foundation (i.e., structural options), windows	Purchase Agreement execution
Doors, garage doors, plumbing, cabinets	A2A execution
Mechanical systems, appliances, electrical, insulation, flooring	At or before Frame Walk

Unfortunately, no Change Orders are permitted after your Frame Walk.

Chapter 4: Construction of Your Home and Frame Walk

- Start of Construction – Once you execute your A2A, Raymus Homes attends to several tasks before starting construction
- Safety – Please respect the potentially dangerous nature of a construction site and follow our site visit policies
- Frame Walk – This meeting provides an opportunity to see the quality inside the walls of your new home and confirm that selections and Change Orders (if applicable) are correct thus far
- Locks and Keys – Once you use your house keys, *only* your keys will open your home
- Plans and Specifications – No two homes are identical
- Quality – We monitor work on your home to note and correct any errors that occur. We ensure that the home we deliver meets the standards we promised you. In addition to our daily monitoring and supervision of your new home progress, your home is inspected by the governing building inspectors at regular intervals
- Single Source – Raymus Homes selects all personnel and orders all materials that go into your home
- Trade Contractors – Trade Contractors are unaware of all the elements in your home. Therefore, Trade Contractors and their employees have no authority to deviate from an A2A without an executed Change Order from Raymus Homes. Any questions should be communicated through your Sales Consultant or Designer
- Schedules – Delivery dates are a target until we confirm your Close of Escrow date in writing; we promise a minimum of thirty (30) days' notice
- Construction Sequence – An overview of the major steps typically followed in building a home
- Frame Walk – Meeting Details

Construction of Your Home

The construction of a new home differs from other manufacturing processes in several ways. By keeping these differences in mind, you can enjoy observing the construction process as we build your new home.

- As a consumer, you rarely have the opportunity to witness how the products you purchase are manufactured. Your new home may be one of the few products you purchase that is built in front of you.
- You have more opportunity for input into the finish details of a new home than for most other products. Our success in personalizing your home depends on effective and timely communication of your choices.
- Because of the time required for construction, you have many opportunities to view your home as it is built, ask questions, and discuss the details.

Start of Construction

Before construction of your home can begin, Raymus Homes has several important tasks to accomplish that involve outside people and entities. For example:

- Residential construction requires that we obtain a building permit. The process can take 10 to 45 days depending on the volume of applications being processed by the building department.
- The time of year may affect the start date due to the weather conditions.

Safety

We understand that you will want to visit your new home during construction. A new home construction site is exciting but also very dangerous. Your safety is important to us. Therefore, we require that you contact your Sales Consultant to schedule an appointment at least one week prior before visiting your home site or home under construction, no weekend appointments. We reserve the right to require you to wear a hard hat and closed toe shoes *and* that a member of our staff accompany you during your visit. Please always observe common sense safety procedures when visiting:

- Keep older children within view and younger children within reach or arrange to have the children watched while you visit your future home / home site.
- Do not walk backward, even one step. Always look in the direction you are moving.
- Watch for boards, cords, tools, nails, scaffolding, staples, debris, or construction materials that might cause tripping, puncture wounds, or other injury. Look overhead, too. Watch for roof materials.
- Do not enter any level of a home that is not equipped with stairs and rails.
- Stay a minimum of six feet from all excavations.
- Give large, noisy grading equipment or delivery vehicles plenty of room. Assume that the driver can neither see nor hear you.

In addition to safety considerations, be aware of the possibility that mud, paint, drywall compound, and other construction materials are in use and can stain or damage shoes, clothing, and accessories.

Frame Walk

Many Homebuyers appreciate the opportunity to tour their home just after the rough mechanical stage before insulation. The rooms have begun to take shape, but the inner workings are still visible. This is an opportunity for you to see the quality that goes inside the walls of your home.

This meeting gives all of us an opportunity to confirm that we are correctly installing your selections per your executed A2A.

Your Frame Walk is scheduled by your Sales Consultant approximately three to five days in advance. You will meet your Superintendent or Raymus Homes Representative at your new home for this meeting. This meeting will occur on a weekday; please allow up to an hour for this appointment. Remember to bring this Guide, your A2A, and any approved Change Orders. This appointment is intended for Homebuyers only. Please arrange for children to be watched and do not bring family or friends.

Please understand that if for any reason you are unavailable to attend this meeting, the Construction team will conduct a Frame Walk on your behalf and continue with construction.

Locks and Keys

Once exterior doors and locks are installed, Raymus Homes will access your home with a construction master key. Company policy prohibits staff members from loaning these keys to prospects or homebuyers. After close of escrow, when your permanent key is used in your locks for the first time, your permanent key will reposition the lock tumblers and the construction master key will no longer open your home.

To re-key your SmartKey Security lock, follow these simple instructions. Please note: you must have a working key to re-key the lock.

- Insert the key that currently operates your lock and rotate it 90 degrees clockwise.
- Insert the SmartKey tool fully and firmly into the SmartKey hole.
- Remove the SmartKey tool and the current key.
- Fully insert your new key into the lock and rotate it 180 degrees.
- Rotate the new key 90 degrees back to the starting position and remove it. Your lock is now re-keyed to your new key; your old key will no longer operate the lock.

Plans and Specifications

The building department of the city or county where your home is to be located must review and approve the plans and specifications for your home. We construct each home to comply with the plans and specifications approved by the applicable building department. Your specifications become part of our agreements with trade contractors and suppliers. Only written instructions from Raymus Homes can change these contracts. Many factors can cause variations between the model home you viewed and the home we deliver to you.

Regulatory Changes

From time to time, city or county agencies adopt new codes or regulations that can affect your home. A recent example of this is the solar mandate which went into effect in 2020. Such changes are usually adopted in the interest of safety and are legal requirements with which Raymus Homes must comply.

Individual Foundation Designs

Another area where variations among homes can appear is in the foundation system. The foundation design is specific to each home site. Based on the results of a soil test, an engineer determines which foundation system to use. Because of variations in soil conditions among home sites, your foundation may differ from your neighbor's foundation or that of the same home in another neighborhood.

Topography and Home Site Conditions

Because each home site is shaped differently, the position of your home on the site may vary from others in the neighborhood. Please refer to the copy of your plot plan, a drawing that shows the home's position on your home site, included as part of your Purchase Agreement.

Utilities and Mailboxes

The location of meters, pedestals, electrical junction boxes, and mailboxes are examples of items outside the control of Raymus Homes. Utility companies and the U.S. Postal Service designate the placement of these items.

Changes in Materials, Products, and Methods

The new home industry, building trades, and product manufacturers are continually working to improve methods and products. In addition, manufacturers sometimes make model changes that can impact the final product. For instance, appliance manufacturers generally make design changes every year. The model homes will show the appliances that were current when the models were built although your home may have a more recent version.

In all instances, as described in your Purchase Agreement, any substitution of method or product we make will be of equal or better quality. Since such substitutions may become necessary due to matters outside our control, we reserve the right to make them without notification.

Models

Model homes may be equipped with larger capacity air conditioners to accommodate high traffic. Models also display decorator items, window coverings, furnishings, mature landscaping, additional concrete, fences, lighting, fountains, signs, and flags which are examples of items which are not part of the home we will be building for you. Please carefully review your home's specifications as well as the information Raymus Homes provides about Personalization Choices (Optional Features) displayed in the models to avoid misunderstandings. Contact your Sales Consultant or Designer with any questions.

Because finish sizes vary home to home, you should measure for appliances and window coverings in your actual home rather than in any model.

Television and the Internet

You may be aware of various home construction methods and materials from watching television programs or exploring the Internet. Raymus Homes routinely reviews new approaches with a focus on building homes with materials and methods that perform predictably and to our standards. While we will be happy to discuss alternative methods and materials you may be interested in, we take a conservative approach to utilizing new approaches until they have been proven over time. In addition, what is appropriate for a home in one area may not be appropriate for your home because of soil, climate, and other conditions.

Natural Variations

Dozens of trade contractors have assembled your home. The same individuals rarely work on every home and, even if they did, each one would still be unique. The exact placement of switches, outlets, registers, fire sprinklers, concealed covers, cold air return, smoke detectors, whole house fans, light fixtures, and so on will vary slightly from the model and other homes of the same floor plan. No two homes are exactly the same.

Quality

Raymus Homes will build your new home to the quality standards described in our documents and demonstrated in our model homes. Each new home is a handcrafted product—combining art, science, and labor. The efforts of many people with varying degrees of knowledge, experience, and skill come together to craft the one-of-a-kind product that will be your new home.

Errors and Omissions

From time to time during a process that takes several months and involves dozens of people, an error or omission may occur. We have systems and procedures for inspecting our homes to ensure that the level of quality meets our requirements. We inspect every step of construction and are responsible for quality control. The county, city, or an engineer will conduct several inspections at different stages of construction. Your home must pass each inspection before construction continues – including a Final Inspection which, once passed, will allow for occupancy. We have systems in place to help us avoid and minimize errors but as with any manmade product, errors will occur.

Your Questions

We respect your interest and appreciate your investment in your new home. Therefore, your input into our system is welcome. However, to avoid duplication of efforts, confusion, misunderstandings, or compounding errors, we ask that you first check your Purchase Agreement and A2A to review what you selected and the specifications for construction of your home. If you still believe we are in error, do one of two things:

1. Bring your concern up at your Frame Walk.
2. Contact your Sales Consultant, **in writing**, with your question. We will note the date and time it was received and will respond within two business days. This additional time is needed so we can investigate your concern.

Also, keep the following points in mind once you have notified us of a concern:

- Your concern may involve a detail Raymus Homes has already noticed or appreciates your pointing out. Still, correction may not occur immediately. To be efficient, we may schedule the correction for the next time the Trade Contractor is scheduled to be onsite.
- Work may simply be incomplete; an early stage can look wrong to you but be exactly right when finished. Also, methods and materials vary and change over time. When you are familiar with one method, you naturally question a different one. That does not make the new method wrong. Ask questions until you are comfortable.

Ugly Duckling Stages

During the construction process, every home being built experiences some days when it is not at its best. Homes under construction endure wind, rain, foot traffic, and activities that generate noise, dust, and trash. Material scraps are a byproduct of the process. Although your new home is cleaned by each trade upon completion of their work, during your visits you will encounter some messy moments. Keep in mind that the completed homes you toured also endured these "ugly duckling" stages. Additionally, you may drive by or visit your home and view us correcting an error we have caught. This might include fixing a large portion of the inside or outside of your home. While we regret not catching the error sooner, this is a normal part of our Quality Control process and not cause for alarm.

Single Source

Raymus Homes is a single source company. This means we select any and all personnel and companies who will contribute to the building of your new home. We order all materials and products from suppliers with whom we have established relationships. Although sweat equity arrangements are unavailable as a part of our Purchase Agreement, you are welcome to add your personal touches to the home after you close and take possession of it.

Trade Contractors

Your home is built through the combined efforts of specialists in many trades – from excavation and foundation, through framing, mechanicals, and insulation, to drywall, trim, and finish work.

To ensure the Raymus Homes' construction standards, only authorized suppliers, trade contractors, and Raymus Homes' employees are permitted to perform work in your home.

Each trade contractor works on a limited portion of the home; they may not be aware of all the details that affect the home and are not able to offer opinions or judgments on the construction process. All questions or Change Order requests must go through Raymus Homes, and we will obtain input from trades when appropriate.

Suppliers and trade contractors have no authority to enter into agreements on behalf of Raymus Homes. For your protection and theirs, the terms of our trade contractor agreements prohibit alterations without written authorization from Raymus Homes. Their failure to comply with this procedure can result in their termination. Please discuss any changes you are considering with your Sales Consultant or Designer.

Schedules

The Close of Escrow (or delivery date) for your new home begins as an estimate. Until the roof is complete and the structure is enclosed, weather can dramatically affect the delivery date. For example, even after the home is past the potential for weather-related delays, weather can severely impact installation of utility services, final grading, landscaping, and concrete flatwork. Extended periods of wet weather or freezing temperatures may bring work to a halt. When favorable conditions return, the trade contractors will resume work, picking up where they left off. Please understand that they are as eager as you are to get caught up and to see progress on your home.

Delivery Date Updates

Raymus Homes recognizes that timing is critical when planning your move. Although a guaranteed date is unrealistic in the early stages of construction, the Sales Team will provide regular updates. As the home nears completion, we will provide a firm Close of Escrow date (usually 30-40 days in advance). Meanwhile, be flexible, and avoid making arrangements that may cause you worry if your move-in date changes.

We recommend that you avoid finalizing your moving arrangements until you receive a firm Close of Escrow date from the Sales Team. Until then, flexibility is the key to comfort, sanity, and convenience. We want you to enjoy this process and avoid unnecessary stress caused by uncertainty that cannot be avoided.

Our insurance policies and applicable building codes prohibit the placement of any belongings within the home until it has Closed Escrow and ownership has been properly conveyed to you. **No items can be moved into your home until the home has closed escrow.**

"Nothing's Happening"

Don't worry if you drive by your home and it looks like no one is working. There will be days during construction when it appears that nothing is happening. This can occur for several reasons. One major reason for this is scheduling. Each trade is scheduled well in advance of their actual work being performed. If one trade finishes their work early, it is difficult to get the next trade in

sooner than their previously scheduled date since it is difficult to move their schedules around on such short notice.

Progress also pauses while the home awaits building department inspections. This is also part of the normal sequence of the construction schedule and occurs at several points in every home. Also, throughout construction, work progresses rapidly as some highly visible stages are completed (such as installing large expanses of walls) and more slowly at others (such as detail work in framing in soffits and closets). If you have questions about the pace of work, please consult your Sales Consultant.

Construction Sequence

Although the specific sequence of construction steps varies and overlaps, generally we build your home in the following order:

Foundation

- Home is laid out according to plot plan, then trenched and formed.
- Rough plumbing is installed and inspected by the City/County Inspector.
- Pretreat slab for termites, cover with plastic and rebar reinforcement.
- City/County inspects foundation.
- Foundation, garage, and porches are poured.

Framing

- Framing lumber is delivered.
- All walls are laid out and stood up.
- Electrical panel is set by the Electrician and utility trench is dug.
- Electrical panel is inspected by City/County inspector.
- Trusses are delivered and set.
- Roof is sheeted and inspected.
- Rough framing work is complete.

Interior & Exterior Rough

- Electrical, plumbing, heat, fire sprinklers, and air rough-in completed.
- Windows are installed.
- Exterior doors are delivered and set.
- Fascia boards are painted with one coat of paint.
- Sheet metal is applied to roof.
- Roof is installed.
- Your Sales Consultant schedules a Frame Walk with you and your Superintendent. You will be notified three to five days in advance. Please allow an hour for your Frame Walk.
- Siding and/or lathing is applied to exterior walls.
- High speed internet, RG6, and surround sound wiring are installed.

Final Frame & Sheetrock

- Sheetrock is delivered to site.
- Frame Walk occurs with your Superintendent, demonstrating quality and knowledge of the structure of your home. ***This is the final opportunity to make a limited number of changes to your home. No changes will be permitted after this point.***
- Framing is complete and inspected by the City/County Inspector.
- Insulation.
- Insulation inspection by City/County Inspector.
- Begin sheetrock.
- Sheetrock nail inspection by City/County Inspector.
- First stucco coat is applied.
- Garage door installed.
- Texture on walls is complete.

Interior & Exterior

- Cabinets and trim are delivered.
- Second coat of stucco is applied.
- Trim is installed.
- Ceiling is insulated.
- Stair railings are installed, if needed.
- Interior is painted.
- Cabinets are installed.
- Stucco texture is applied.
- Sales Consultant reaches out to confirm New Home Orientation and Close of Escrow dates. ***Please note - no changes to financing (lenders or loan institutions) can be made after your New Home Orientation date is set.***
- Tile flooring is installed.
- Granite counters are installed.
- Cultured marble counters are installed.
- Vinyl and/or wood flooring is installed.
- Flatwork (driveway and walks) is poured.
- Exterior stone or brick is installed.
- Lights and appliances are delivered and installed.
- Mirrors and shower doors are completed.
- HVAC, electrical, fire sprinklers, and plumbing are completed.
- Rough clean.

The Final Touch

- Install carpet.
- Install doors and hardware.
- Finish any alarm wiring.
- Landscape.
- Final touch ups.
- Final clean.
- Final building inspection and third-party energy testing.
- Final paint and cleaning touch-ups.

- **New Home Orientation and document signing. *This is an important day. Please plan to take the day off from work***
 - The Orientation has two purposes:
 1. To demonstrate the features of your home and discuss maintenance.
 2. To confirm that we have delivered your new home at the quality level shown in our model homes and with all your selections correctly installed.
- Window screens.
- Clean to ready home for your move-in.
- Close of Escrow and Key Delivery Meeting.
- Start Services (Homeowner Responsibility).
- Install Internet (Homeowner Responsibility).
- Solar Meeting with Installer (Homeowner Responsibility)

Please note that each home is unique and construction schedules are subject to change. This guideline is designed to give you a general overview of the construction process. If you have any questions on the construction of your home, please contact your Sales Consultant.

Frame Walk Meeting Details

When	Monday through Friday between 7:30 a.m. and 11:30 a.m.
Where	In front of your new home
Attendees	Homebuyer(s) only – no children, family or friends permitted Superintendent or Raymus Homes Representative
Length	30 minutes to one hour
Purposes	<ul style="list-style-type: none">• Confirm installation of your selections up to this stage of construction• Confirm locations of outlets, data, and television, overhead lighting, and special requests• Observe the quality inside the walls of your new home• Discuss any questions you have
Preparation	<ul style="list-style-type: none">• Bring your Homeowner Guide• Wear clothing and shoes appropriate to an active construction site (i.e., closed toe shoes, no sandals or heels)• Arrange to attend without children or friends; we want your undivided attention

Chapter 5: New Home Orientation

- Scheduling – your New Home Orientation will be scheduled on a weekday at 10 a.m. This appointment takes approximately two hours. We recommend you take this day off work.
- Last-Minute Activity – Fine-tuning occurs in the last three to five days prior to your Orientation
- Preparation – Hints on how to get the most from your Orientation
- Completion of Items – Most items will be completed prior to Close of Escrow; any incomplete items will be taken care of at a subsequent appointment following Close of Escrow
- New Home Orientation – Meeting Details
- Key Delivery – Meeting Details
- *Orientation Forms* – Copies of the Orientation forms for you to review in advance. Please pay close attention to the information regarding cosmetic surfaces

New Home Orientation

The New Home Orientation goes beyond a traditional walk-through. It is an introduction to your new home and its many features and responsibilities. We follow a pre-planned agenda and a set route through the home to assure that we cover everything. Your Orientation provides:

- Demonstration of your new home.
- Review of key points about care, maintenance, and homeowner responsibilities.
- Confirmation that Raymus Homes installed selections per your A2A.

Scheduling

Your Sales Consultant will schedule the New Home Orientation with you as your home nears completion, the orientation is usually one week before your Close of Escrow. This appointment will take place on a weekday, Monday through Friday, at 10:00 a.m. The Superintendent and/or Raymus Homes Representative will meet you in front of your new home. Expect your Orientation to take approximately two (2) hours.

Last-Minute Activity

If you visit your home a day or two prior to the New Home Orientation, you may notice dozens of finishing touches and details that need attention. During the final days of the construction process, many trade contractors and Raymus Homes' employees will be found completing the final adjustments and fine-tuning your home. These finishing touches cannot be performed until all parts have been installed. What may seem like a rush of activity is a normal part of the home delivery process.

Preparation

Following the hints mentioned below will ensure that you get the maximum benefit from your New Home Orientation.

Allow Enough Time

Arrange your schedule so you can use the full amount of time allotted. As mentioned, we recommend you take this day off work so you can be fully present during your Orientation.

Read and Bring This Guide

By having and reviewing this Guide, along with your A2A, and any approved Change Orders, most of your questions can usually be answered quickly and conveniently.

Attend Alone

This appointment is intended to be attended by the Homebuyers on the Purchase Agreement only. Our experience has proven that the Orientation is most beneficial when Homebuyers focus all their attention on their new home and the information being shared. During this appointment, we review the functionality of many components within your home and go over key areas of Homeowner responsibility.

Review Orientation Forms

We have included copies of our Orientation forms at the end of this chapter. We note important details on the Orientation forms that you will sign and acknowledge at your Orientation.

Cosmetic Surfaces

Cosmetic surface damage caused during construction is readily noticeable during the Orientation. Such damage can also occur during the move-in process and through daily activities. Therefore, during your Orientation, we will confirm that all surfaces are in good and acceptable condition. Anything identified as needing attention will be listed on your Orientation Service Request and scheduled for repair. After correction, any additional cosmetic surface damage will be a Homeowner responsibility.

The Limited Warranty specifically excludes repairs due to damage caused by moving in or living within the home. For example, if your movers scratch the entry floor moving in the piano, notify the moving company. If your TV falls off the wall and cracks your floor tile, you will need to hire a tile installer for repair. If you splinter some wood trim and break a taillight backing out of your new garage, repairs to the garage and car are your responsibility.

Bring Questions

If you have not already done so, please read **Chapter 8 “Care and Maintenance”** and review your **Limited Warranty** prior to your Orientation appointment. Be sure to write down any questions that come up during your review so you can ask the Superintendent during your Orientation.

Attire

Wear socks along with shoes that are easy to get off and on. We will tour both the interior and exterior of your home. Anticipate dust, bending, kneeling, and reaching.

Get Involved

Be sure to bring your listening ears and plan to participate. You will be pushing buttons, locking doors, and flipping breakers. All this hands-on training helps you remember the dozens of details we cover. You may also want to take notes or record key elements with your phone so you can refer to it later.

Quality

The overall quality of your home should equal what is shown in our models and described in your purchase documents.

Orientation items fall into several categories:

- Incomplete or missing (cabinet knob not installed)
- Incorrect (porch light should be polished brass, not antique)
- Dysfunctional (bath fan does not come on)
- Below company standard (mitered corner rough, top right of den door, hallway side)
- Damaged (scrape on wall from carpet installation)
- Not clean (mud on the garage floor)

At some point, quality ceases to be scientific and becomes a matter of personal taste. In a few areas, your personal standards may be even higher than ours. Our commitment is that we will deliver to you what we promised.

Completion of Items

Raymus Homes commits to resolving the items identified during your Orientation. You will find most items completed prior to your move-in. If any work needs to be performed after Close of Escrow, our Customer Service will reach out to schedule an appointment.

Under normal circumstances, you can expect us to resolve all items within 15 working days. We will inform you of any delays caused by back-ordered materials. Please note that we will correct only those items listed. No verbal commitments of any kind will be honored by Raymus Homes. Gaining access to occupied homes to complete Orientation items is a concern to homeowners and builders alike. Raymus Homes asks that you make appointments so that someone over 18 is present for repairs. Working around your busy schedule may result in service taking longer than anyone wants. Your cooperation is essential. Service hours are 7:30 a.m. to 3:00 p.m., Monday through Friday. We will confirm that any items listed during your Orientation have been resolved to meet our standards and policies. An acknowledgement that corrections are complete will need to be signed.

New Home Orientation Meeting Details

When	Monday through Friday at 10:00 a.m.
Where	In front of your new home
Attendees	Homebuyer(s) only (no children, family, or friends permitted) Customer Service Manager and/or Raymus Homes Representative
Length	Two to three hours
Purposes	<ul style="list-style-type: none">• Demonstrate functionality of the components within your home• Review your maintenance responsibilities and performance guidelines• Confirm the good and acceptable condition of the home
Preparation	<ul style="list-style-type: none">• Review Chapter 8 “Care and Maintenance” of this Guide and your Limited Warranty information• Prepare a list of any questions or concerns• Bring this Guide; it will be used as a reference tool and a placement for new paperwork• Wear clothing and shoes appropriate for touring your home inside and out• We cannot emphasize this enough – it is essential you make prior arrangements to attend unaccompanied by children, family, or friends who are not parties to the Purchase Agreement.

Key Delivery Meeting Details

When	Monday through Friday at 1 p.m.
Where	In front of your New Home
Attendees	New Homeowner(s) Customer Service Manager and/or Raymus Homes Representative
Length	30 minutes to one hour
Purposes	To review completed items identified during your Orientation To confirm remaining items and scheduling details
Preparation	Bring this Guide and your copies of the Orientation forms for reference
Homeowner Responsibilities	<ul style="list-style-type: none">• At Close of Escrow, it is a Homeowner Responsibility to complete the following:<ul style="list-style-type: none">◦ Start/Transfer Services (PG&E, City Water / Sewer / Garbage, etc.)◦ Change Address◦ Install Internet• Thoroughly review your Orientation Packet (this will be emailed and mailed to you after your Orientation and Close of Escrow dates are confirmed) to ensure a smooth transition to your new home.

Orientation Forms

NEW HOME ORIENTATION ACKNOWLEDGEMENTS

Cosmetic Repairs

Sinks, Tubs, Plumbing Fixtures	Mirrors	Appliances
Doors and Wood Trim	Floor Coverings	Cabinets
Light Fixtures	Garage Door	Countertops
Windows and Screens	Stair Railings	Windowsills
Wall Finish (texture and paint)	Plugs & Switches	Exterior Foam Trim

The above will be considered in good and acceptable condition unless noted on the Orientation Service Request. After accepting the keys to your new home, cosmetic repairs, such as blemishes, scratches, cracks, gouges, chips, stains, dents, bumps, dings, smudges, and other similar types of concerns (or items) on the finished home (other than repairs noted on the Orientation Service Request) will **not** be the responsibility of Raymus Homes.

Exterior Stucco Care

Stucco can discolor from exposure to wind, rain, environmental pollutants, landscaping irrigation and improvements made after Close of Escrow. Prompt landscaping can minimize the discoloration of stucco. We recommend a power wash of stucco by a professional annually or as needed. Please review the Stucco section in Chapter 7 of your Homeowner Guide regarding coloring and hairline cracking in stucco.

Settling of Your New Home

Your house will settle during the first year. This normal settling can result in small cracks in stucco, concrete, drywall, grouting, walls, and ceilings. These small cracks are normal and do not require attention. I / we understand that it is my / our responsibility to maintain the caulking and grouting in my / our house. Grout and paint colors can be found on the Addendum to Agreement of Sale (A2A).

Buyer Initial

Buyer Initial

Buyer Initial

Buyer Initial

Service Requests

After Close of Escrow, homeowner questions and/or requests for service **MUST** be submitted in writing to CustomerService@RaymusHomes.com. Emergency items which should be reported immediately by calling (209) 824-3080 or by calling the appropriate contact on the Emergency Customer Service Procedure. You or a representative must be available during Customer Service working hours, which are Monday through Friday from 7:30 a.m. to 3 p.m., for any service work to be completed on your home. I / we agree to cooperate with the sequence of repairs as deemed necessary by the representatives of the Customer Service department.

Buyer Initial

Buyer Initial

Buyer Initial

Buyer Initial

Manufacturer Warranties

The various items of mechanical equipment (including, but not limited to windows, ventilation fans, dishwasher, garbage disposal, water heater, furnace, range, oven, and air conditioner) are covered by a warranty from the manufacturer. In case of malfunction, we suggest you refer to the manufacturer warranty materials for information on how to contact the manufacturer or supplier's service department for warranty service. Raymus Homes is not responsible or liable for statements, assurances, or warranties of the applicable manufacturers set forth therein. Raymus Homes makes no warranty as to any items included in the Property which are not manufactured by Raymus Homes.

Paint Touchup

No paint touchup will be performed unless noted on the Orientation Service Request.

Raymus Homes Homeowner Guide

Concrete Acknowledgment

The condition of concrete improvements **is satisfactory as of this date.**

Your concrete walks, driveways, steps, and garage floors are not designed to bear the weight of heavy equipment, such as moving vans or lumber, pool, and concrete trucks. To prevent breakage, do not allow heavy equipment to cross or dump on these surfaces. Cracking is not warranted.

Drainage around your New Home

It is your responsibility and legal obligation to maintain the drainage as it was designed and graded at the time of your occupancy. Your home site was designed by a California Registered Civil Engineer and the plans approved by the appropriate governing agency. The finished graded lot was inspected during your home's construction and prior to your occupancy.

By postponing your landscaping installation, you could be allowing drainage to be interrupted with erosion and silt buildup. Repairs could be costly with extensive rains. Caution should be used if planters, irrigation systems or dirt mounding is installed adjacent to your home's foundation. The level of dirt should not be raised, and positive drainage should be maintained. Positive drainage permits water to run off the property and away from the foundation without settling into puddles on its way to the street or intruding on any neighboring properties.

As a homeowner, you are obligated to maintain the original grading and resulting drainage or assume the costly consequences if the drainage change causes damage to your home or your neighbor's property. Careful consideration must be given to drainage when you are planning and installing your landscaping. Drainage must not be reversed or blocked. Earthen berms (raised areas) between lots must be maintained. It is the homeowner's responsibility to maintain all water on their home site and ensure drainage to the front of the property.

Overwatering can swell the expansive soils in this area and result in damage to concrete and other components of the structure.

If you have subsurface drainage (drain box and pipe) or gutters and downspouts, you should be aware that debris will accumulate and must be removed periodically to prevent a buildup of debris. This is a homeowner responsibility.

Raymus Homes will not assume responsibility for any drainage related structural problems in your home if the above recommendations are not strictly adhered to.

Indoor Air Quality

We read the pamphlet on "Avoiding Mold Growth in the Home." It is recommended to change air filters for HVAC system every 3-6 months.

Buyer Date

Buyer Date

Buyer Date

Buyer Date

RAYMUS HOMES, INC.

RECEIPT FOR HOMEOWNER'S GUIDE

Home Site: _____

Plan: _____

Address: _____

By signing below, I hereby acknowledge that I have received a HOMEOWNER GUIDE AND/OR a USB CARD / DROPBOX LINK pre-loaded with the following documents:

1. Raymus Homes Homeowner's Guide
2. Fit and Finish Warranty
3. Manufacturer Warranties
4. Executed Contract

BUYER:

BUYER 1: _____ DATED: _____

PRINTED NAME: _____

BUYER 2: _____ DATED: _____

PRINTED NAME: _____

BUYER 3: _____ DATED: _____

PRINTED NAME: _____

BUYER 4: _____ DATED: _____

PRINTED NAME: _____

ACKNOWLEDGEMENT PRIOR TO ORIENTATION

By signing below, Buyer hereby acknowledges that he/she has read and understands the contents of the Raymus Homes Homeowner Guide - specifically the required maintenance, maintenance schedule, troubleshooting, important information, construction standards, Fit and Finish Warranty, and Manufacturer Warranties. Buyer understands and agrees to perform the necessary maintenance as described.

BUYER 1: _____ DATED: _____

BUYER 2: _____ DATED: _____

BUYER 3: _____ DATED: _____

BUYER 4: _____ DATED: _____

Chapter 6: Closing Escrow on Your Home

- Date and Location – Raymus Homes provides a minimum of 30 days' notice of your Close of Escrow date
- Documents – an overview of the materials that you will sign at closing
- The Final Number – due to prorations based on your closing date, the final amount you need to bring in order to close escrow will be determined after your closing date is set
- Closing Appointment – Meeting Details
- Preparation – Assure you have addressed all necessary tasks prior to closing
- House Keys and Garage Door Opener Operators – delivered by your Superintendent or Raymus Homes Representative
- Mailbox Keys – delivered by Customer Service Manager or Raymus Homes Representative at your Key Delivery Meeting
- Manufacturer Warranties and Product Registration Cards – can be found in a drawer in the kitchen
- Solar Activation – your solar installer will be your primary contact for anything solar related
- First Mortgage Payment – your Mortgage Consultant will discuss when and where to send your first mortgage payment
- Storing Documents – your closing documents are valuable and should be stored safely
- Utility and Neighborhood Services – names and numbers for your convenience
- Moving Hints – reminders and checklists to make moving easier

Closing Escrow on Your Home

At Close of Escrow, the ultimate purpose of your Purchase Agreement is achieved: ownership of your new home is transferred from Raymus Homes to you. These final steps include finalizing your loan (one set of papers and checks) and Raymus Homes selling you the home (another set of papers and checks). The funds are disbursed to the appropriate people and companies, title is transferred into your name(s), and the loan is recorded against your new property (if you have a loan). This process involves about 75 documents – some of which are duplicates. Although these documents are not negotiable and thousands of home buyers have signed them, you should read them. Please note – funds needed for the appointment at the Title Company can be wired into your escrow account prior to your meeting at the Title Company or you can bring a cashier's check. ***Personal checks CANNOT be accepted at this point in the transaction.*** Your Mortgage Consultant or the escrow officer will call you with the exact amount needed once the loan/closing documents have been received at the Title Company and reviewed.

Date and Location

Raymus Homes recognizes that timing is vitally important in planning your move. We can specify an exact(ish) delivery date when construction reaches a point at which weather, material/labor shortages, lender issues, or Change Orders are unlikely to affect completion of your home. Close of Escrow typically takes place about a week after your Orientation. Raymus Homes will notify you of the closing date at least thirty (30) days in advance.

The location where you will sign your closing documents is decided by your Mortgage Consultant and the Title Company.

This appointment will take one to two hours. Ideally, your signing appointment will be on the same day following your Orientation – usually at 1 p.m.

Documents

At Close of Escrow, the documents necessary to convey your new home to you and to close the loan from the mortgage company will be signed and delivered. In addition to these standard items, your Mortgage Consultant, Title Company, and Raymus Homes may require additional documents to be signed. The principal documents typically include the following:

Grant Deed

The grant deed conveys the home and home site to you, subject only to permitted exceptions.

Title Commitment

At or before closing, we will deliver to you a standard form for a California Land Title Association (CLTA) owner's title insurance commitment to insure salable title of your home to you in the amount of the purchase price, subject to the permitted title exceptions that may be described in the Purchase Agreement and in your title report.

What you will see on the day of closing is a document that promises to issue the policy. Lenders require title insurance in the amount of the mortgage. This insurance protects the lender in the event the title search missed something. You may request an owner's policy to protect your interest in the property. By ordering the owner's policy from the same company that issues the lender's policy you may receive the second policy at a discount.

Review the title commitment carefully. Discuss any questions with the Title Company. The Title Company will mail the actual ALTA owner's title insurance policy no later than 60 days after your closing, insuring the title to your home in accordance with the commitment you received at closing. Keep your title insurance policy in a safe place with your other valuable documents.

Builder Backed Warranty

You received a copy of the Limited Warranty when you completed your Purchase Agreement. Re-read your Limited Warranty thoroughly prior to Close of Escrow.

Promissory Note, if applicable

The promissory note is from you, payable to the lender in the principal amount of the loan, plus interest. One-twelfth of your annual taxes and homeowner's insurance may be added to the principal and interest payment to determine your total monthly payment.

Deed of Trust

This encumbers your home as security for repayment of the promissory note.

Homeowner Association Documents (if applicable)

You will receive and sign another copy of your homeowner association covenants, conditions, and restrictions; the association bylaws; and articles of incorporation at closing. Raymus Homes recommends that you read these carefully. The provisions they contain will be enforced.

The Final Number

Certain customary items in connection with the property will be prorated to the date of closing such as prepaid expenses, any reserves required by your lender, and homeowner association dues, if applicable. Prorations of general real property taxes and assessments will be based on the current year's taxes and assessments or, if they are unavailable, on the taxes and assessments for the prior year.

The final cost figure is available near to the actual closing. Although a reasonably close estimate may be determined before the date of closing, the proration of several items included is affected by the closing date and cannot be calculated until that date is known. The Real Estate Settlement

Procedures Act (RESPA) provides you with many protections. Under this law, you can review the settlement page that lists costs you are paying at closing one day before the closing appointment.

Preparation

The key to a smooth closing is preparation. Several details require your attention. You can handle most of these by phone. Address these details during the weeks prior to closing to prevent last-minute delays.

Form of Payment

Funds to close are acceptable in two forms only: (1) cashier's check or (2) wire transfer from your account to the escrow holder.

Bring cashier's check to the closing appointment or wire funds to your escrow account in the exact amount conveyed by escrow prior to your signing. In your planning, be sure to allow time to arrange for and obtain these funds. Keep in mind that some banks place a hold on monies moved from one account into another.

Homeowner's Insurance

Proof of homeowners insurance is a condition to close escrow. You need to provide this to your Mortgage Consultant and the Title Company at least three weeks prior to closing. Your insurance agent will know exactly what is needed. If you or your insurance agent have any questions about your new home details, please contact the Sales Team.

Raymus Homes or Lender Issues

The Title Company is not authorized to negotiate or make representation on behalf of any of the parties involved in the closing. Therefore, please discuss any questions, agreements, or other details directly with your Raymus Homes Sales Consultant or Mortgage Consultant in advance of the closing.

Utilities

Raymus Homes transfers all utility services from its name three (3) business days after closing. You need to notify all applicable utility companies of your move so that services are transferred into your name. Contact these companies well in advance to avoid any interruption in service. If you ordered a security system for your home, you may arrange to activate that system by contacting the monitoring service for a connection appointment. For your convenience, we have included a list of your utility companies and contact information at the end of this Chapter.

Closing Appointment Meeting Details

When	Same day as your Orientation, at or around 1 p.m.
Where	Title Company offices
Attendees	New Homebuyer(s) Mortgage Consultant Notary
Length	1-2 hours, depending on questions
Purpose	Conclude the purchase of your new home
Preparation	<ul style="list-style-type: none">• Review the Chapter 6 of this Guide• Discuss any questions about your home or financing prior to your Closing Appointment• Schedule the transfer of utility services into your name• Provide evidence of homeowners insurance to your Mortgage Consultant and the Title Company one week prior to your Closing Appointment.• Obtain a cashier's check or wire necessary funds in the amount required to close escrow.• Only the person or persons on the Purchase Agreement are permitted to attend.

Key Meeting

Your Customer Service Manager or Raymus Homes Representative will meet you at your new home after your home has closed escrow, typically seven (7) days after signing your loan documents. Your Key Meeting is scheduled in advance and will take place at 1 p.m. on the day of your closing. You will receive keys for each lock on your home. The same key operates both the knob and deadbolt locks. When you insert your new key for the first time in each lock, the tumblers are altered, and our master key will no longer unlock your door. We recommend you try all keys in all locks to confirm smooth operations. Depending on the number of family members living in the home, you may want to get additional copies of your house keys made. It is recommended that additional keys be made from your original keys and not from copies. Copies of copied keys may not work well.

You will also receive your garage door opener operators at your Key Meeting. Batteries typically need to be replaced yearly. If you need additional garage door openers, contact the garage door opener company using the customer service number shown in the manufacturer's literature that came with the openers. This literature can be found in a drawer in the kitchen or on the Homebuyer Dropbox Link provided by the Sales Team.

Mailbox Keys

Raymus Homes will deliver mailbox keys at your Key Meeting. Raymus Homes purchases and installs the cluster mailboxes found in your neighborhood. After installation, USPS takes ownership of the mailboxes and keys each box in the unit. Occasionally, USPS is delayed in keying the boxes. This can result in delays – sometimes up to a year – where the mailboxes wait to be keyed by USPS. Please note, even once the boxes are keyed, it can take months for USPS to begin mail service. In these circumstances, USPS will hold your mail safely at the Post Office for you to pick up. While we understand this is inconvenient and frustrating, please understand that this is out of the control of Raymus Homes. If you are experiencing delays, we recommend you reach out to USPS directly or visit the Post Office. If we are unable to deliver mailbox keys at your Key Meeting, we will arrange another time to deliver once keys are available from USPS.

Manufacturer Warranties and Product Registration Cards

Manufacturer Warranties and Product Registration Cards can be found in a drawer in the kitchen. Please review them, complete any required registrations, and put them in a safe place with easy access for future reference. These warranties must be provided to subsequent homeowners. Warranties are also provided on your Homebuyer Dropbox Link provided by the Sales Team.

Solar Activation

An additional benefit of your new home is that it comes equipped with California mandated solar panels. The goal of the State's mandate is to reduce pollution and greenhouse gas emissions.

Your solar installer will be your primary contact for any solar-related questions. Shortly after close of escrow, your solar installer will reach out to you to update you on the status of your solar interconnection with PG&E. Please allow up to 60 days for this interconnection to be finalized.

If you have questions about how to read your bill or want to learn more about net energy metering, visit:



<https://www.pge.com/en/account/billing-and-assistance/understand-your-bill/solar-bill.html>

First Mortgage Payment

Your Mortgage Consultant will provide you with information on when and where to send your mortgage payments and when your first mortgage payment is due. Occasionally, lenders supply payment coupons for you to send in with your payments. If you have any questions regarding this process, please contact your Mortgage Consultant.

Storing Documents

Legal documents from your Close of Escrow, important house-related documents, and other valuable papers should be stored in a safe place. You may need them for tax purposes and if you were to refinance or sell your home. This includes all manufacturer warranties, the Limited Warranty, and this Guide which must be passed on to the subsequent owners of your home.

Utility and Neighborhood Services

After you close escrow, the next step is to start or transfer services into your name. Raymus Homes provides a grace period of three (3) business days from your close of escrow to start services. Please start services before the end of the grace period to avoid any disruption in services. Also, do not forget to stop services or remove your name from the services of your prior residence.

Water, Sewer & Garbage

City of Manteca Finance Department
1001 W. Center Street
Manteca, CA 95337
209-456-8730 (phone)
209-923-8930 (fax)



<https://www.manteca.gov/departments/finance-department/utility-information>

Hours of Operation

Monday – Thursday, 7:30 am - 6:00 pm (closed on Fridays)

Utility Services – Start New Service

Manteca residents can sign-up for utility services by:

1. Visiting the City of Manteca Finance Department located at 1001 W. Center Street, or
2. Completing an electronic [Move-In Application](#) online

Please note, copies of your escrow closing documents (i.e., Buyer Settlement Statement, Grant Deed, etc.) and government issued ID are required when submitting your application.

Deposit

A deposit of \$100 is required from all residents. The deposit shall remain on the account until satisfactory status has been reached. Satisfactory status is defined as two or less delinquent notices in a consecutive twelve-month period. If you move to a new city service location, a new account will be opened, and a new deposit will be required to start services.

A deposit will be due at the time services are activated. If you choose to electronically file the Move-In Application, you will need to provide a credit card account number for the deposit. A night depository is also available for after-hours drop off. Please be sure to only place a check or money order in the night depository – no cash.

Move-In Application

Scan the QR code below to access the City of Manteca's online application. Please note: City of Manteca forms, pricing, and processes are subject to change. Please contact the City for most current information.



<https://weblink.ci.manteca.ca.us/Forms/move-in-application>

Gas/Electric

Pacific Gas and Electric
800-743-5000



https://m.pge.com/?WT.pgeac=Home_StartStopService#startorstopservice

Scan the QR code above and select if you are an existing PG&E customer or if you are new to PG&E. If you are new to PG&E, to start service, the following is required:

- Social Security Number or alternate form of identification
- New service address
- New service start date (choose any date within the next 60 days)

Manteca Post Offices

165 N. Maple Avenue
Manteca, CA 95337
209-239-7027

668 Industrial Park Drive
Manteca, CA 95337
209-239-5559

In the case that mailbox keys are unavailable at your Key Meeting, mail can be picked up directly from the Post Office. Please contact the Post Office to determine which location your mail will be available at or with any questions regarding mail forwarding

Additionally, you may wish to formally change your address with USPS. Learn more by scanning the QR code below:



<https://moversguide.usps.com/mgo/disclaimer>

Phone/TV, Cable, and Internet

Comcast/Xfinity
Comcast Corporate – (800) 934-6489

Suggestions:

At least one week prior to your Close of Escrow / Move-In, we recommend you contact Comcast to schedule installation of internet and phone (or whatever services you may need).

We recommend you contact Comcast immediately after move-in to ensure your installation of internet and phone is scheduled and on time.

Please note: hardline phones are no longer installed in new homes.

In our experience, Comcast has had difficulty establishing service at new homes. Technicians dispatched are unfamiliar with new construction and have trouble locating the “TAP” where connection should be installed. The good news: despite what the technician may say, everything is in place at your new home for Comcast to establish service.

Emphasizing to Comcast that this connection is for a brand-new home may cut down on the time it takes to establish your service.

Contacting Comcast before your Close of Escrow will help prevent any delay between the time you move into your new home and when you obtain service from Comcast.

Here is a list of other entities we suggest you notify of your new address:

- Place(s) of Employment
- Post Office
- Insurance Companies
- Credit Card Companies
- Subscription Services
- Social Security Administration
- DMV
- Health and Benefits Plans
- Doctors, Dentists, other Health Professionals
- Investment Accounts
- Magazine Subscriptions
- Professional Organizations
- Family/Friends

Moving Hints

Take precautions to protect vulnerable surfaces such as hardwood, countertop edges, exterior foam trim, drywall corners, etc. Cover rails with moving pads or blankets. Remove doors where furniture might be a tight fit. You can protect the carpet with ribbed, plastic runners.

Professional movers should have insurance for any damage they might accidentally cause. Friends and relatives will not. They are also unlikely to have the training and practiced skills of professional movers. If you are moving yourself, organize the schedule to avoid rushing and include rest breaks. People who are tired or in a hurry are more likely to hurt themselves, the new home, or their belongings.

Whatever else is going on, at dinnertime, assemble the family for your first meal together in the new home. Sit across the table (or cardboard box) from each other, smile, and say, "We did it!"

Moving Preparation Checklist

- Compare proposals of professional movers:
 - Costs for services such as packing and unpacking
 - Costs of packing materials and boxes
 - Distance and weight charges
 - Insurance
 - Availability and notice needed
- Plan a self-move well in advance:
 - Make truck reservation early (6–8 weeks, or more)
 - Include a reservation for a dolly, hand truck, and moving pads
 - Reconfirm one week prior
- If you have children, involve them in planning and preparing for the move
- Create a file for storing documents about your home and manufacturer literature so they are not misplaced during the move.

- Retain receipts for tax purposes. Moving costs may be deductible. Consult with your tax professional.
- Info newspapers, magazines, or any other subscription services six weeks prior to your move
- Give the forwarding order to your old post office one month prior to assure uninterrupted service
- Register children in their new schools
- Transfer medical and dental records, if necessary
- Arrange for homeowner insurance and obtain the certificate you need for closing
- Order checks with your new address; update financial records
- Update your driver's license, car registration, and voter registration
- Properly dispose of flammable or hazardous materials that should not be moved

Packing Materials

- Boxes of various sizes – i.e., cartons for mattresses, TV boxes, art boxes
- Packing tape and heavy string
- Packing paper, newspaper, bubble wrap
- Labels to identify boxes (include a number, room/name); "Fragile" labels for special items
- Markers
- Master packing list (list each box by number with name/room and brief description of contents)
- Scissors
- Furniture pads, blankets, rugs

Moving Day Necessities

- Children's toys and games
- Toilet paper
- Beverages and snacks
- Pet food and supplies
- Paper towels
- Soap and hand towels
- Trash bags
- First aid kit
- Prescription medication / medical supplies for special needs
- Pad and pen
- Shelf liners
- Small tools: tape measure, scissors, screwdrivers, hammer
- Ice maker hook-up kit
- Dryer vent flex hose
- New hoses for washing machine
- Electrical cord for dryer (if electric)
- Picture hangers
- Scratch cover
- Vacuum

Chapter 7: Your New Home

Workmanship Systems and Structural Warranty

Builder Backed 2-10 Home Buyers Warranty

- The 2-10 Home Buyers Warranty is your warranty administrator and since 1980 2-10HBW have protected over 5.8 million new and pre-owned homes.
- Every home will be provided with a *Warranty Validation Certificate*.

Warranty Overview

- *Workmanship Warranty*- establishes the standards applicable to fit, finish, and materials used for the construction of your home. Fit refers to how well the parts of the finished product come together. Finish refers to the completeness of the work.
- *Distribution Systems Warranty*- establishes the standards for your home's electrical, plumbing, and mechanical systems. The wiring, piping, and ductwork of your home are addressed under this warranty.
- *Structural Warranty*- your home is carefully constructed and inspected, but unforeseen problems can arise. This warranty addresses the designated load-bearing elements of your home.

Please take a moment to review your 2-10 Home Buyers Warranty booklet provided. The booklet will cover the types of coverage, what is covered, and how to report a claim.

Chapter 8: Care and Maintenance

- Homeowner Use and Maintenance Guidelines – introduction to the maintenance information in this Guide
- Customer Service Requests – emergency, non-emergency, and manufacturer service procedures
- Processing Procedures – a simple description of a complex process
- Help Us Help You – things you need to know so we can provide effective service
- Customer Service Summary – a guide on who to contact in various service situations
- Appliance Details Worksheet
- Fire Prevention and Fire Sprinklers – reminders to prevent fire in your home; fire sprinkler maintenance
- Extended Absences – tips for preparing and reminders for the day you leave
- Energy and Water Conservation – suggestions consuming energy and water wisely
- Maintenance Schedule – a laminated copy is hanging in your garage. It includes a place to make notes about routine maintenance tasks and plan your schedule
- More About Home Maintenance – a year-by-year overview of routine maintenance items
- Air Conditioning through Wood Trim – an alphabetical list of the items in your home, including maintenance hints, performance guidelines, and troubleshooting tips
- Earthquakes and Weather

This Guide is not a warranty, but a guide to help you maintain your home. Your warranty is the Fit and Finish Warranty, the Builder Backed OR Insurance Backed Limited Warranty provided to you at the time of your purchase, and your rights under the California home warranty law, which is also referred to as SB 800, contained in the California Civil Code starting with Section 895. In addition, you received individual Manufacturer warranties on many of your home's components which can be accessed via the provided Dropbox link.

Care and Maintenance

Raymus Homes has constructed your home with carefully selected materials and the effort of experienced craftsmen under the supervision of our field personnel with the administrative support of our office personnel. Although this group works from detailed plans and specifications, no two homes are exactly alike. Each one is unique; a home is one of the last hand-built products left in the world. Over time, each behaves differently.

Although quality materials and workmanship have been used in creating your home, like an automobile, it requires care from the first day. Regular homeowner maintenance is essential to providing a quality home for a lifetime. This chapter of our Guide was assembled to assist you in that effort.

Homeowner Use and Maintenance Guidelines

We are proud of the homes we build and the neighborhoods in which we build them. We strive to create lasting value. This is best achieved when you, as the homeowner, know and perform appropriate maintenance tasks. Periodic maintenance is necessary because of normal wear and tear, the inherent characteristics of the materials used in your home, and normal service required by the mechanical systems. The natural and manufactured materials of your home interact with each other and the environment. Natural fluctuations in temperature and humidity also affect your home and can require further maintenance.

We recognize that it is impossible to anticipate and describe every attention needed for good home care. We focused on items that homeowners commonly ask about. The subjects are listed in alphabetical order to make finding answers to your questions convenient. Because we offer home buyers a variety of floor plans and optional features, this Guide may discuss components that are not present in your home.

Checklists

You will find several checklists included in this Guide. These cover fire prevention reminders, energy and water conservation tips, suggestions for extended absences, appliance service information, home maintenance supplies list, and a maintenance schedule. Again, we make no claim that we have included every detail. We do believe we have provided you with a good start, and we've allowed space for you to add your own notes to our checklists.

Prompt Attention

In addition to routine care, many times minor maintenance provided immediately saves you a more serious, time-consuming, and sometimes costly repair later. Please also note – neglecting routine maintenance can void applicable Limited Warranty coverage on all or part of your home.

By caring for your new home attentively, you ensure uninterrupted warranty coverage as well as your enjoyment of it for years. The attention provided by each homeowner contributes significantly to the overall desirability of the neighborhood.

Manufacturer Literature

Please take time to read the literature (warranties and use and care guides) 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 differ significantly from homes you have had in the past.

Activate manufacturer warranties by completing and mailing registration cards included with their materials or registering online. In some cases, manufacturer warranties may extend beyond the first year and it is in your best interest to know about such coverage.

Customer Service Requests

Providing customer service for a new home is more complicated than for other products. When you purchased your home, you purchased hundreds of items and the work of over 30 independent trade contractors. With so many details and people involved, a planned system is essential.

Raymus Homes' customer service system is designed based on your written report of non-emergency items. This provides you with the maximum protection and allows us to operate efficiently, thereby providing faster service to all homeowners. Emergency reports are the only service requests we accept by phone.

All non-emergency service requests must be submitted in writing to CustomerService@RaymusHomes.com. It is critical to capture the service request in your words. This written system permits Raymus Homes' personnel to focus their time and create a written record for efficient follow-up. Experience has taught us that accuracy and efficiency suffer when we work outside this system and sacrifice careful documentation.

Emergency Service

While emergency situations are rare, when they occur, prompt response is essential. Begin by checking items you can check. Troubleshooting tips appear in this Guide for several of your home's components:

- Electrical
- Heat System
- Plumbing
- Roof (leak)

Please refer to the individual categories to review these hints; you will find them at the end of the corresponding sections. Often the appropriate action by you can solve a problem immediately or mitigate the situation until a technician arrives.

If your review of the troubleshooting tips fails to solve the problem, during business hours, call Raymus Homes' office at **(209) 824-3080**.

If it is after hours, or on a weekend or holiday, call the necessary trade contractor or utility company directly. Their phone numbers are listed on the **Emergency Service Request Procedure** sheet provided to you at the front of this Homeowner Guide. We suggest that you secure it somewhere

you can easily access (like inside a kitchen cabinet) or take a photo to store on your phone.

Our trade contractors or local utility companies provide emergency responses to the following conditions:

- Total loss of heat when the outside temperature is below 50°F
- Total loss of electricity or water
- Plumbing leak that requires the entire water supply to be shut off
- Gas leak

Note that if a service (gas, electricity, water) is out in an entire area, attention from the local utility company is needed. Trade contractors are unable to help with such outages.

Air Conditioning

Understandably, if your air conditioner is not working, you'll want it fixed pronto. In a typical scenario, many other homeowners across our region will discover they too need service on their air conditioners on the same hot day that you do. The trades who address these needs generally respond to calls on a first come, first served basis. If your call for service comes during this time, you may have to wait several days for a technician to arrive. For this reason, we recommend that you operate your air conditioner as soon as warm temperatures begin. In this way, if service is needed, you can avoid the rush and get a more satisfactory response.

Roof Leak

While we agree with homeowners that a roof leak is indeed an emergency, the reality is that repairs cannot safely or effectively be performed while the roof is wet. During business hours, contact our office with the information, take appropriate steps to mitigate damage, and we will follow up when conditions make repairs possible. See *Roof* for more details.

Other Emergencies

Save and/or post the phone numbers for the fire department, police, paramedics, and poison control in your home. Have companies in mind in the event you need a locksmith, water extraction, glass breakage repair, or sewer router service. If you are new to the area, neighbors may be able to recommend good service providers.

Non-Emergency Service

If, after you move-in, you have a customer service request, please follow the instructions provided at your orientation or email CustomerService@RaymusHomes.com.

Requesting customer service is easy. Please provide a detailed description of the issue, attach a photo of the issue, and suggest a preferred date and time for service. Please be as detailed as possible when submitting your Service Request.

After your request is submitted, an email is generated and sent to our Customer Service Team. The Team will review and respond within two (2) business days.

Kitchen Appliance Warranties

The manufacturers of kitchen appliances have asked to work directly with homeowners if any repairs are needed for their products. Customer service phone numbers are listed in the use and care materials for each appliance. Be prepared to provide the model and serial number of the item and the closing date on your home.

Appliance warranties are generally for one year; refer to the literature provided by the manufacturer for complete information. Remember to mail in any registration cards you receive with manufacturer materials. Being in the manufacturer's system assures that in the event of a recall, the company can contact you and arrange to provide the needed correction.

Processing Procedures

When we receive a Service Request, we may contact you for a Review Appointment so we can take a look at the request and make a plan for the next steps. **Review Appointments are available Monday through Friday, 7:00 a.m. to 3:00 p.m.** We will inspect the items listed in your written request to determine appropriate action. Generally, reported items fall into one of three categories:

- Vendor (Trade Contractor) Item
- In-House (Raymus) Items
- Homeowner Maintenance Item

If a trade contractor or Raymus employee is required to perform repairs, we issue a work order(s) describing the situation to be addressed. If the item is homeowner maintenance, we will review the maintenance steps with you and offer whatever informational assistance we can.

Occasionally, a Review Appointment is unnecessary. In that case, we issue the needed work orders and notify you that we have done so.

Help Us Help You

We can provide service faster and more accurately if we have all the necessary information. With your service request, please include:

- Your name, address, email address, and the phone numbers where you can be reached during business hours.
- A complete description of the problem (i.e., location, details of the problem, when problem started, actions taken to correct, etc.), for example, "guest bath—cold water line leaks under sink," rather than "plumbing problem."
- Photos and/or videos are a plus!

Access to Your Home

Raymus Homes conducts inspections of interior items only when an adult is available to accompany our representative and point out the items you have listed. Both our Raymus service technicians and those of our trade contractors will likewise perform repairs only when an adult is

available to admit them to your home. An adult is a person 18 or older who has your authorization to admit service personnel and sign completed work orders.

We do not accept keys, nor will we permit our trade contractors to accept your key and work in your home without an adult present. While we recognize that this means processing service requests may take longer, we believe your peace of mind and security should be our first concern.

Exterior Items

Exterior items can usually be inspected and repaired without an adult present, provided access is available (for instance, no locked gate). However, we will contact you the day prior to any visit and let you know we will have someone on your property. If you prefer to meet with us and discuss the item(s) in question, we are happy to arrange an appointment to do that. Please put your pets away at the time of the appointment.

Repair Appointments

Depending on the work needed after the Review Appointment, the Customer Service Team will most likely ask you to designate a *work date* – a date a minimum of 10 days from the initial Review Appointment – for approved repairs to be made. This 10-day period allows us to notify appropriate trades people and arrange for most repairs to occur on the same day.

Although, on occasion, work must occur in sequence and more than one work date might be needed, this system works well in most situations. Once work date appointments are set, we confirm them the day before and our Team follows up to confirm repairs are completed.

Appointments and Work Hours

Many homeowners ask whether evening and weekend appointment times are available. Raymus Homes understands the desire for appointments outside normal business hours. We recognize the trend to services being available "24/7" in many businesses. However, in investigating how such appointments could be arranged, we discovered many factors that make extended service hours impractical.

- A significant portion of repairs require daylight for proper execution. This applies to drywall, paint, and exterior work of almost any type.
- We found that most of the independent trade contractors who helped us build your home – many of whom operate as small companies – are unable to work all week and be available for extended hours. Therefore, the few repairs that could be performed in off-hours failed to eliminate the need for repair appointments during normal hours.
- Administrative staff and supervisors would need to be available to answer questions. Having some personnel work extended hours meant being short staffed during normal business hours.
- When we calculated the impact on wages and salaries for adding more personnel or compensating existing personnel for working non-traditional hours, we found that this affected overhead, and consequently the prices for our homes.

We are still looking for a workable long-term answer to this recognized dilemma. Meanwhile, our Customer Service hours will be as follows:

- Administrative Staff Monday through Friday, 8:00 a.m. until 5:00 p.m.
- Review Appointments Monday through Friday, 7:00 a.m. until 3:30 p.m.
- Work Appointments Monday through Friday, 7:00 a.m. until 3:00 p.m.

Evening and weekend appointments are reserved for emergency situations. We appreciate your understanding and cooperation with these policies. Please note, these hours are subject to change.

Pets

Raymus Homes respects the pets that many homeowners count as members of their households. To prevent the possibility of an animal getting injured, lost, or giving in to their natural curiosity about tools and materials used for repairs, we ask that you restrict all animals to a comfortable location during any Customer Service visit – whether it's for review or work. This policy is also for the protection of our employees and trade contractors. We have instructed our staff and trade contractors to reschedule the appointment if pets have access to the work area.

Your Belongings

In all the work that we perform for our homeowners, we are concerned that their personal belongings be protected. When work is needed in your home, we ask that you remove vulnerable items or items that might make performing the repair difficult. Our staff and trade personnel will reschedule the repair appointment rather than risk damaging your belongings.

Surfaces

We expect all personnel who work in your home to arrive with appropriate materials to cover the work area, protecting it from damage and catching dust or scraps from the work being performed. Similarly, they should clean up the work area, removing whatever excess materials they brought in.

Repair personnel will routinely check the work area for any existing damage to surfaces. They will document any scratches, chips, or other cosmetic damage prior to beginning repairs to avoid any later disagreement about how and when such damage occurred.

Signatures on Work Orders

Signing a work order acknowledges that a technician worked in your home on the date shown on the items listed. It does not negate any of your rights nor does it release us from any confirmed obligation. If, however, you prefer not to sign the work order, the technician will record that, sign the work order, and then return it to us for our records.

Completion Time

Regular review of outstanding work orders is part of our office routine. We like to check in with trades and homeowners alike; we strive to identify any cause for delays and get all work completed within an appropriate and reasonable amount of time.

We intend to complete work orders within 15 working days of the Review Appointment – unless homeowners are unavailable for access. If a backordered part or similar circumstance causes a delay, we will let the homeowner know. Likewise, when weather conditions prevent the timely

completion of exterior items, we track those items and follow up to ensure that they are addressed when conditions are well enough to move forward. This may cause a delay of several months.

Missed Appointments

We strive to keep homeowners informed and to protect them from any inconvenience. One of our challenges in this regard is when unexpected events sometimes result in missed appointments.

If a Raymus Homes employee or a trade contractor will be late, he or she should contact you as soon as the delay is recognized, offering you a choice of a later time the same day or a completely different appointment. If you must miss an appointment, we appreciate being alerted as soon as you realize your schedule has changed. We can put work orders on "hold" for ten (10) to 30 days and re-activate them when your schedule offers a better opportunity to arrange access to the home.

Customer Service Summary

The many details of Customer Service coverage can be confusing. We hope this summary of key points will help you. If you do not know whom to contact, call customer service and we will guide you.

Emergency

Our trade contractors or local utility companies provide emergency responses to the following conditions:

- Total loss of heat when the outside temperature is below 50°F
- Total loss of electricity
- Total loss of water
- Plumbing leak that requires the entire water supply to be shut off
- Gas leak

Note that if a service (gas, electricity, water) is out in an entire area, attention from the local utility company is needed. Trade contractors are unable to help with such outages.

First, check the troubleshooting tips under several individual headings in this Guide. If those tips do not solve the problem and it is during normal business hours (Monday through Friday, 8:00 until 5:00 p.m.), email Raymus Homes' Customer Service at

CustomerService@RaymusHomes.com.

If it is after hours, or on a weekend or holiday, call the necessary trade contractor or utility company directly. Their phone numbers are listed on the **Emergency Service Request Procedure** sheet provided to you at the front of this Homeowner Guide.

Non-Emergency

If you wish to initiate non-emergency service request, you can do so by emailing CustomerService@RaymusHomes.com. After your request is submitted, the Customer Service Team will review and respond within two (2) business days.

Hours

- Administrative Staff Monday through Friday, 8:00 a.m. until 5:00 p.m.
- Review Appointments Monday through Friday, 7:00 a.m. until 3:00 p.m.
- Work Appointments Monday through Friday, 7:00 a.m. until 3:00 p.m.

Appliances

Contact the manufacturer directly with model and serial number, closing date, and description of problem. Track your appliance details using the Appliance Detail Worksheet in the next section.

Storm Damage or Other Natural Disaster

Contact your homeowner's insurance agent immediately. Contain damage as much as possible without endangering yourself. In extreme situations, photograph the damage.

Appliance Details Worksheet

Appliance	Brand	Model	Serial Number	Warranty Phone #
Range				
Microwave				
Cooktop				
Dishwasher				

Service Request Review Meeting Details

When	Between 7:00 a.m. and 3:00 p.m., Monday through Friday
Where	Your home
Attendees	Homeowner or an adult (an individual 18 years or older) representative
Length	10 minutes and up, depending on your questions
Purpose	<ul style="list-style-type: none">• To address your service request and confirm the home we built for you meets our performance and quality standards• To review key points about home maintenance• To determine appropriate action on potential items• To answer your questions about operation and care of your home
Preparation	<ul style="list-style-type: none">• Review coverage as outlined in this Guide• Note items or home care questions• As needed, tape or tag areas you believe need attention to avoid overlooking any items you wish to discuss

Fire Prevention and Fire Sprinklers

Fire safety should be practiced by all family members. Awareness of potential dangers and preventive actions are preferable to even the fastest response. Keep these hints in mind and add your own reminders in the space provided at the end of this section.

Train Family Members

- Ensure that all family members know what escape routes exist in your home.
- Conduct a fire drill with family members.
- Test the smoke detectors to assure they function and so that everyone recognizes the sound. Follow the manufacturer's directions for cleaning and servicing your smoke detectors.
- As soon as possible, teach young children how and why to dial 911.
- Have a general use fire extinguisher and instruct all family members in its location and use.
- Teach children the safe use of appliances such as kitchen devices (pressure cookers, slow cookers, waffle irons, toasters, etc.) irons, curling irons, and flat irons.

Practice Prevention

- Store matches away from children and heat sources.
- Avoid smoking in bed.
- Avoid leaving small children home alone, even for a short time.

- Maintain appliances in clean and safe working condition.
- Avoid overloading electrical outlets.
- Ensure that all electrical cords are in good repair.
- Use correctly sized fuses.
- Avoid having any flammable objects or materials near the stove or water heater.
- Keep the range hood filter clean to prevent a build-up of grease.
- Allow space for cooling around electrical equipment.
- Unplug the iron and any hair appliances when it is not in use. Do not leave an iron that is on unattended.
- Use electric blankets with care, following manufacturer directions.
- Store volatile materials (paint, gasoline for the lawn mower, and so on) in appropriate containers, away from heat sources (such as water heaters).
- Keep the barbeque clear of flammable objects and materials.
- If your home has a gas fireplace, follow all directions, and do not leave the fireplace unattended when it is on.
- During holidays, ensure that all cords and connections are in good condition and of appropriate capacity for electrical decorations.
- If you decide to remodel or add onto your home, obtain a building permit and work with trained professionals. Ensure that all building department inspections occur and that the work complies with all applicable codes. This also applies to installing a gas line for an outdoor barbeque, a gas fireplace, clothes dryer, and so on.

Your Additional Reminders and Notes:

Fire Sprinklers

Maintenance

- **TEST YOUR SYSTEM ONCE A YEAR** – open test drain valve on system riser, run water through the drain until the bell rings, close the drain valve slowly
- Know the location of the main control valve
- Make certain the main control valve is open at all times
- Be careful not to hit sprinkler heads when moving large or tall items
- Contact the Fire Department when any activation occurs, even if the fire has apparently been extinguished

DO NOT!

- Paint the sprinklers or sprinkler cover plates
- Hang object from the sprinklers or sprinkler cover plates
- Obstruct the sprinklers in any way
- Cover or stack items close to the sprinklers
- Remove the sprinklers
- Turn off or disconnect the system
- Shut off the system in the event of a fire

Extended Absences

Whether for a vacation, business travel, or other reasons, nearly all of us occasionally leave our home for days or weeks at a time. With some preparation, such absences can be managed uneventfully. Keep these guidelines in mind and add additional reminders that are appropriate to your situation.

Plan in Advance

- Ask a neighbor to keep an eye on the property. If possible, provide them with a way to reach you while you are away.
- If you will be gone an especially long time (over two weeks) consider arranging for a house sitter.
- Arrange for someone to mow the lawn.
- Stop mail, newspapers, and other deliveries.
- Use lighting timers (available at hardware stores for \$10 to \$20).
- Confirm that all insurance policies that cover your property and belongings are current and provide sufficient coverage.
- Mark valuable items with identifying information. Consider whether you have irreplaceable items that should be stored in a bank vault or security box.

As You Leave

- Unplug computers and other electronic devices that might be harmed in an electric storm.
- Leave window coverings in their most typical positions.
- Confirm that all doors and windows are locked, and the deadbolts are engaged.
- Store items such as your lawn mower, bicycles, or ladders in the garage.
- Disengage the garage door opener (pull on the rope that hangs from the mechanism). Use the manufacturer's lock to bolt the overhead door. *Caution:* Attempting to operate the garage door opener when the manufacturer's lock is bolted will burn out the motor of your opener. Upon your return, unlock the garage door first, then re-engage the motor (simply push the button to operate the opener and it will reconnect) to restore normal operation.
- Leave a second car in the drive.
- Summer: Turn your air conditioner fan to on. Set the thermostat to 78.
- Winter: Set the thermostat to a minimum of 55. Leave doors on cabinets that contain plumbing lines open. Leave room doors open as well. This allows heat to circulate.
- Arm your security system, if applicable.

Energy and Water Conservation

Good planning and thoughtful everyday habits can save significant amounts of energy and water. In the process of conserving, you also save money as an additional benefit.

Heating and Cooling

- Maintain all your home's systems in clean and good working order to prevent inconvenience and maximize efficiency. Arrange for a professional to service heat and air conditioning systems a minimum of once every two years.
- Keep filters clean or replace them regularly.
- Learn how to use your day/night thermostat for comfort and efficient energy use.
- If you have a zoned system (more than one furnace and separate controls) think through operating schedules and temperature settings to maximize comfort and minimize energy consumption.
- During cold days, open window coverings to allow the sun to warm your home. Close them when the sun begins to set.
- During the winter, humidifying the air in your home allows the air to retain more heat and is a general health benefit. Note: If condensation develops on your windows, you have taken a good thing too far and need to lower the setting on the humidifier. Avoid use of the humidifier when you are using your air conditioner.
- Ceiling fans cost little to operate, and the moving air allows you to feel comfortable at temperatures several degrees higher.
- On hot days, close all windows and the window coverings on windows facing the sun to minimize solar heating and reduce demands on your air conditioner.

- Whole house fans draw cool outside air into the home through open windows, often effectively creating a comfortable temperature. Avoid running a whole house fan at the same time as air conditioning.
- Plan landscaping elements that support efficient energy use:
 - Deciduous trees provide shade during the summer and permit solar warming in winter.
 - Evergreen trees and shrubs can create a windbreak and reduce heating costs.
 - Position trees to shade the roof and still allow good air flow around the home.
 - Plant shrubs and trees to shade the air conditioner without obstructing airflow around the unit.
- Keep the garage overhead doors closed.

Water and Water Heater

- Your water heater is preset at 115 degrees. We recommend keeping it at its preset.
- Follow the steps outlined in the manufacturer's directions to drain water from your water heater.
- Correct plumbing leaks, running toilets, or dripping faucets ASAP.
- Keep aerators clean.
- If you have a swimming pool, consider using solar heating power.

Appliances

- In selecting your home appliances, compare the information on the (yellow and black) Energy Guide sticker. Sometimes spending a bit more up front can reduce operating costs over the life of the appliance, conserving energy at the same time.
- Use cold water when operating your disposal. This not only saves hot water you pay to heat, it preserves the disposal motor.
- When baking, preheat your oven just five minutes before you use it. When possible, bake several items at the same time or at least consecutively. Turn the oven off a few minutes before baking time is done.
- Microwave rather than using the range, when possible, especially during hot weather.
- Run the dishwasher when it has a full load and use the air-dry cycle. Avoid regular use of the rinse and hold cycle.
- Turn electric burners off a few minutes before cooking is complete.
- Refrigerators with the freezer on top generally use significantly less energy than side-by-side models. Select an appropriate size for your needs; two small refrigerators use more energy than one large one.

Electrical

- Use JA8 compliant bulbs or fluorescent tubes where possible. Incandescent bulbs are the least efficient source of light.
- Turn lights and other electric items off when you finish using them or leave the room.

Maintenance

- Caulk in dry weather when temperatures are moderate. Check all locations, such as:
 - Foundation penetrations (electrical, phone, water, cable TV, and gas line entrances)
 - Around fans and vents
 - Joints between door or window frames and siding
- Check weather-stripping on all exterior doors and adjust as needed. Ensure that door thresholds are a good fit – most are adjustable.
- After any activity in the attic, check that the insulation is evenly distributed.

Your Additional Reminders and Notes:

Maintenance Schedule

A laminated copy is posted in your garage

This is provided to assist you with your home maintenance program by setting forth maintenance requirements for each of the first ten years of the life of the home. It is not intended to replace the more detailed maintenance information and schedules. Each item below should be checked and dated by you as it is performed. If someone performs a maintenance item other than yourself (such as an air conditioning technician), it should also be noted. These records constitute the periodic maintenance records for the home. This may prove beneficial to you for warranty claims and used documentation.

This list is not meant to be all inclusive, but a general guide for your assistance.

Year One

During the First Year of the life of a home, many significant changes occur. Although the home is under the Fit and Finish Warranty, the homeowner's attention to these changes is very important. The wood frame typically becomes drier and shrinks somewhat. This process may cause non-structural cracks in the drywall, particularly above windows and doors. Also, small cracks are likely to develop in the garage slab, and the exterior stucco walls. The roof covering, especially if it is tile, may move and expose some of the felt underlayment.

Landscaping, patios, decks, and sidewalks are likely to be installed by the homeowner, and it is extremely important that the grading around the house is not changed from the final grades provided by Raymus Homes. A gutter that is clogged with leaves can lead to leaks at the eaves. If the home has clear glass shower doors, wax the shower glass with a high-quality automobile wax. The wax will help to repel hard water spots.

Year Two

The second year of a home's life should be fairly maintenance free if proper procedures were followed in the first year. More routine maintenance items are introduced in the second year, and these items should be practiced on a regular scheduled basis for the life of the house.

Consider using a mold and mildewcide regularly on surfaces that contain grout. Additional hint: leave the washing machine lid up or door open after use; this will prevent internal parts from premature rusting. The white powder that sometimes appears on stucco, bricks or concrete is called efflorescence. It is a natural byproduct of the cement curing process, and it can be removed with a hose and a brush.

Year Three

Inspection of trim, siding and exterior surfaces is very important in year three. Trim around doors and windows will shrink and develop cracks by now (particularly on the south and west sides of the house). At this stage, it is important to attend to the dry trim that may have gaps. Prolonging maintenance of these items can result in wall leaks and mold.

Year Four

The exterior surfaces of the home will now begin to show wear from exposure to the weather at this stage of life. It is important for the Homeowner to be proactive to assess the need for new paint on the exterior, or whether going another season is prudent.

Year Five

The trim should have been painted before this year. This will be the second painting for the trim. Hint: if the Homeowner wants the trim paint to last longer, use a semi-gloss or eggshell finish suitable for exteriors. Even though the north and east sides of the house do not look like they need to be painted, the south and west sides probably need painting. A delay will just cause more deterioration to the areas of high weather exposure. If stucco is being painted, be sure to use a paint that does not seal the stucco. Sealing paints can trap moisture in the walls. Cracks in stucco should be filled at this time.

Year Six

If the house was not painted in Year Five, it must be repainted now to avoid costly preparation and repair work in the future. Failure to caulk and paint can lead to twisting and warping of trim and siding. This condition may allow rain to enter the wall cavity and produce dry-rot and mold. It is better to over-maintain than to stretch the limits and pay more later. The garbage disposer may need to be replaced at this time as it is usually the first appliance to wear out.

Year Seven and Eight

When caulking is old and brittle, whether it is on the exterior of the house or in the bathroom, do not attempt to caulk over it. Rather, cut out the old caulk with a utility knife and apply the new caulk to a clean surface.

Year Nine

If severe rust is present in the roof gutters, where a nail can be pushed through it, replace the gutter before the start of the rainy season. Rusted out gutters dump rain water in unintended places and can stain the sides of the house.

Year Ten plus

In all likelihood, the house is ready to be repainted. Depending upon water quality and extent of use, the water heater may need to be replaced. Some kitchen appliances are nearing the end of their useful life, i.e. garbage disposer, microwave, and dishwasher.

As a rule, a house should be painted every five or six years. The life of a paint job can be extended by using premium grades of paint, and by maintaining the vulnerable areas, like the wood trim, between paint jobs.

Homeowner Use and Maintenance Guidelines

Air Conditioning

Air conditioning can greatly enhance the comfort of your home, but if it is used improperly or inefficiently, wasted energy and frustration will result. These hints and suggestions are provided to help you maximize your air conditioning system.

Your air conditioning system is a whole-house system. The air conditioning unit is the mechanism that produces cooler air. The cooling system is installed as part of a package that must qualify under Title 24 of the California Energy Code. Factors such as the solar orientation of the house, the number of windows in the home, and the reflective and insulated value of the windows within each room influence the effectiveness of the air conditioning. Rooms with windows that face east, south, or west should have window coverings on them capable of reducing heat gain by 50%. The air conditioning system involves everything inside your home including, for example, drapes, blinds, and windows.

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 disrupts the system and makes cooling impossible. Therefore, you should keep all windows closed when your air conditioner is on. The heat from the sun shining through windows with open drapes is intense enough to overcome the cooling effect of the air conditioning unit. For the best results, close the window coverings.

Central air conditioning is designed to maintain the indoor temperature at 75° F. During the summer season, the system should be set to operate as needed with the thermostat setting on cool and set between 76° F and 78° F for comfort and efficiency.

Time is very important 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 a process when you set the thermostat.

For example, if you come home at 6:00 p.m. when the temperature has reached 90 degrees F and set your thermostat to 75 degrees, the air conditioning unit will begin cooling, but will take much longer to reach the desired temperature. During the whole day, the sun has been heating not only the air in the house, but the walls, the carpet, and the furniture. At 6:00 p.m. the air conditioning unit starts cooling the air, but the walls, carpet, and furniture release heat and nullify this cooling. By the time the air conditioning unit has cooled the walls, carpet, and furniture, you may well have lost patience.

If evening cooling is your primary goal, set the thermostat at a moderate temperature in the morning while the house is cooler, allowing the system to maintain the cooler temperature. The temperature setting may then be lowered slightly when you arrive home, with better results. Once the system is operating, setting the thermostat at 60 degrees will *not* cool the home any faster and

can result in the unit freezing up and not performing at all. Extended use under these conditions can damage the unit.

Adjust Vent Registers

Maximize air flow to occupied parts of your home by adjusting the vents. Likewise, when the seasons change, readjust them for comfortable heating.

Vent register covers are removable and adjustable. You are responsible for adjusting the dampers in these covers to regulate the cool air flow within the home. Experiment with the adjustable registers in your home to establish the best cool air flow for your lifestyle. Generally, you can reduce the cool air in seldom used or interior rooms. This is an individual matter, and you will need to balance the system for your own family's needs.

In two story homes, seasonal adjustment of vent registers may be necessary to compensate for heat's natural tendency to rise. To offset this factor, adjust or close registers upstairs in the winter to force more heat to the first floor: for the cooling season, adjust or close off the first-floor vent registers. Additionally, you may wish to partially close registers in the rooms you don't spend much time in, forcing more air to the rooms with more frequent use. To ensure adequate airflow and capacity of your equipment, we recommend that you close as few registers as possible.

Compressor Level

Maintain the air conditioning compressor in a near level position to prevent inefficient operation and damage to the equipment. Rinse off compressor with standard water pressure. Avoid strong water pressure when rinsing.

See also Grading and Drainage.

Duct Cleaning

Exercise caution before spending money on professional ductwork cleaning services. A study by the EPA found no proof that ductwork cleaning improves indoor air quality, nor was evidence found that it prevents health problems. For more information contact the EPA and request document EPA-402-K-97-002. Or scan QR code to view this information on their website:



<https://www.epa.gov/indoor-air-quality-iaq/should-you-have-air-ducts-your-home-cleaned>

Ductwork Noise

Some popping or pinging sounds are the natural result of ductwork heating and cooling in response to airflow as the system operates.

Filter

A clean filter will help to keep your home clean and reduce dusting chores. Remember to change the filter monthly during the heating season (year-round if you regularly use your air conditioner). A clogged filter can slow airflow and cause cold spots in your home. 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. You will find the size and type printed along the edge of the filter that are in your return air grills. Typically, the return air grill is located in a hallway ceiling.

If you have a permanent, washable, removable filter, you need to clean this monthly. Use water only to clean the filter, tap to dry or air dry, and leave unit off for a brief period. Do not use soaps or detergents on the filter.

Manufacturer's Instructions

The manufacturer's manual specifies maintenance for the condenser. Review and follow these points carefully. Since the air conditioning system is combined with the heating system, follow the maintenance instructions for your furnace as part of maintaining your air conditioning system.

Return Air Vents

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

Temperature Variations

Temperatures may vary from room to room by several degrees Fahrenheit. This is due to such variables as floor plan, orientation of the home on the site, type and use of window coverings, and traffic through the home.

Thermostat

The cooling system will come on automatically when the temperature at the thermostat registers above the setting you have selected. Once the cooling system is on, setting the thermostat to a lower temperature will not cool the home faster. Thermostats are calibrated to within plus or minus five degrees. Your thermostat may use batteries. Thermostat batteries should be replaced yearly. The thermostat is designed to be set for each season, generally 68° F in the winter and 75°-78° F in summer. On a day-to-day basis, the system should be allowed to operate continually in the heat or cool mode depending on the season. To maintain the best comfort and performance from your system do not turn off or substantially setback your thermostat. Attempting to save energy by turning off or substantially setting back the furnace or air conditioner will reduce comfort and save little energy when factoring in the extended period of time required to recover.

Troubleshooting Tips: No Air Conditioning

Before calling for service, check to confirm that the:

- Thermostat is set to "cool" and the temperature is set below the room temperature.
- Blower panel cover is installed correctly for the furnace blower (fan) to operate. Similar to the way a clothes dryer door operates; this panel pushes in a button that lets the fan motor know it is safe to come on. If that button is not pushed in, the furnace will not operate.
- Air conditioner and furnace breakers on the main electrical panel are on. Remember if a

breaker trips, you must turn it from the tripped position to the off position before you can turn it back on.

- 220 switch on the outside wall near the air conditioner is on.
- 110V cord on the side of the furnace is plugged in.
- Fuse in furnace is good. See manufacturer literature for size and location.
- Filter is clean to allow air flow.
- Vents in individual rooms are open.
- Air returns are unobstructed.
- Air conditioner has not frozen from overuse.

Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

Non-Emergency

Lack of air conditioning service is **not** an emergency. Air conditioning contractors in our region respond to air conditioning service requests during normal business hours and in the order received.

Appliances

Appliances are manufacturer products. Please refer to the respective operation manual for maintenance guidelines.

Attic Access

The attic space is neither designed nor intended for storage. We provide access to this area for maintenance of mechanical equipment that may traverse into the attic space. When you perform needed tasks in the attic, use caution, stay on the platform, and avoid stepping off wood members onto the drywall. This can result in personal injury or damage to the ceiling below.

Balcony

Balconies add to the style and function of your home and are a high maintenance part of your home's exterior.

Balcony Coating

Maintenance

Establish a routine maintenance schedule for your decorative coating using a mild soap and water mixture. A neutral pH cleaner may be used if needed. Test all cleaning agents in an unnoticeable area to ensure compatibility.

Stains

For tougher stains, a mild degreaser may be used to loosen up oil, dirt, and grease. Use in combination with a brush or broom and be sure to completely rinse any residue. A low psi pressure washer (do not exceed 1000 psi) and/or a soft bristle, floor scrubber brush on a floor buffer may

be used for better cleaning. To remove water stains such as calcium or lime build up, try brushing 100 grain vinegar, diluted with water over the surface. Be sure to completely rinse any residue thoroughly with water. Avoid using vinegar and other cleaners in direct sunlight, as direct sun may evaporate liquid cleaners, leaving a film or residue behind.

Furniture and Decor

Outdoor carpet or other matting materials are not recommended as they may trap moisture and may damage the topcoat or sealer. Potted plants and/or planter boxes should be elevated off the surface and moved monthly to allow the coating to dry properly. Planter drainage may cause staining due to fertilizers and growing mediums. Drip pans or saucers should be utilized. Outdoor furniture should have coasters or pads to prevent indentations and damage from hot grease or coal. Tape and other adhesives should not be applied to finished floors as this may cause damage to the surface.

Sealers

After two to five years, a “reseal”, pressure washed and re-application of Westcoat Topcoat, may be required. Existing sealer or coating should be lightly abraded before re-application of topcoat or sealer.

Railings

Maintenance

We recommend checking and cleaning your railing 1-2 times per year. Simply spray the dirt off with your standard garden hose and use a soft cloth or sponge to clean the railing.

Stains

For more stubborn dirt or stain removal, you can wash your railing with a solution of warm water and mild non-abrasive detergent and rinse to remove all residues. For more difficult stains, Simple Green, Mr. Clean Magic Eraser, mineral spirits, trichloroethylene, CLR, or vinegar will work well.

Scratches and Scuffs

To remove scratches and scuffs from powder coated surface of the railing, you can touch up with using either an RDI aerosol can or bottle brush options. For small surface scratches, marks, or scuffs, use Dupli-Color Scratch Seal Clear Sealer Pen.

Do **NOT** Use:

- Abrasive cleaner or solvents
- Industrial cleaners
- Cleaners with solvents
- Abrasive material - steel wool, scrub pads
- Scotch-Brite

Cabinets

Your selection sheets are your record of the brand, style, and color of cabinets in your home. If you selected wood or wood veneer cabinets, expect differences in grain and color between and within the cabinet components due to natural variations in wood and the way it takes stain.

Cleaning

Wipe cabinets with lukewarm water and dry immediately.

Moisture

Damage to cabinet surfaces and warping can result from operating appliances that generate large amounts of moisture (such as a crockpot, electric kettle, or a coffee maker) too near the cabinet. When operating such appliances, place them in a location that is not directly under a cabinet.

Carpet

Your selection sheets provide a record of the brand, style, and color of floor coverings in your home. Please retain this information for future reference. Refer to the various manufacturers' recommendations for additional information on the care of your floor coverings.

Burns

Take care of any kind of burn immediately. First snip off the darkened fibers. Then use a soap free cleaner and sponge with water. If the burn is extensive, talk with a professional about replacing the damaged area.

Cleaning

You can add years to the life of your carpet with regular care. Carpet wears out because of foot traffic and dirt particles that get trampled deep into the pile beyond the suction of the vacuum. The dirt particles wear down the fibers like sandpaper and dull the carpet. The most important thing you can do to protect your carpet is to vacuum it frequently.

Vacuum twice each week lightly and once a week thoroughly. Heavy traffic areas may require more frequent cleaning. A light vacuuming is three passes; a thorough job may need seven passes. A vacuum cleaner with a beater-bar agitates the pile and is more effective in bringing dirt to the surface for easy removal.

Vacuuming high-traffic areas daily helps keep them clean and maintains the upright position of the nap. Wipe spills and clean stains immediately. For best results, blot, wipe or dab any spill or stain; avoid rubbing. Test stain removers on an out-of-the-way area of the carpet, such as in a closet, to check for any undesirable effects.

Have your carpet professionally cleaned regularly, usually after 18 months in your home and then annually. We recommend you only use a professional with a Carpet Rug Institute (CRI) Seal of Approval. To find a list of Seal of Approval recommended products and professionals near you, scan the QR code below:



<https://carpet-rug.org/testing/seal-of-approval-program/>

Crushing

Furniture and traffic may crush a carpet's pile fibers. Frequent vacuuming in high-traffic areas and glides or cups under heavy pieces of furniture can help prevent this. Rotating your furniture to change the traffic pattern in a room promotes more even wear. Some carpets resist matting and crushing because of their level of fiber, but this does not imply or guarantee that no matting or crushing will occur. Heavy traffic areas such as halls and stairways are more susceptible to wear and crushing. This is considered normal wear.

Fading

Science has yet to develop a color that will not fade with time. All carpets will slowly lose some color due to natural and artificial forces in the environment. You can delay this process by frequently removing soil with vacuuming, regularly changing air filters in heating and air-conditioning systems, keeping humidity and room temperature from getting too high, and reducing sunlight exposure with window coverings.

Filtration

If interior doors are kept closed while the air conditioning is operating, air circulation from the closed room flows through the small space at the bottom of the door. This forces the air over the carpet fibers, which in turn act as a filter, catching particulate pollution. Over time, a noticeable stain develops at the threshold.

See also Ghosting.

Fuzzing

In loop carpets, fibers may break. Simply clip the excess fibers. If it continues, call a professional.

Pilling

Pilling or small balls of fiber can appear on your carpet, depending on the type of carpet fiber and the type of traffic. If this occurs, clip off the pills. If they cover a large area, seek professional advice.

Rippling

With wall-to-wall carpeting, high humidity may cause rippling. If the carpet remains rippled after the humidity has left, have a professional re-stretch the carpeting using a power stretcher, not a knee-kicker.

Seams

Carpet usually comes in 12-foot widths, making seams necessary in most rooms. Visible seams are not a defect unless they have been improperly made or unless the material has a defect, making the seam appear more pronounced than normal. The denser and uniform the carpet texture is, the more visible the seams will be.

Carpet styles with low, tight naps result in the most visible seams. Seams are never more visible than when the carpet is first installed. Usually with time, use, and vacuuming the seams become less visible. You can see examples in the model homes of how carpet seams diminish after they have been vacuumed repeatedly and have experienced traffic.

Shading

Shading is an inherent quality of fine-cut pile carpets. Household traffic causes pile fibers to assume different angles; as a result, the carpet appears darker or lighter in these areas. A good vacuuming, which makes the pile all go in the same direction, provides a temporary remedy.

Shedding

New carpeting, especially pile, sheds bits of fiber for a period of time. Eventually these loose fibers are removed by vacuuming. Shedding usually occurs more with wool carpeting than with nylon or other synthetics.

Snags

Sharp-edged objects can grab or snag the carpet fiber. When this occurs, cut off the snag. If the snag is especially large, call a professional.

Sprouting

Occasionally you may find small tufts of fiber sprouting above carpet surface. Simply use scissors to cut off the sprout. Do not attempt to pull it, because other fibers will come out in the process.

Stains

No carpet is stain-proof. Although your carpet manufacturer designates your carpet as stain-resistant, some substances may still cause permanent staining. These include hair dyes, shoe polish, paints, and India ink. Some substances destroy or change the color of carpets, including bleaches, acne medications, drain cleaners, plant food, insecticides, and food or beverages with strongly colored natural dyes as found in some brands of mustard and herbal tea.

Refer to your care and maintenance brochures for recommended cleaning procedures for your particular fiber. Pretest any spot-removal solution in an inconspicuous area before using it in a large area. Apply several drops of the solution, hold a white tissue on the area, and count to ten. Examine both tissue and carpet for dye transfer and check for carpet damage.

Static

Cooler temperatures outside often contribute to static electricity inside. To avoid the problem, look for carpets made with anti-static. You can also install a humidifier to help control static build-up.

Caulking

Time, weather, and cleaning chemicals will shrink, dry, or dissolve caulking so that it no longer provides a good seal. As routine maintenance, check the caulking and make needed repairs. Caulking compounds and dispenser guns are available at hardware stores. Read the manufacturer's instructions carefully to be certain that you select an appropriate caulk for the intended purpose.

Colored Caulk

Colored caulking is available where larger selections are provided. As with any colored material, dye lots can vary.

Latex Caulk

Latex caulking is appropriate for an area that requires painting, such as along the stair stringer or where wood trim meets the wall.

Silicone Caulk

Caulking that contains silicone will not accept paint; it works best where water is present, for example, where tub meets surrounds, a sink meets a countertop, the seams in your shower surrounds (seat, walls, enclosure, etc.).

Ceramic Tile

Your selection sheets include the brand and color of your ceramic tile.

Cleaning

Ceramic tile is one of the easiest floor coverings to maintain. Simply vacuum when needed. Occasionally, a 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 dishwasher crystals (they will not result in a heavy, difficult-to-remove lather on the grout). Rinse thoroughly. The ceramic tile installed on walls or countertops in your home may be washed with any nonabrasive soap, detergent, or tile cleaner. Abrasive cleaners will dull the finish.

Grout Discoloration

Clean grout that becomes yellowed or stained with a fiber brush, cleanser, and water. Grout cleansers and whiteners are available at most hardware stores.

Sealing Grout

Sealing grout is your decision and responsibility. Once grout has been sealed, ongoing maintenance of that seal is necessary. Sealing your grout voids the Limited Warranty coverage on the grout.

Separations

Expect slight separations to occur in the grout between tiles. This grout is for decorative purposes only; it does not hold the tile in place. Cracks in the grout can be filled using premixed grout purchased from flooring or hardware stores. Follow package directions.

Tile around bathtubs or countertops may appear to be pulling up after a time. This is caused by normal shrinkage of grout or caulk and shrinkage of wood members as they dry out. If this occurs, the best remedy is to purchase tub caulk or premixed grout from a hardware store. Follow directions on the container. This maintenance is important to protect the underlying surface from water damage.

Concrete Flatwork

By maintaining good drainage, you protect your home's foundation and the concrete flatwork: the porch, patio, driveway, garage floor, and sidewalks.

Movement of the concrete slab results in cracking. Minimize this movement by following the landscaping recommendations, the objective of which is to prevent moisture from reaching soils around and under the home.

Cleaning

Avoid washing exterior concrete slabs with cold water from an outside faucet when temperatures are high and the sun has been shining on the concrete. The abrupt change in temperature can damage the surface bond of the concrete. We recommend sweeping to keep the exterior concrete clean. If washing is necessary, do this when temperatures are moderate. Repeated cleaning of the garage floor by hosing can increase soil movement by allowing water to penetrate any existing cracks. We recommend sweeping to clean the garage floor.

Cracks

A concrete slab 10 feet across shrinks approximately 5/8 inch as it cures. Some of this shrinkage shows up as cracks. Cracking of concrete flatwork also results from temperature changes that cause expansion and contraction.

During the summer, moisture finds its way under the concrete along the edges or through cracks in the surface. In winter, this moisture forms frost that can lift the concrete, increasing the cracking. Maintaining drainage away from all concrete slabs will minimize cracking from this cause.

As cracks occur, seal them with a waterproof concrete caulk (available at hardware or home improvement stores) to prevent moisture from penetrating the soil beneath.

Expansion Joints

We install expansion joints to help control expansion. However, as the concrete shrinks during the curing process, moisture can penetrate under the concrete and lift the expansion joint. When this occurs, fill the resulting gap with a gray silicone sealant, which you can purchase at most hardware stores.

Heavy Vehicles

Prohibit commercial or other extremely heavy vehicles such as moving vans, PODs (or similar container storage services), and other large delivery trucks from pulling onto your driveway. We design and install concrete drives for conventional residential vehicle use only: family cars, vans, light trucks, bicycles, and so on.

Chemicals

Protect concrete from abuse by chemical agents such as pet urine, fertilizers, radiator overflow, repeated hosing, or de-icing agents (such as road salt that can drip from vehicles). All these items can cause spalling (chipping of the surface) of concrete.

Sealer

A concrete sealer, available at paint stores, will help you keep an unpainted concrete floor clean. Do not use soap on unpainted concrete. Instead, use plain water and washing soda or, if necessary, a scouring powder.

Condensation

When warm, moist air encounters cooler surfaces, the moisture condenses. Outside we see this as dew; inside you may see it as a layer of moisture on glass windows and doors. This condensation comes from high humidity within the home combined with low outside temperatures and inadequate ventilation. Homeowner lifestyle significantly influences two out of three of these

conditions.

Humidifier Operation

If you use a humidifier, closely observe manufacturer's directions for its use. Instructions to turn the humidifier off during air conditioning season are typical. Moderate settings in winter can maintain desired comfort levels without contributing too much moisture to your home. You may need to experiment to find the correct level for your lifestyle.

New Construction

Some experts have estimated that a typical new home contains 50 gallons of water. Water is part of lumber, concrete, drywall texture, paint, caulk, and other materials used in building. Wet weather during construction adds more. This moisture evaporates into the air as you live in your home—adding to the moisture generated by normal living activities. Over time, this source of moisture will diminish.

Normal Activities

As you live in your home, your daily lifestyle contributes to the moisture in the air also. Cooking, laundry, baths and showers, aquariums, plants, and so on all add water to the air in your home. Likewise, your daily routine can mitigate the amount of moisture in your home and reduce condensation on interior surfaces.

Temperature

Avoid setting your thermostat at extreme temperatures. Heating your home will cause the materials to dry out faster, generating more moisture into the air; drying the materials out too fast also increases shrinkage cracks and separations.

Ventilation

Develop the habit of using exhaust fans in bathrooms and over the stove. Whenever weather conditions permit, open windows so fresh air can circulate through your home. Keep the dryer exhaust hose clean and securely connected.

Countertops / Bath Surrounds

The advantages of cultured marble products are that they are generally coated in the mold with a clear or colored gel coat. This outer layer provides the ultimate strength to the bonded matrix. It also makes the final product waterproof, durable, and resistant to chipping. Depending on the finishing process used, the gel coat also provides a shiny surface that adds luster to the final product. Because the final objects are cast in mold, the installed product has minimal seams and when installed properly, using mildew resistant 100% silicone caulking, it becomes highly leak resistant.

However, please be aware, that normal usage and cleaning products will slowly dissolve or wear away the silicone caulking. Pay careful attention to the seal and caulk around the shower seat, wall seams, shower pan, and tub. Even a tiny hole or gap in caulking can cause leaks, water damage, and mold growth. It is the homeowner's responsibility to inspect caulking monthly and repair as needed.

Cultured Marble, Cultured Onyx, Piedrafina

In layman's terms, cultured marble is a mixture of fiberglass resin and crushed limestone. A more technical description is as follows: cultured marble belongs to the family of cast polymers. Cast polymers are a mixture of an unsaturated polyester resin, highly filled with inorganic particulates and pigments. Fillers used are engineered calcium carbonates (for cultured marble), aluminum tri-hydrate (for cultured onyx) and aluminum tri-hydrate with a suspension of specialty formulated color chips (for cultured granite.)

Cultured marble is a precise blend of polyester resin, catalyst, fillers, and pigments, thoroughly mixed and placed into open molds which are coated with a clear gel coat. The gel coat is specially formulated to produce a tough, durable, non-porous and shiny surface which is stain-resistant and easy to maintain.

The shape of the products depends on the molds used. The colors and veining of the finished product depend on the specific formulation and the techniques of the manufacturer/pourer. As such, each manufacturer produces his own specific colors and finish. No two surfaces are completely identical.

The catalyst used will cause a chemical reaction and make the resin polymerize and harden, bonding the matrix together in a hard, strong mass. After some hours of chemical curing, the products are demolded, trimmed, ground, polished and finally inspected before going out to be installed.

To clean, use non-abrasive cleaners such as Pine Sol, Windex, Simple Green, or Fabuloso. Do **NOT** use abrasive cleaning products on synthetic materials. In addition, gel gloss may be applied to a clean surface to retain the glossy finish (available for purchase at any hardware store).

OVER A PERIOD OF TIME, EXTREMELY HOT WATER MAY CAUSE CRACKS ON THE CULTURED MARBLE.

Granite

Caring for your natural stone is easy – warm water, mild dishwashing liquid, and a soft, clean cloth are all that's needed to maintain your granite countertop surface. The best care you can give your natural stone is preventive care. By following a few suggestions, your countertops will maintain a lasting appearance.

Basic Cleaning and Maintenance

- Avoid using cleaning products with any kind of acid or abrasive; they may cause discolorations or scratches.
- Do not stand, kneel, or sit on your countertops, as they could crack or break.
- Protect the counter from heat and from extremely hot pans. Do not place hot pans or other objects directly on your countertop. This may cause discoloration (mainly in dark granites) and/or cracking. Always use a protective barrier between any hot object and granite, such as a trivet or mat. If you cannot put your hand on it, do not put it on the counter.
- Do not use countertops as ironing boards and do not set lit cigarettes on the edge of the counter.
- Use a cutting board to protect your counters when you cut or chop.

Granite countertops are surprisingly resilient to stains like citric acid, coffee, tea, alcohol, or wine. However, as a preventive measure, wipe up any spills on the countertops within a reasonable amount of time and do not let liquid sit on the countertop overnight. It is important to note that granite is most prone to staining by oil. Be careful not to place any pots or frying pans with oil traces on the bottom on the countertop surface. Blot cooking oil and acid spills as soon as they happen, and clean with mild soap and warm water to avoid any harm to your countertops.

If the oil stains remain, there is a special cleaning procedure for the removal of deep-seated, time-set dirt and grime. A general poultice with baking soda and water is the best remedy. First, moisten the surface of the granite with the same liquid that made the paste. Then, apply the poultice paste to the granite surface about ½” thick. Tape plastic sheeting over the poultice area and allow it to sit for 48 hours. Remove the poultice with a spatula, rinse the cleansed area with clean water, wipe off excess water, and allow the surface to dry.

Granite tends to attract soap scum. Rinse with hot clean water on a regular basis and use a paper towel to dry. Another way to remove lime build up, soap scum, stains, or dried spills is to use a straight razor blade in a gentle scraping motion. DO NOT use lime removal products or cleaning

products that contain ammonia, as this will affect the resin/seal on the stone. For stubborn stains, you can also use dry steel wool grade 00, or a no-scratch Scotch-Brite pad to try to remove them.

Avoiding Chips

Chips in granite can occur. When they do happen, chips are most often caused by banging something into the edge of the countertop. Take care when handling heavy pots and pans around your granite profiles as these are the sections most prone to chipping. If a chip does occur and you find the piece that chipped out, hold on to it. Most of the time it can be epoxied back into place.

Sealers

If you are questioning whether to seal your granite countertop, the Marble Institute of America (MIA) provides the following information:

“Should natural stone counters be sealed? In many cases, it makes sense to seal marble and granite countertops with a quality sealer. The product should have a life expectancy of ten to fifteen years and be of an oleophobic (resistant to water and oil-based stains) nature. Once properly sealed, the stone will be more resistant against everyday dirt and spills.”

The use of sealers is an excellent preventive measure and will encourage the preservation of your granite countertops. Some granite can be very porous. Sealers fill in natural pores and repel spills on the surface, radically reducing the rate of absorption. This gives you time to wipe spills away before they have a chance to penetrate your stone. With granite it is recommended to use a natural stone cleaning with sealer in the solution, or have a qualified company seal your granite about every 2 years. Sealing your polished quartz countertop is not necessary but sealing your honed/ matte quartz countertop is necessary on an annual basis

If you choose to seal your granite, seal it shortly after move-in. We recommend a re-application of sealer annually, or more often for some light granites, to fully maintain the luminosity and avoid stains. When the water or liquid spilled on your countertop fails to bead up when splashed, or you notice a water darkening spot that dries out, this is an indication that your countertop needs to be

re-sealed. The bottom line: sealing resin treated countertops may increase the resistance of the already resistant nature of stone.

In today's natural stone industry, many species of granite receive a resin treatment at the factory where the blocks of granite are cut into slabs and then polished. The treatment is used to fill microfissures, indentations and other minor characteristics that are found in many natural stones.

CAUTION: In some situations, impregnating sealers applied to a resin stone will cause the material to cloud, discolor, or fade. While this is a new topic in the stone industry, some initial reports have indicated that the application of a color enhancer may hide the problem, or it can be fixed by buffering the granite. Additionally, problems have occurred with solvent-based versus water-based impregnators. It is highly recommended that you consult with the Sealant Manufacturer prior to applying a sealer to a resin stone and check with the granite manufacturer to see if your countertop received a resin treatment prior to installation.

Piedrafina

Easily clean and maintain your natural marble using Alkaline based cleaning solutions.

Accepted Cleaning Products

- Soapy Water
- Ammonia (1 cup to 1 gallon water)
- Milk of Magnesia
- Windex
- Baking Soda
- Piedrafina Stone Cleaner
- Clorox Wipes

There are a few things to keep in mind when searching for the best marble cleaner. Alkaline based cleaning solutions for marble work best. Because marble is porous and not as hard as some other natural stones, acid-based cleaning products will **harm** marble.

Soap scum buildup is probably one of the most unavoidable surface stains. To completely remove soap scum, periodic cleaning will be required. Simply squeegeeing shower walls will only pose a temporary solution as it will not remove soap scum from within the marble's voids and pores. For the best results, use Piedrafina Stone & Glass Cleaner to remove soap scum from your marble bath and shower surfaces.

Stains & Etches

The chemical make-up of the stain will determine the type of solution it takes to remove or minimize it in appearance. Some stains, if left untreated for too long may mean that your marble surfaces need to be professionally refinished to store its original luster. Remember: the longer the stain sits, the harder it will be to remove.

Because marble is porous, a stain still typically be absorbed beyond the marble's top surface and sit within the stone's pores or voids. An etch on the other hand, is a degrading of the surface finish by an acidic-type reaction. Stain removal steps will not work on an etch and typically an etch will require Marble Renew applied to the surface to recapture a high polished look.

Water rings, for example, are usually etches and not stains because the mineral deposits in the water eat away at the surface finish of the stone - especially if left unattended for any period of time.

Some of the types of compounds that will etch your marble's surface are as follows and care needs to be exercised to remove these as soon as first noticed:

- Cleaning products that contain harsh chemicals with a low or high pH level
- Toilet bowl cleaner or drain cleaner
- Vinegar
- Cola-type drinks like Coke, Pepsi, Dr. Pepper, etc.

Do NOT use vinegar on NATURAL marble. Vinegar, while suitable for cleaning many other surfaces (including granite, if diluted), will etch or dull the surface of natural marble because it is acidic.

Do NOT use off-the-shelf bathroom cleaners such as Tilex, Softscrub or similar products on Piedrafina Marble. These products contain bleaches and harsh chemicals and abrasives not suited to marble's delicate surface.

Do NOT use scrubbing pads like Scotch-Brite on natural marble as it can scratch the surface.

Sealers

Being a porous stone, it is highly recommended that Piedrafina be sealed to minimize harm to the surface. If given enough time, liquids like water and oil can soak into any marble surface. If wiped up immediately, most liquids will not stain. The longer that liquids are left on a marble surface the more likely it is to find its way into the pores and imperfections on the surface and cause a stain.

It is important to note that even with an impregnating sealer, the penetration of some liquids will only be delayed and not prohibited, which is why regular maintenance is so important.

Impregnating sealers will not prevent stains, they simply slow down the rate at which the stone absorbs liquids or oils. Sealing your marble surface will give you more time to clean up a spill before it does harm to the surface.

Marble, if not previously sealed, will soak up sealer like a sponge. It will take multiple applications to achieve maximum sealing potential. Following the manufacturer's recommendations for "dry time" between applications is critical for success.

Most impregnating sealers claim not to darken or change the marble color when applied. It's always better to test an area and let the sealer dry thoroughly to validate the claim before using the sealer to optimum protection. An impregnating sealer will not protect against etching from glass rings or water surface stains. Using harsh surface cleaners with excessively LOW or HIGH pH levels will degrade an impregnating sealer and shorten its useful lifespan.

Quartz

Maintaining your new quartz countertop is easy! Simply wash with a soft cloth and warm water, using a mild soap if desired. See list of recommended cleaning products below.

Accepted Cleaning Products

- Clorox Anywhere
- Simple Green D Pro 3 Cleaner
- Clorox Anywhere (Hard Surfaces)
- Windex
- Windex Multi-Surface Cleaner with Vinegar
- Clorox Disinfecting Kitchen Cleaner
- Clorox Wipes Bleach Free Lemon Fresh
- 3M Glass Cleaner
- Formula 409 Orange Power Daily Kitchen Cleaner
- Denatured/Isopropyl (rubbing) alcohol
- Goo Gone
- Saniten N-313
- Mr. Clean Eraser

Spills

Sometimes spills occur and dry on the countertop. Materials that harden as they dry (such as gum, grease, nail polish or paint etc.) should be removed by gently scraping away the residue material with a blunt plastic scraper. Then, the quartz surface should be cleaned with a household vinegar/water solution (always follow the manufacturer's dilution instructions) or with a non-abrasive cleaning pad (such as a white 3M Scotch-Brite®) together with a non-bleach, non-abrasive liquid household cleaner and rinsed thoroughly with clean water. Surface should be dried with a clean white paper towel or white cloth.

Resistance to Stains and Chemicals

Quartz countertops are non-porous, so spills and stains are not easily absorbed into the surface, making it **nearly** stain resistant.

However, permanent markers/inks and some chemicals, solvents or dyes may cause permanent discoloration to your quartz countertop and should be avoided. Should these agents encounter the surface, wipe up immediately and rinse with plenty of water. If the stain persists, moisten a cloth with Goo Gone®, or a comparable product, and rub it into the stain. Rinse thoroughly with warm water to remove any cleaner residue.

DO NOT expose, in use or otherwise, quartz surfaces to abrasive, strong alkaline, acid, free radicals, oxidizers or the like (whether high, neutral, or low pH) cleaners. Avoid exposing your countertops to harsh chemicals.

DO NOT use or expose quartz surfaces to such products including, but not limited to: bleach, oven cleaners, Comet®, Soft Scrub®, SOS®, products with pumice, batteries, paint removers, furniture strippers, oil soaps, tarnish, silver cleaners, or the like. DO NOT use abrasive or harsh scrub pads. DO NOT apply any sealers, penetrants, or topical treatments to quartz surfaces under any circumstances. Such products will wear off and cause the gloss to appear dull or inconsistent.

Heat Resistance

Quartz countertops ARE NOT heat proof, chemical proof, or fracture proof. To maintain the beauty of your quartz countertop, DO NOT place hot skillets or roasting pans directly onto the surface. Do not use countertops as ironing boards and do not set lit cigarettes on the edge of the counter. Also, be aware of the potential damage to the surface by heat generating appliances such

as electric grills or crockpots.

We recommend the use of trivets and hot pads to prevent heating the countertop. As with any natural stone, certain exposure to heat may cause cracks due to thermal shock.

Cuts or Scratches

Quartz is one of the hardest materials in nature. That's why your new quartz countertop will not easily scratch or chip. But chips and scratches can happen. We recommend the use of a cutting board to protect your countertop and to avoid dulling your knives.

Caulking – all countertops

The caulking between the countertop and the wall, along the joint at the backsplash (the section of counter that extends a few inches up the wall along the counter area), and around the sink may shrink or dissolve over time, leaving a slight gap. Maintaining a good seal in these locations is important to keep moisture from reaching the cabinets or drywall. This helps prevent warping and mold growth.

Mats – all countertops

Rubber drain mats can trap moisture beneath them, causing the laminated plastic to warp and blister. Dry the surface as needed.

Doors and Locks

The doors installed in your home are wood products subject to such natural characteristics of wood such as shrinkage and warpage. Natural fluctuations caused by humidity and the use of forced air furnaces, showers, and dishwashers may affect interior doors, occasionally requiring minor adjustments.

Bifold Doors

Interior bifold doors sometimes stick or warp because of weather conditions. Apply silicone lubricant to the tracks to minimize this inconvenience.

Exterior Finish

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

Failure to Latch

If a door will not latch because of minor settling, you can correct this by making a new opening in the jamb for the latch plate (remortising) and raising or lowering the plate accordingly.

Force Five Doors

The multipoint lock features three dual-action deadbolts that extend into the door frame when engaged. When disengaged, the deadbolts function as latches – disengage from the interior by pressing down on the interior handle. If your door is equipped with an entrance-grip handle set, squeeze the “trigger” to operate.

To engage the deadbolts, twist the thumb turn lock on the inside or turn the keylock on the outside. The three lathes will extend to their deadbolt position.

To wash the glass, use a premixed vinegar-based cleaning solution or an ammonia free glass cleaner and apply to a soft, clean, lint-free microfiber cloth and rub from several different directions. Avoid getting any cleaning solution on the door panel as it may discolor the finish.

It is recommended that you inspect your entry door at least annually as a part of routine homeowner maintenance. It is recommended the topcoat be recoated with a topcoat every 18-24 months.

Hinges

You can remedy a squeaky door hinge by removing the hinge pin and applying a silicone lubricant to it. Avoid using oil, as it can gum up or attract dirt. Graphite works well as a lubricant but can create a gray smudge on the door or floor covering beneath the hinge if too much is applied.

Keys

Keep a duplicate privacy lock key where children cannot reach it in the event a youngster locks him- or herself in a room. The top edge of the door casing is often used as a place to keep the key. A small screwdriver, paperclip, or similarly shaped device can open some types of privacy locks.

Locks

Lubricate door locks with graphite or other waterproof lubricant. Avoid oil, as it will gum up.

Shrinkage

Use putty, filler, or latex caulk to fill any minor separations that develop at mitered joints in door trim. Follow with painting. Panels of wood doors shrink and expand in response to changes in temperature and humidity. Touching up the paint or stain on unfinished exposed areas is your home maintenance responsibility.

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 works loose the hardware and causes the door to sag.

Sticking

The most common cause of a sticking door is the natural expansion of lumber caused by changes in humidity. When sticking is caused by swelling during a damp season, do not plane the door unless it continues to stick after the weather changes.

Before you plane a door because of sticking, try two other steps: first, apply either a paste wax, light coat of paraffin, or candle wax to the sticking surface; or second, tighten the screws that hold the door jamb or door frame. If planing is necessary even after these measures, use sandpaper to smooth the door and paint the sanded area to seal against moisture.

Warping

If a door warps slightly, keeping it closed as much as possible often returns it to normal.

Weather Stripping

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

Drywall

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

Ceilings

The ceilings in your home are easy to maintain. Periodically remove dust or cobwebs as part of your normal cleaning and repaint as needed.

Repairs

Care of drywall is a homeowner maintenance responsibility. Most drywall repairs can be easily made. This work is best done when you redecorate the room.

Repair hairline cracks with a coat of paint. You can repair slightly larger cracks with spackle or caulk. 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 dry, sand the surface with fine-grain sandpaper, and then paint. You can fill indentations caused by sharp objects in the same manner.

Easements

Easements are areas where such things as utility supply lines can pass through your property. They permit service to your homesite and adjacent homesites, now and in the future. Your homesite may also include drainage easements, meaning the runoff from adjacent homesites passes across your property. Likewise, water from your property may run across a neighboring homesite. Easements are recorded and are permanent.

Trees, shrubs, gardens, play equipment, storage sheds, fences, or other items which you install in or across these easements may be disturbed if service entities – such as the gas, electric, cable, internet, fiber optic, or phone companies – need access to lines for repairs or to connect service to nearby homesites. The homeowner is responsible for restoring any disturbance to the original condition.

Utility companies, the United States Postal Service, SSJID, and others have the right to install equipment in easements. These might include streetlights, mailboxes, or junction boxes to name a few. Neither Raymus Homes nor you as the homeowner have the authority to prevent, interfere with, or alter these installations. Plans for the location of such items are subject to change by the various entities involved. Because they have no obligation to keep Raymus Homes informed of such changes, we are unable to predict specific sites that will include such equipment.

See also Property Boundaries.

Electrical System

Know the location of the breaker panel; it includes a main shut-off that controls all the electrical power to the home. Individual breakers control the separate circuits. Each breaker is marked to help you identify which breaker is connected to which major appliances, outlets, or other service. Should a failure occur in any part of your home, always check the breakers in the main panel box.

Astronomical Switches

For help with your astronomical switches, please reference the video titled, “Introduction to Programming the Decora VPT24 24-Hour Programmable Timer” on YouTube by scanning the QR code below:



<https://youtu.be/m-s3pQSjWMc>

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 tripped to on will not restore service.

Breakers Tripping

Breakers trip because of overloads caused by plugging too many appliances into the circuit, a worn cord or defective appliance, or operating an appliance with too high a voltage requirement for the circuit. The starting 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, you need an electrician. If the circuit remains on, one of the items you unplugged is defective and will require repair or replacement.

Buzzing

Fluorescent fixtures use transformer action to operate. This action sometimes causes a buzzing.

Fixture Location

We install light fixtures in the locations indicated on the plans. Moving fixtures to accommodate specific furniture arrangements or room use is your responsibility. During your Frame Walk, we review overhead light locations.

Arcfault Circuit Interrupters

Arcfault Circuit Interrupters protect bedroom plugs and lights as well as smoke alarms. If there is a short or interruption by a fixture such as an alarm clock or table lamp, the circuit breaker will be tripped. To reset the circuit, go to the main electrical panel outside your home. Locate the circuit breaker that is in the tripped position with the lit window. To return service, turn the breaker completely off then back on. Please note that some power strips, televisions, and vacuums with

internal brushes may cause an interruption.

GFCI (Ground-Fault Circuit-Interrupters)

GFCI receptacles have a built-in element that senses fluctuations in power. Quite simply, the GFCI is a circuit breaker. Building codes require installation of these receptacles in bathrooms, the kitchen, outside, laundry room, and the garage (areas where an individual can come into contact with water while holding an electric appliance or tool). Heavy appliances such as freezers or power tools will trip the GFCI breaker.

Caution: Never plug a refrigerator or food freezer into a GFCI-controlled outlet. The likelihood of the contents being ruined is high and the limited warranty does not cover such damage.

Each GFCI circuit 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 use, it may indicate a faulty appliance and you will need to investigate the problem. One GFCI breaker can control up to three or four outlets.

Grounded System

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

Humidistat Switch

For help with your humidistat switch, please reference the video titled, “Leviton Presents: How to Install the IPH55 Humidity Sensor & Fan Control” on YouTube.com by scanning QR code below:



<https://youtu.be/K58CptgPGGg>

LED Bulbs

You are responsible for replacing burned-out bulbs other than those noted during your Orientation Service Request. Please ensure you are using JA8 compliant or fluorescent tubes where possible.

Outlets

If an outlet is not working, check first to see if it is controlled by a wall switch or GFCI. Next, check the breaker.

If there are small children in the home, install safety plugs to cover unused outlets. This also minimizes the air infiltration that sometimes occurs with these outlets. Teach children to never touch electrical outlets, sockets, or fixtures.

Underground Cables

Before digging, check the location of buried service leads by calling the local utility locating service. In most cases, wires run in a straight line from the service panel to the nearest public utility

pad. Maintain positive drainage around the foundation to protect electrical service connections.

Under- or Over-Cabinet Lights

The selection of optional under- or over-cabinet lighting provides either task lighting or atmosphere to your kitchen. We suggest you note the size and type of bulbs in these fixtures and keep replacements on hand.

Vacancy Sensor Switch

For help with adjusting your vacancy sensor switch, please reference the video titled, “How to Program and Set Up Your Leviton DOS02-LW Decora Motion Sensor Light Switch” on YouTube.com by scanning QR code below:



<https://www.youtube.com/watch?v=lqMHxupdIUU>

TROUBLESHOOTING TIPS

No Electrical Service Anywhere in the Home

Before contacting Raymus Homes to place a Service Request, check to confirm that the:

- Service is not out in the entire area. If so, contact the utility company.
- Main breaker and individual breakers are all in the on position.

No Electrical to One or More Outlets

Before contacting Raymus Homes to place a Service Request, check to confirm that the:

- Main breaker and individual breakers are all in the on position.
- Applicable wall switch is on
- GFCI is set (see details on GFCIs, earlier in this section)
- Item you want to use is plugged in
- Item you want to use works in other outlets
- Bulb in the lamp is good

Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

Expansion and Contraction

Homeowner Use and Maintenance Guidelines

Changes in temperature and humidity cause all building materials to expand and contract. Dissimilar materials expand or contract at different rates. This movement results in separation between materials, particularly dissimilar ones. You will see the effects in small cracks in drywall and paint, especially where moldings meet drywall, at mitered corners, and where tile grout or

caulking meets tub or sink. While this can alarm a homeowner, it is normal.

Shrinkage of the wood members of your home is 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, caulk and paint are all that you need to conceal this minor evidence of a natural phenomenon. Even though properly installed, caulking shrinks and cracks. Maintenance of caulking is a homeowner maintenance responsibility.

Wood Fencing

Drainage

In maintaining fencing, allow existing drainage patterns to function unimpeded. Use caution in distributing soil and avoid blocking drainage swales. Plan enough space under the bottom of a wood fence for water to pass through.

See also Property Boundaries.

Variation

Height and location of Raymus Homes installed fences will vary with home site size, topography, and shape.

Wood Fences

Over time the lumber used to construct wood fences will crack, warp, and split. Unless extreme, these conditions require no action on your part. As the wood ages and shrinks, nails may come loose and require attention. Also check the posts and any gates twice a year and tighten hardware or make needed adjustments.

Prevent sprinklers from spraying your fence or rails. Check monthly to confirm that water does not stand around the fence posts. Make corrections to drainage as needed to prevent this.

Fireplace

See also Fire Prevention.

Most of us feel a fireplace is an excellent way to create a warm, cozy atmosphere. However, without sufficient information, your use of the fireplace can result in heat (and dollars) being wasted. To help prevent that, consider the following points.

Gas Fireplace

Raymus Homes offers direct-vent gas fireplaces. If you ordered this type of fireplace, it was demonstrated during the Orientation. Read and follow all manufacturers' directions.

A slight delay between turning the switch on and flame ignition is normal. The flames should ignite gently and silently. If you notice any deviation from this and any gas smell, immediately shut off the switch and report it to the gas company.

Excessive winds can cause a downdraft, which can blow out the pilot light, requiring you to relight

it before using the fireplace.

Caution: The exterior vent cover for a direct-vent gas fireplace becomes extremely hot when the fireplace is operating.

Fireplace Blower

The blower and motor and flame motor are pre-lubricated for a durable using time and need no further lubrication or maintenance. To remove any accumulation of dust or fluff, the soft brush attachment of a vacuum cleaner should occasionally be used to clean the outlet grille of the fan heater.

Use a clean, soft cloth dampened with warm water to clean the fireplace surface. Do not use household or abrasive cleaners to clean any part of the fireplace.

Do not strike or slam the glass. Under no circumstance should this product be operated with a broken or chipped glass panel.

Garage Overhead Door

Since the garage door is a large, moving object, periodic maintenance is necessary.

Battery Backup

Beginning July 1, 2019, all newly sold or installed garage doors openers in residential applications are required to have battery backup. It is an important safety feature that is useful during evacuations, emergencies, and power outages. Enclosed within the garage door opener, the battery can usually last one to two years, depending on usage along with proper battery care. When alerted by the battery status LED that the battery needs replacing, it is an easy and quick process that should be done promptly.

Light Visible

Garage overhead doors cannot be airtight. Some light will be visible around the edges and across the top of the door. Weather conditions may result in some precipitation entering around the door as well as some dust especially until most homes in the neighborhood have landscaping installed.

Lock

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

Lubrication

Every 6 months, apply a lubricant such as silicone spray to all moving parts: track, rollers, hinges, pulleys, and springs. Avoid over lubricating to prevent drips on vehicles or the concrete floor. At the same time, check to see that all hardware is tight and operating as intended without binding or scraping.

Opener

To prevent damage to a garage door opener, be sure the door is completely unlocked, and the rope-pull has been removed before using the operator. Be familiar with the steps for manual operation

of the door in the event of a power failure.

During Orientation we demonstrate the safety beams that provides a safety stop in the event someone crosses through the opening while the overhead door is in motion. Use care not to place tools or other stored items where they interfere with the function of the electric eye. The safety beams should be tested every six (6) months.

Expect to replace the battery in the garage opener remote controls about once a year.

Painting

Repaint the garage door when you repaint your home, or more often if needed to maintain a satisfactory appearance.

Safety

Follow the manufacturer's instructions for safe and reliable operation. 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.

Gas Shut-Offs

You will find shut-offs on gas lines near their connection to each item (for example the range, furnace, BBQ, etc.) that operates on gas. In addition, there is a main shut-off at the meter. These locations were pointed out during the Orientation.

Gas Leak

If you suspect a gas leak, leave the home and call the gas company immediately for emergency service. If possible, turn off the gas at the main shut-off at the meter.

Ghosting

Black sooty stains developing on surfaces in homes (on carpet, walls, ceilings, appliances, mirrors, and around area rugs—to list a few examples) caused much investigation and research.

The conclusion of the research and laboratory tests has been that much of this staining or "ghosting" results from pollution of the air in the home caused by burning scented candles. Incomplete combustion of hydrocarbons as these candles burn contributes a considerable amount of soot to the air. This sooty substance then settles or accumulates on the surfaces of the home. The sooty deposits are extremely difficult to remove; on some surfaces (light-colored carpet, for

instance), they are impossible to clean completely away.

The popularity of scented candles has increased many-fold in recent years. If this is an activity that is part of your lifestyle, we caution you about the potential damage to your home. When this condition results from homeowners burning candles or other lifestyle choices, the resulting damage is excluded from our limited warranty coverage.

See also Carpet/Filtration.

Grading and Drainage

The final grades around your home have been inspected and approved for proper drainage of your homesite. Use caution when installing landscaping, fencing, or additions to your home to prevent causing water problems on adjacent homesites.

Drainage

Typically, the grade around your home should slope one foot in the first ten feet, tapering to a two percent slope. In most cases, drainage swales do not follow property boundaries. Maintain the slopes around your home to permit the water to drain away from the home as rapidly as possible. This is essential to protect your foundation. Failure to do so can result in major structural damage and will void your warranty.

Exterior Finish Materials

Maintain soil levels six (6) inches below siding, stucco, brick, or other exterior finish materials. Contact with the soil can cause deterioration of the exterior finish material and encourages pest infestations.

Roof Water

Do not remove the splash blocks or downspout extensions from under the downspouts. Always keep these in place, sloped so the water drains away from your home quickly.

Rototilling

Rototilling can significantly change drainage swales. You can minimize this by rototilling parallel to the swales rather than across them.

Settling

The area excavated for your home's foundation was larger than the home to allow room to work. In addition, some trenching is necessary for installation of utility lines. Although we replaced and compacted the soil, it does not return to its original density. Some settlement will occur, especially after prolonged or heavy rainfall. Settling can continue for several years. Inspect the perimeter of your home regularly for signs of settling and fill settled areas as needed to maintain positive drainage.

Subsurface Drains

Typically, Raymus Homes installs a subsurface drain to ensure that surface water drains from a yard adequately. Keep this area and especially the drain cover clear of debris so that the drain can function as intended.

See also Landscaping.

Gutters and Downspouts

Gutters may be installed on your home to guide rainwater from the roof. The gutter is installed to match the level of the roof and direct water to the downspouts. Some standing water in gutters is normal. Check gutters periodically and remove leaves or other debris. Materials that accumulate in gutters can slow water drainage from the roof, cause overflows, and clog the downspouts.

Ladders

Use caution when leaning ladders against gutters, as this may cause dents.

Leaks

If a joint between sections of gutter drips, caulk the inside joint using a commercial gutter caulking compound available at hardware stores.

Paint

Gutters and downspouts are painted to match your home. You should repaint them when you repaint your home or more often depending on your personal preference.

Hardware

Doorknobs and locks should operate correctly with little attention. Over time, they may need slight adjustments due to normal shrinkage of the framing. Occasionally, you may need to tighten screws.

Heating System: Heat Pump Forced Air

The heat pump HVAC system shares the same duct and filter as the air conditioning unit. The heat pump system should maintain the room temperature at 70° F under design temperature conditions. There are many contributing factors that help determine the heat pump system capacity, such as the type and number of windows in the home, insulation, and ceiling height (to name a few). During the winter season the thermostat should be set on heat at 70° F and allowed to operate as outdoor ambient conditions require.

Good maintenance of your heat pump system can save energy dollars and prolong the life of the heat pump system. Carefully read and follow the manufacturer's literature on use and maintenance. The guidelines here include general information only.

Adjust Vent Registers

Vent register covers are removable and adjustable. You are responsible for adjusting the dampers in these covers to regulate the heat flow within the home. Experiment with the adjustable registers in your home to establish the best heat flow for your lifestyle. Generally, you can reduce the heat in seldom used or interior rooms. This is an individual matter, and you will need to balance the system for your own family's needs.

In two story homes, seasonal adjustment of vent registers may be necessary to compensate for

heat's natural tendency to rise. To offset this factor, adjust or close registers upstairs in the winter to force more heat to the first floor. Alternatively, for the cooling season, adjust or close off the first-floor vent registers. Additionally, you may wish to partially close registers in the rooms you don't spend much time in, forcing more air to the rooms with more frequent use. To ensure adequate airflow and capacity of your equipment, we recommend that you close as few registers as possible.

Avoid Overheating

Do not overheat your new home. Overheating can cause excessive shrinkage of framing lumber and may materially damage the home. In the beginning, use as little heat as possible and increase it gradually.

Duct Cleaning

Exercise caution before spending money on professional ductwork cleaning services. A study by the EPA found no proof that ductwork cleaning improves indoor air quality, nor was evidence found that it prevents health problems. For more information contact the EPA and request document EPA-402-K-97-002. Or scan QR code to view this information on their website:



<https://www.epa.gov/indoor-air-quality-iaq/should-you-have-air-ducts-your-home-cleaned>

Ductwork Noise

Some popping or pinging sounds are the natural result of ductwork heating and cooling in response to airflow as the system operates.

Filter

A clean filter will help to keep your home clean and reduce dusting chores. Remember to change the filter monthly during the heating season (year-round if you regularly use air conditioning). A clogged filter can slow airflow and cause cold spots in your home. 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. You will find the size and type printed along the edge of the filter that are in your return air grills. Typically, the return air grill is in a hallway ceiling.

If you have a permanent, washable, removable filter, you need to clean this monthly. Use water only to clean the filter, tap to dry or air dry, and leave unit off for a brief period. Do not use soaps or detergents on the filter.

Furnished Home

The heating system was designed with a furnished home in mind. If you move in during the cooler part of the year and have not yet acquired all your draperies and furnishings, the home may seem cooler than you would expect.

Gas Odor

If you smell gas, call the gas company immediately. Turn off the gas at the main shut off at the meter.

Odor

A new heating system may emit an odor for a few moments when you first turn it on. An established system may emit an odor after being unused for an extended time (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 airflow from registers and to cold air returns.

Temperature

Depending on the style of home, temperatures can normally vary from floor to floor as much as ten (10) degrees or more on extremely cold days. The heat pump system blower will typically cycle on and off more frequently and for shorter periods during severe cold spells.

Thermostat

The heat pump system 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 faster. Thermostats are calibrated to within plus or minus 5 degrees. Your thermostat may use batteries. Thermostat batteries should be replaced each year. The thermostat is designed to be set for each season, generally 70° F in the winter and 75°-78° F in summer. On a day-to-day basis, the system should be allowed to operate continually in the heat or cool mode depending on the season. To maintain the best comfort and performance from your system do not turn off or substantially setback your thermostat. Attempting to save energy by turning off or substantially setting back the heat pump system will reduce comfort and save little energy when factoring in the extended period of time required to recover.

Trial Run

Have a trial run early in the fall to test the heat pump system (the same applies to air conditioning in the spring.) If service is needed, it is much better to discover that before the heating (or cooling) season.

TROUBLESHOOTING TIPS

No Heat

Before calling for service, check to confirm that the:

- Thermostat is set to "heat" and the temperature is set above the room temperature.
- 220 V/ 30A Breaker on the main electrical panel is on. Remember, if a breaker trips, you must turn it from the tripped position to the off position before you can turn it back on.
- Fuse in heat pump system is good. See manufacturer literature for size and location.
- Filter is clean to allow airflow.
- Vents in individual rooms are open.
- Air returns are unobstructed.

Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

Home Communication

Your home is equipped with RG6 (TV), CAT5 (Data), and CV1 (1 RG6 & 1 CAT5) outlets as shown on your selection sheets (A2A). Initiating internet, television, or phone service and moving outlets for decorative purposes or convenience is a homeowner responsibility.

Honeywell Home Thermostat

The thermostat must be setup for the correct HVAC system type for proper operation.

The thermostat is preset for the following typical HVAC system configuration:

- HVAC system type: heat pump
- HVAC fan type: heat pump
- HVAC heating stages: one
- HVAC cooling stages: one

If installed on HVAC configuration other than the preset settings, change the settings in the SYSTEM setup menu to match the HVAC system.

NOTE: To conserve battery life, the thermostat backlight turns off after a short time of no activity. The first press of any button turns on the backlight (but does not initiate any action). Press the button again to initiate the action desired. If the backlight is already on, button presses work with the first press.

Ring Doorbell

If you need to replace your transformer, we recommend that you use a licensed professional. Turn off the power to your transformer at the circuit breaker or fuse box before beginning installation. Failure to turn off the power before installation may result in serious electrical shock, injury, or death.

Insulation

The effectiveness of blown insulation is diminished if it is uneven. As the last step in any work done in your attic (for example, the installation of speaker wire), you should confirm that the insulation lays smooth and even. Do not step on drywall ceilings, because this can result in personal injury or damage to the drywall.

Electrical outlets normally emit noticeable amounts of cold air when outside temperatures are low.

Laminate Flooring

Laminate flooring is nearly maintenance-free.

Cleaning

Routine cleaning requires you only to vacuum, use a dust mop, or a slightly damp (not wet) mop and dry with a clean, white cotton cloth. Never use soap, detergent, wax, polish, oil/oil soaps, or varnish on the floor. Do not use one-step clean and shine type products, or any product that squirts liquid directly on the floor. Do not use any type of cleaning machine such as steam cleaners, buffers/polishers, spray mops, or power cleaners. Wet maintenance is entirely forbidden!

For dry maintenance, use a dust mop, microfiber mop, or vacuum cleaner with soft bristle brush only. Using vacuum attachments with 'beater bars' or spinning heads could damage your floor. Ensure vacuum cleaner wheels are not saturated with grit; plastic wheels may scratch your floor. For bevel edged products, we recommend dry maintenance only.

For damp maintenance, apply Mohawk cleaning products (or plain water) lightly using a dry, soft cloth (never directly to the floor), wiping over floor. Never use other cleaning products or detergents. Make sure to use a well wrung out cloth.

Cleaning Solutions for Specific Problems

	<i>Solution</i>
Grease, juice, wine, mustard, coffee, tea, milk	Water and ammonia or water and vinegar (3 parts water to 1-part ammonia or vinegar)
Crayon, asphalt, nail polish, lipstick, ball point pen ink or laundry marker ink	Denatured alcohol or acetone (nail polish remover), then water and an alcohol-based soap-free non-abrasive household cleaner (like Windex)
Gum, candle wax	Allow to harden, then gently scrape free with a rubber scraper

Cleaners to Avoid

The following items will damage your laminate flooring if left on for longer than ten (10) minutes. If spilled, they should be removed immediately. Ensure the area is thoroughly cleaned with an alcohol-based laminate cleaner.

- Bleach
- Hydrochloric Acid
- Shoe Polish
- Hydrogen Peroxide (30% solution)
- Sodium Hydroxide (25% solution)
- Concentrated Vinegar (30% acetic acid)
- Acid-based Metal Cleaners
- Mercurochrome
- Hair Dye and Bleaching Agents
- Iodine
- Boric Acid
- Lacquers and Adhesives

Furniture Legs

Install proper floor protectors on furniture placed on laminate floors. Protectors will allow chairs to move easily over the floor without scuffing. Regularly clean the protectors to remove any grit that may have accumulated.

Humidity

Wood floors respond noticeably to changes in humidity in your home. Especially during winter months, the individual planks or pieces expand and contract as water content changes. A humidifier helps but does not eliminate this reaction.

Mats and Area Rugs

Use protective mats at the exterior doors to help prevent sand and grit from getting on the floor. Gritty sand can cause major damage to your laminate flooring.

Spills

If there is a spill, always wipe dry immediately after until no moisture is visible on the floor. Do not allow the floor to air dry. If you do not wipe it dry, the cleaning product has virtually no effect.

Stains

Remove stubborn stains carefully with a little acetone (nail polish remover) on a soft cloth. Never use steel wool, abrasive cleaners, or scouring powder, as they will scratch your floor.

Traffic Paths

A dulling of the finish in heavy traffic areas is likely.

Landscaping

Your front yard was designed in accordance with the California Green Building Code, more particularly known as the Model Water Efficient Landscape Ordinance. The code requires that the homeowner maintain the landscape in accordance with the Landscape and Irrigation Maintenance schedule provided in this section. In planning your landscaping, think of proportion, texture, color, mature size, maintenance needs, soft and hard surfaces, lighting, fencing, edging, and water requirements. A beautiful yard requires considerable planning and regular attention. Most homeowners take years to achieve the yard they want. Planning to install items in stages can spread the cost and work over several seasons.

Maintaining landscaping is your responsibility and you should follow the Landscape and Irrigation schedule provided.

Additions

Before installing patio additions or other permanent improvements, consider soil conditions in the design and engineering of your addition.

Backfill

We construct the foundation of your home beginning with an excavation into the earth. When the foundation walls are complete, the area surrounding them is backfilled. Soil in this area is not as compact as undisturbed ground. Water can penetrate through the backfill area to the lower areas of your foundation. Avoid this through proper installation of landscaping and good maintenance of drainage.

Backfill areas will settle and require prompt attention to avoid damage to your home and voiding

of the structural warranty.

See also Grading and Drainage.

Bark or Rock Beds

Do not allow edging around decorative rock or bark beds to dam the free flow of water away from the home. You can use a non-woven landscape fabric between the soil and rock or bark to restrict weed growth while still permitting normal evaporation of ground moisture.

Erosion

Until your yard is established and stable, erosion will be a potential concern. Heavy rains or roof runoff can erode soil. The sooner you restore the grade to its original condition, the less damage will occur.

Erosion is of special concern in drainage swales. If swales become filled with soil runoff, they may not drain the rest of the yard, causing further problems. Correcting erosion is your responsibility. You may need to protect newly planted seed with erosion matting or reseed to establish grass in swales. It can take several years to fully establish your lawn in such challenging areas.

First 5 Feet

Use only drip sprinklers within five (5) feet of your home.

Hired Contractors

You are responsible for changes to the drainage pattern made by any landscape, concrete, deck, or pool contractor. Discuss drainage with any company you hire to do an installation in your yard.

Natural Areas

During construction, we remove construction debris from natural areas. Removing dead wood, tree limbs, fallen trees, or other natural items is your responsibility.

Planning

Locate plants and irrigation heads out of the way of pedestrian or bicycle traffic and car bumpers. Space groves of trees or single trees to allow for efficient mowing and growth. Group plants with similar water, sun, and space requirements together.

Plant Selection

Plant with regard to your local climate. Favor native over exotic species. Consider ultimate size, shape, and growth of the species.

See also Property Lines.

Requirements

Check with your local building department, CC&Rs, and homeowners' association (if any) before designing, installing, or changing landscaping for any regulations that they require you to follow.

Sod

Water is the most crucial factor in sod survival! Sod can be installed year-round with irrigation adjusted for climate, season, and location.

Maintenance

Overall, turf maintenance done properly can ensure a healthy lawn that can be enjoyed for years to come. Proper maintenance and irrigation are the key.

Sprinkler System

You are responsible for routine cleaning and adjusting of sprinkler heads as well as shutting the system down in the fall. Failure to drain the system before freezing temperatures occur can result in broken lines, which will be your responsibility to repair.

Conduct weekly operational checks to ensure proper performance of the system. Direct sprinkler heads away from the home.

Automatic timers permit you to water at optimum times whether you are at home, away, awake, or asleep. The amount of water provided to each zone can be accurately and consistently controlled and easily adjusted with a timed system. Check the system after a power outage and keep a battery in place if your system offers that as a backup.

Utility Lines

A slight depression may develop in the front lawn along the line of the utility trench. To correct this, roll back the sod, spread topsoil underneath to level the area, and then relay the sod.

Before any significant digging, check the location of buried service leads by calling the local utility locating service. In most cases, wires and pipes run in a straight line from the main service to the public supply.

See also Easements.

Waiting to Landscape

If you leave ground un-landscaped, it erodes. Correcting erosion that occurs after closing is your responsibility.

Weeds

Weeds will appear in your new lawn whether seed or sod is used. When soil is disturbed, dormant seeds come to the surface and germinate. The best control is a healthy lawn, achieved through regular care and attention.

Xeriscape®

Raymus Homes recommends careful consideration of landscape design and selection of planting materials to minimize the demands of your yard on water supplies. Detailed information about Xeriscape® is available from reputable nurseries. This has the triple benefit of helping the environment, saving on water bills, and reducing the amount of moisture that can reach your foundation.

Please Follow These Watering Recommendations for Your New Lawn

First Two Weeks

- Irrigate during the day frequently enough to keep sod moist. Irrigation times and amounts

can vary with sprinkler types and delivery rate. In general, sod should be kept moist throughout the day and not allowed to dry out. A minimum of three sprinklings during the day is common in our inland areas. Adjust accordingly for temperature and location. New sod cannot be over watered because there are no roots (yet). Stay off the lawn as much as possible until the first mowing. Try cutting back frequency of irrigation just before first mow to firm up soil and avoid mower wheels sinking into soil. The initial setting for sprinkler times is set by the landscape company.

Week Two

- After gradually decreasing irrigation and frequency, prepare for mowing. Sod has grown upright and rooting has begun. Pull or tug on turf to check rooting. Is it snug?
- Mowing. Mow as high as possible. New sod is stressed much less when mowed higher. Most blues, fescues, and ryes no lower than 2". Keep blades sharp.
- Irrigation. Begin readjusting your clock or timer. Reduce frequency of watering and increase minutes per watering, gradually. For instance, multiple start times may be reduced to a single deep soak, once per day. Remember, early morning watering is most efficient and prevents disease.

Week Three

- Mowing. Mow higher to keep sod growing and less stressed. Remember, higher mowing (and deeper irrigation soaks) will encourage faster and deeper roots and more drought resistance.
- Irrigation. Readjust your clock/timer again. Increase the minutes per watering and reduce the frequency of watering again, gradually. Force roots to stretch for moisture, avoiding lazy roots. Try a deeper soak every second or third day. If drought stressed areas show, then increase minutes and keep watch. Check for gaps between sod rolls.

Week Four

- Mowing. Continue to mow higher and encourage developing those deeper roots. Higher mowing will result in a complimentary deeper root system with deep irrigations.
- Irrigation. Readjust your clock/timer again, gradually. Decrease the watering frequency and increase minutes per watering. Remember, turf should be watered as deeply and infrequently as your climate and location allows. A semi-normal irrigation schedule can be achieved at this time. Do not overwater!
- Fertilizing. Fertilize your new lawn at one month to continue new top growth and deeper rooting. Consult your local nursery/garden center for the best fertilizer.

Scheduling Notes and Run Times

- Watering cycles and duration during pre-established periods should be adjusted per plant providers' recommendations and current weather conditions.
- Post establishment irrigation schedule calculated using average climate conditions and average plant requirements. This schedule serves as a base for controller programming. Extreme and site-specific conditions will result in ETo adjustments and may require adjustments to schedule frequency/duration.
- Irrigation controller shall be configured to run all zones on soak cycles.
- Station run-times are shown in minutes per day (min) and days per week (dw).

Plant Establishment and Maintenance Periods:

- The landscape contractor shall provide a plant establishment period of 15 days commencing at completion of plan material installation.
- Approximately 30 days after initial planting, apply a balanced fertilizer to turf and shrub areas per manufacturer's recommended rates.
- Landscape shall be maintained by the homeowner after the installation including mowing and maintenance of turf, shrubs, trees, fertilization, removing clippings from site, edging, and the control of weeds. Adjustments to the irrigation system for time and duration of flows and replacement and adjustments to heads and nozzles are also required.
- The homeowner shall be responsible for disease and pest control.

City of Manteca Water Conservation Measures

Please check City of Manteca website for watering schedule

Manufacturer Warranties

During your Orientation, you will receive warranty information on products and systems found in your new home. Some of these warranties will be physical paper and others can be found on your Dropbox Link. It is very important that you read and understand these warranties as certain actions by you could result in a warranty becoming void. If a question about a manufacturer warranty arises, please call the warranty service number provided or contact Raymus Homes Customer Service through your ITK for clarification before attempting any repairs. It is our intent to fully honor all warranties, but unauthorized repairs or not following the warranty guidelines will void the warranty. Scan the QR code below to access:



<http://tiny.cc/ManufacturerWarranties>

Masonry

Brick is one of the most durable and lowest maintenance finishes for a home's exterior. A record of your brick or stone color is included in your selection sheets (A2A).

Efflorescence

The white, powdery substance that sometimes accumulates on brick or stone surfaces is called efflorescence. This is a natural phenomenon and cannot be prevented. In some cases, you can remove it by scrubbing with a stiff brush and vinegar. Consult your hardware store for commercial

products to remove efflorescence.

Tuck-Pointing

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

Mildew

Mildew is a fungus that spreads through the air in microscopic spores. Mildew loves moisture and feeds on surfaces or dirt. On siding, it looks like a layer of dirt. To determine whether you are dealing with mildew or dirt, wipe the surface with a clean cloth or sponge dampened with bleach. If the bleach causes the surface to lose its dark appearance, you are most likely seeing mildew.

Cleaning mildew from your home is your responsibility. Solutions that remove mildew are available from local paint or home improvement stores. Wear protective eyewear and rubber gloves for this task; the chemicals that remove mildew are unfriendly to humans.

See also Mold.

Mirrors

To clean your mirrors, use any reliable liquid glass cleaner or polisher available at most hardware or grocery stores. Avoid acidic cleaners and splashing water under the mirror; either can cause the silvering to deteriorate. Acidic cleaners are usually those that contain ammonia or vinegar. Avoid getting glass cleaners on plumbing fixtures as some formulas can deteriorate the finish.

Mold

Mold is a type of fungus that spreads through the air in microscopic spores. Mold occurs naturally and is found everywhere that life can be supported. Over 100,000 kinds exist in the world and thousands of these are found in the U.S.

In order to grow, mold requires food, air, water, and a temperature between 40- and 100-degrees Fahrenheit. While not all molds are harmful, growth of mold within a home is inappropriate and can potentially have serious side effects (such as allergic reactions and infections) for the occupants in addition to damaging the material on which it grows. Experts are studying whether more serious side effects are possible. At this point, no agency has been able to set guidelines on how much exposure is harmful because each of us reacts to mold differently.

Designing or building homes that exclude mold spores is impossible. If conditions are right, mold will grow in your home. Items commonly found in all homes such as wood, carpet, drywall, fabric, and insulations to name a few, can supply a food source. Likewise, air and temperature in most homes supply the needs of mold spores. If moisture is present and remains on a mold food source, mold can develop within 24 to 48 hours.

Moisture is the only mold growth factor that can be controlled in a home. By minimizing moisture,

you reduce or eliminate mold growth.

Moisture in your home comes from many sources. Spills, leaks, overflows, condensation, and high humidity are examples. Good housekeeping and maintenance are essential in your effort to prevent or eliminate mold growth.

Caulking

Maintain all caulking around areas such as windows, doors, sinks, tubs, shower seats, shower and tub walls, and shower pans.

Cleaning

Mold grows well on dust and dirt. Therefore, vacuum and dust regularly. Clean or replace filters in accordance with the manufacturer's recommendations. Keep weep holes for brick and on windows clear.

Most bath tile cleaning products contain chemicals that remove and help protect against mold growth.

Check the refrigerator pan, air conditioning condensate line, coils, and condenser pan for signs of mold growth.

Wipe up any condensation or spills immediately.

Condensation

Condensation on surfaces inside your home is a sign of high humidity. If you notice condensation, wipe it up and take steps to reduce the humidity level in your home.

Inspections

Check your home regularly for signs of water intrusion. These might include a musty odor, staining, or actual standing moisture. Remember to check inside cabinets under all sinks and behind toilets as well as in seldom used closets. Confirm your sump pump functions correctly, check weather stripping, caulking, grout, weep holes, and so on. **This is a required monthly task.**

Landscaping and Drainage

Maintain positive drain around your home. Avoid changes to the grade or exterior additions that interfere with drainage away from the home; this includes edging or borders that dam water near the home. Regularly inspect any sprinkler system for correct function. Adjust heads to avoid their spraying the home and correct any leaks immediately. Keep splash blocks or downspout extensions in place to channel roof water away from your home. Clean gutters as needed to prevent overflow.

Leaks

Immediately report any leak to Raymus Homes. This includes roof, window, or plumbing leaks. Failure to report leaks promptly increases your risk and responsibility for repairs.

Purchased or Stored Items

Carefully inspect items you bring into your home, such as boxes, that have been in storage or new house plants for any sign of mold, including musty odors.

Tile Grout and Caulking

Another vulnerable area is tile grout and caulking around showers, tubs, and sinks. Inspect and maintain grout and caulking as a seal to keep moisture from reaching the walls or cabinets behind the tile or solid surface.

Valves

Be familiar with the shut off valves for all water supply lines in your home. In the event of a leak, immediately shut off the water at the appropriate valve to minimize the amount of water that is released. Clean up the water immediately.

Ventilation

Your daily habits can help keep your home well ventilated:

- Do not cover or interfere in any way with the fresh air supply to your furnace.
- Develop the habit of running the hood fan when you are cooking.
- Develop the habit of running the bath exhaust fans when bathrooms are in use.
- Connect your clothes dryer exhaust to the vent pipe. Clean the exhaust tube as needed to keep it clear and functioning efficiently.
- Air your house by opening windows for a time (when weather permits).
- If applicable, develop the habit of running your whole house fan regularly and when weather permits.

Weather Stripping

Weather stripping on doors may need occasional adjustment to prevent moisture from getting in around the door as well as to reduce air infiltration.

See also Caulking, Plumbing, Ventilation, and Condensation.

Paint and Stain

Because of changes in the formula for paint (such as the elimination of lead to make paints safer), painted surfaces must be washed gently using mild soap and as little water as possible. Avoid abrasive cleaners, scouring pads, or scrub brushes. Flat paints show washing marks more easily than gloss paints do. Often better results come from touching up rather than washing the paint.

Colors

Your selection sheets (A2A) are your record of the paint and stain color names, numbers, and brands in your home.

Exterior

Regular attention will preserve the beauty and value of your home. Check the painted and stucco surfaces of your home's exterior annually. Repaint before much chipping or wearing away of the original finish occurs; this will save the cost of extensive surface preparation.

Plan on refinishing the exterior surface of your home approximately every two to three years or as often as your paint manufacturer suggests for your area and climate. Climatic conditions control the chemical structure of the paint used on the exterior. Over time, this finish will fade and dull a

bit. Depending on the exposure to weather of each surface, the paint on some parts of your home may begin to show signs of deterioration sooner than others.

When you repaint the exterior of your home, begin by resetting popped nails and removing blistered or peeling portions of paint with a wire brush or putty knife. Sand, spot with primer, and then paint the entire area. Use a quality exterior paint formulated for local climate conditions.

Avoid having sprinklers spray water on the exterior walls of your home. This will cause blistering, peeling, splintering, and other damage to the home.

Severe Weather

Hail and wind can cause a great deal of damage in a severe storm, so inspect the house after such weather. Promptly report damage caused by severe weather to your insurance company.

Stain

For minor interior stain touch-ups, a furniture-polish-and-stain treatment is inexpensive, easy to use, and will blend in with the wood grain. Follow the directions on the bottle.

Touch-Up

When doing paint touch-ups, use a small brush, applying paint only to the damaged spot. 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.

We provide samples of each paint used on your home. Store these with the lids tightly in place and in a location where they are not subjected to extreme temperatures.

Wall Cracks

Please see *Drywall*.

Pests and Wildlife

Insects such as ants, spiders, wasps, and bees and animal life such as woodpeckers, squirrels, mice, and snakes may fail to recognize that your home belongs to you. Addressing concerns involving these pests and wildlife goes with being a homeowner. Informational resources include, among others, the state wildlife service, animal control authorities, the county extension service, pest control professionals, Internet, and public library.

See also Termites.

Plumbing

Your plumbing system has many parts, most of which require little maintenance. Proper cleaning, occasional minor attention, and preventive care will assure many years of good service from this system.

Aerators

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. Minerals caught in these aerators may cause the faucets to drip because washers wear more rapidly when they encounter foreign matter. To clean the aerator, simply insert the blue key, supplied to you by Raymus Homes, directly under the faucet, push firmly into the aerator and twist until the aerator releases. See *Dripping Faucet* sub-section below.

Cleaning

Follow manufacturer's directions for cleaning fixtures. Avoid abrasive cleansers. They remove the shiny finish and leave behind a porous surface that is difficult to keep clean. Clean plumbing fixtures with a soft sponge and soapy water (a nonabrasive cleaner or a liquid detergent is usually recommended by manufacturers). Then, polish the fixtures with a dry cloth to prevent water spots. Care for brass fixtures with a good-quality brass cleaner, available at most hardware stores.

Clogs

The main causes of toilet clogs are domestic items such as disposable diapers, excessive amounts of toilet paper, sanitary supplies, Q-tips, dental floss, and children's toys. Improper garbage disposal use also causes many plumbing clogs. Always use plenty of cold water when running the disposal. This recommendation also applies to grease; supplied with a steady flow of cold water, the grease congeals and is cut up by the blades. If you use hot water, the grease remains a liquid, then cools and solidifies in the sewer line. Allow the water to run 10 to 15 seconds after shutting off the disposal.

You can usually clear clogged traps with a plumber's helper (plunger). If you use chemical agents, follow the directions carefully to avoid personal injury or damage to the fixtures.

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

Dripping Faucet

You can repair a dripping faucet by shutting off the water at the valve directly under the sink, then removing the faucet stem, changing the washer, and reinstalling the faucet stem. The shower head is repaired the same way. Replace the washer with another of the same type and size. You can minimize the frequency of this repair by remembering not to turn faucets off with excessive force. Please note that some manufacturers do not use rubber washers.

Fiberglass Fixtures

For normal cleaning, use a nonabrasive bathroom cleaner and sponge or nylon cleaning pads. Avoid steel wool, scrapers, and scouring pads. Auto wax can provide a shine and restore an attractive appearance.

Freezing Pipes

Provided the home is heated at a normal level, pipes should not freeze at temperatures above 30 degrees Fahrenheit. Set the heat at a minimum of 55 degrees Fahrenheit if you are away during the winter months. Keep garage doors closed to protect plumbing lines running through this area from freezing temperatures.

In unusually frigid weather or if you will be gone more than a day or two, open cabinet doors to allow warmer air to circulate around pipes. Use an ordinary hair dryer to thaw pipes that are frozen. Never use an open flame.

Non-Chrome Finish

Avoid using any abrasive cleaners on fixtures with a non-chrome finish. Only use mild detergent and water or a cleaning product recommended by the manufacturer.

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.

Low Flush Toilets

We want to draw your attention to a water-saving regulation that went into effect in 1993, which prohibits the manufacture of toilets that use more than 1.28 gallons of water per flush. In the search for a balance among comfort, convenience, and sensible use of natural resources, the government conducted several studies. The 1.28-gallon toilet turned out to be the best size that consistently saves water.

Because of this standard, flushing twice is occasionally necessary to completely empty the toilet bowl. Even though you flush twice on occasion, rest assured that overall, you are saving water. Similarly, flow restrictors are manufactured into most faucets and all shower heads and cannot be removed. We apologize for any inconvenience this may cause.

Low Pressure

Occasional cleaning of the aerators on your faucets (normally every three to four months) will allow proper flow of water. The water department controls the overall water pressure.

Main Shut-Off

The water supply to your home can be shut-off entirely in two locations. The first is at the street and the second is at the main shut off valve at the front of your home. We will point out both locations out during your Orientation.

Marble or Manufactured Marble

Marble and manufactured marble will not chip as readily as porcelain enamel but can be damaged by a sharp blow. Avoid abrasive cleansers or razor blades on manufactured marble, both damage

the surface. Always mix hot and cold water at manufactured marble sinks; running only hot water can damage the sink.

Outside Faucets

Outside faucets (sillcocks) are not freeze-proof. To minimize the possibility of freezing, remove hoses during cold weather, even if the faucet is located in your garage. If a hose is left attached, the water that remains in the hose can freeze and expand back into the pipe, causing a break in the line. Repair of a broken line that feeds an exterior faucet is homeowner maintenance. Please note: Raymus Homes does not warrant sillcocks against freezing.

Porcelain

You can damage porcelain enamel with a sharp blow from a heavy object or by scratching. Do not stand in the bathtub wearing shoes unless you have placed a protective layer of newspaper over the bottom of the tub. If you splatter paint onto the porcelain enamel surfaces during redecorating, wipe it up immediately. If a spot dries before you notice it, use a recommended solvent.

Running Toilet

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, gently adjust float until it stops the water at the correct level. The float should be free and not rub the side of the tank or any other parts. Also, check the chain on the flush handle. If it is too tight, it will prevent the rubber stopper at the bottom of the tank from sealing, resulting in running water.

Shut-Offs

Your main water shut-off is located at the front of your home. You use this shut-off for major water emergencies such as a water line break or build an addition to your home. Each toilet has a shut-off on the water line under the tank. Hot and cold shut-offs for each sink are on the water lines under the sink. A shut-off valve for the sprinklers is located in front of your home. Your main shut-off at the front of your home is the shut-off for all tubs and showers.

Sprinklers

You should routinely inspect sprinkler heads and provide seasonal service to maintain proper functioning.

See also Landscaping.

Stainless Steel

Clean stainless-steel sink with soap and water to preserve their luster. Avoid using abrasive cleaners or steel wool pads; these will damage the finish. Prevent bleach from coming into prolonged contact with the sink as it can pit the surface. An occasional cleaning with a good stainless-steel cleaner will enhance the finish. Rub in the direction of the polish or grain lines and dry the sink to prevent water spots.

Avoid leaving produce on a stainless-steel surface, since prolonged contact with produce can stain the finish. Also avoid using the sink as a cutting board; sharp knives will gouge the finish.

Local water conditions affect the appearance of stainless steel. A white film can develop on the sink if you have over-softened water or water with a high concentration of minerals. In hard water areas, a brown surface stain can form appearing like rust.

Tank Care

Avoid exposing the toilet to blows from sharp or heavy objects, which can cause chipping or cracking. Avoid abnormal pressures against the sides of the tank. It is possible to crack the tank at the points where it is attached to the bowl.

Water Filter or Softener

If you install either a water filter or a water softener, carefully read the manufacturer's literature and warranty for your specific model.

If your home includes a septic system, prior to installing a water softener, discuss with the vendor whether the system you are considering will adversely affect your septic system.

See also Septic System.

TROUBLESHOOTING TIPS

No Water Anywhere in the Home

Before calling for service, check to confirm that the:

- Main shut off at the meter box at the street is open.
- Main shut off at the front of the home is open.
- Individual shut-off for each water-using item is open.

No Hot Water

- See *Tankless Water Heater: Gas*.

Leak Involving One Sink, Tub, or Toilet

- Check caulking and/or grout around sink, shower, and tub seams (i.e., sink, walls, seat, shower pan, etc.).
- Confirm shower door or tub enclosure was properly closed.
- Turn water supply off to that item.
- Use other facilities in your home and report problem as soon as possible.

Leak Involving a Main Line

- Turn water off at the meter box if leak is before house shut off.
- Turn off water at the house shut off if leak is in your home.
- Call emergency number for service.

Back Up at One Toilet

If only one toilet is affected, corrections will occur during normal business hours.

- Shut off the water supply to the toilet involved.
- Use a plunger to clear the blockage.

- Use a snake to clear the blockage.
- If you've been in your home fewer than 30 days, contact Raymus Homes or the plumber listed on your Emergency Service Request Procedure sheet.
- If you've been in your home for more than 30 days, contact a router service.

Sewer Back Up Affecting Entire Home

- If you've been in your home fewer than 30 days, contact Raymus Homes or the plumber listed on your Emergency Service Request Procedure sheet.
- If you've been in your home over 30 days, contact a router service.
- Move personal belongings to a safe location. If items are soiled, contact your homeowner insurance company.

Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

Property Boundaries

During construction, some of the monuments that mark the homesite corners may be affected or covered up by grading, excavation, installation of utility lines and other typical construction activities. If you wish to install a fence, swimming pool, add a deck or patio to your home, or otherwise establish a permanent structure, we advise that you have professional surveyors locate and mark property boundaries to be certain they are accurate, and you have found all corners.

See also Easements.

Railings

Stained or wrought iron railings in your home require little maintenance beyond occasional dusting or polishing. Protect railings from sharp objects or moisture. Cover them during move-in so large pieces of furniture do not cause dents or scratches.

Stained railings will show variation in the way the wood grain took the stain. Some designs show seams where pieces of wood came together to form the railing.

Resilient Flooring

Although resilient floors are designed for minimum care, they do have maintenance needs. Follow any manufacturer's specific recommendations for care and cleaning. Some resilient floors require regular application of a good floor finish. This assures the retention of a high gloss. However, avoid using cleaning or finishing agents on the new floor until the adhesive has thoroughly set. This will take about two weeks.

Color and Pattern

Your selection sheets (A2A) provide a record of the brand, style, and color of floor coverings in your home. Please retain this information for future reference.

Limit Water

Wipe up spills and vacuum crumbs instead of washing resilient floors frequently with water. Limit mopping or washing with water; excessive amounts of water on resilient floors can penetrate seams and get under edges, causing the material to lift and curl.

Moving Furniture

Moving appliances across resilient floor covering can result in tears and wrinkles. Install coasters on furniture legs to prevent permanent damage. If you damage the resilient floor, you can have it successfully patched by professionals. If any scraps remain when installation of your floor covering is complete, we leave them in the hope that having the matching dye lot will make such repairs less apparent.

No-Wax Flooring

The resilient flooring installed in your home is the no-wax type. No-wax means a clear, tough coating that provides both a shiny appearance and a durable surface. However, even this surface will scuff or mark. Follow the manufacturer's recommendations for maintaining the finish.

Raised Nail Heads

Raised nail heads are the result of movements of the floor joist caused by natural shrinkage and deflection. We have used special nails and glued the underlayment to help minimize this movement.

Scrubbing and Buffing

Frequent scrubbing or electric buffing is harder on floors than regular foot traffic. Use acrylic finishes if you scrub or buff.

Seams

Any brand or type of resilient flooring may separate slightly due to shrinkage. Seams can lift or curl if excessive moisture is allowed to penetrate them. You can use caulking at tub or floor joints to seal seams at those locations. Avoid getting large amounts of water on the floor from baths and showers and wipe up any surface water immediately.

Roof

The shingles on your roof do not require any treatment or sealer. The less activity your roof experiences, the less likely it is that problems will occur.

Clean Gutters

Maintain the gutters and downspouts so that they are free of debris and able to quickly drain precipitation from the roof.

Leaks

If a leak occurs, try to detect the exact location. This will greatly simplify finding the area that requires repair when the roof is dry.

Limit Walking

Limit walking on your **composition roof**. Your weight and movement can loosen the roofing material and in turn result in leaks. Never walk on the roof of your home when the shingles are wet—they are slippery.

DO NOT walk on your **tile roof**. This will void the warranty.

Severe Weather

After severe storms, do a visual inspection of the roof for damages. Notify your insurance company if you find pieces of shingle in the yard or shingle edges lifted on the roof.

TROUBLESHOOTING TIPS

Roof Leaks

Please keep in mind that roof leaks cannot be repaired while the roof is wet. However, always report any leaks so, worst case, you can get on the schedule so that when conditions dry out, your roof leak can be inspected.

- Confirm the source of the water is the roof rather than from a:
 - Plumbing leak
 - Open window on a higher floor
 - Clogged gutter or downspout
 - Blowing rain coming in through code required roof vents
 - Gap in the caulking
- Where practical, place a container under dripping water.
- If a ceiling is involved, use a screwdriver to poke a small hole in the drywall to release the water.
- Remove personal belongings to prevent damage to them. If damage occurs, contact your homeowner insurance company to submit a claim.
- Report the leak to Raymus Homes as soon as possible.
- Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

Shower Doors and Tub Enclosures

Shower doors and tub enclosures require minimal care. Using a squeegee to remove water after a bath or shower will keep mineral residue and soap film to a minimum. A coating of wax can also help prevent buildup of minerals and soap.

Use cleaning products suggested by the manufacturer to avoid any damage to the trim and hardware. Avoid hanging wet towels on corners of doors; the weight can pull the door out of alignment and cause it to leak.

Check and touch-up caulking around the shower door, enclosure, and tub on a monthly basis.

Siding

Siding expands and contracts in response to changes in humidity and temperature. Slight waves are visible in siding under moist weather conditions; shrinkage and separations will be more noticeable under dry conditions. These behaviors cannot be eliminated.

Wood and Wood Products

Wood or wood-product siding will require routine refinishing. The timing will vary with climatic conditions. Maintain caulking to minimize moisture entry into the siding. Note that some paint colors will require more maintenance than others and some sides of the home may show signs of wear sooner based on their exposure to the elements. Some wood siding, such as cedar, is subject to more cracking and will require more maintenance attention.

Cement Based Products

Cement based siding will require repainting and caulking just as wood products do.

See also Paint and Wood Trim.

Smoke/Carbon Monoxide Detectors

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

Battery

If a smoke detector makes a chirping sound, that is a sign that the battery needs to be replaced. Follow manufacturer instructions for installing a new battery.

Cleaning

For your safety, clean each smoke detector monthly to prevent a false alarm or lack of response in a fire. After cleaning, push the test button to confirm the alarm is working.

Locations

Smoke detectors are installed in accordance with building codes, which dictate locations. Raymus Homes cannot omit any smoke detector and you should not remove or disable any smoke detector.

Solar Photovoltaic (PV) System

Your Solar PV system needs very little maintenance since there are no moving parts. However, dirt and dust on the panels can interfere with sunlight absorption and reduce your power output.

Cleaning the Solar Panels

We recommend that you wash your solar panels at least once a year. If you live in a dusty area (for example, near a freeway, empty field, agriculture, or a construction site), it may help to wash the panels more often, especially before summer when the system produces the most electricity.

To clean your panels, hose them down with water. You can spray them from the ground if you have enough water pressure. You can also use a hose nozzle to help increase water pressure. For caked dirt or bird droppings, use regular soap and wipe the panels with a window sponge on a telescoping pole. Do not use chemicals or sponges that may cause scratches on the solar panels.

CAUTION: Do not wash your panels on a hot day. This may damage the panels. Washing your solar panels will make your roof wet and slippery. Hose the panels from the ground instead of standing on the roof. Never walk on the panels (or the roof) because this can cause damage and/or void the warranty.

Shade Is a Solar Panel's Biggest Enemy

If you are installing an antenna or satellite dish, make sure it does not shade any part of your solar panels because this can lower the system's electricity production. Also, watch for shade that may be caused by new buildings or new trees near your home. Be sure to trim trees, plants or shrubs around your home that may shade any part of your solar panels.

Stairs

No known method of installation prevents all vibration or squeaks in a staircase. A shrinkage crack will develop where the stairs meet the wall. When this occurs, apply a thin bead of latex caulk and, when dry, touch up with paint.

Stucco

Stucco is a cementitious product that is subject to expansion and contraction. Minor hairline cracks will develop in the outer layer of stucco. This is normal and does not reduce the function of the stucco in any way.

Drainage

To ensure proper drainage, keep dirt a minimum of six (6) inches below the stucco screed (mesh underneath final coat of stucco) and concrete flatwork a minimum of two (2) inches below the stucco screed. Do not pour concrete or masonry over the stucco screed or right up to the foundation.

Efflorescence

The white, powdery substance that sometimes accumulates on stucco surfaces is called efflorescence. This is a natural phenomenon and cannot be prevented. In some cases, you can remove it by scrubbing with a stiff brush and vinegar. Consult your hardware store for commercial products to remove efflorescence.

Sprinklers

Since stucco is not a water barrier, avoid spraying water from irrigation or watering systems on stucco surfaces to avoid possible leaks. Check the spray from the lawn and plant irrigation system frequently to make certain that water is not spraying or accumulating on stucco surfaces.

Tankless Water Heater: Gas

Homeowner Use and Maintenance Guidelines

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

Raymus Homes Performance Guidelines

Refer to the manufacturer's limited warranty for complete information regarding warranty coverage on your water heater. Contact manufacturer's customer service listed on the rating plate of the unit if the problem persists.

Termites

We treat the foundation of your home for termites. The treatment of your home for termites has a 5-year warranty through our treatment provider. All other insect/ rodent treatment is the responsibility of the homeowner.

Regular Inspections

Detection/inspection for the presence of termites in many cases can be difficult. Even though termites are made up of numerous individuals, they are quite secretive and spend most of their time either in the soil or inside wood. Thus, how does a homeowner tell if their home is infested with termites? Using a good flashlight, examine the foundation wall at the soil line, cracks in concrete floors, and places where pipes and ducts come up through the concrete slab for tubes where termites could enter. A good indicator is a mud tube on the outside stem wall. Termite galleries of both dry-wood and subterranean termites infesting interior wood can be detected by tapping the wood every few inches with a screwdriver. Damaged wood should sound hollow, and the screwdriver may even break through into some extensive galleries. When possible, determine all the entry points and the type of termite by collecting live ones for identification. Collect and place in alcohol for identification. Now that you have a good indication of an infestation, you should consider getting a professional inspection (there will be a fee for this service). Check with friends, neighbors, the Better Business Bureau, and even the Structural Pest Control Commission for information/recommendations. Even if you do not have termites, an annual inspection by a Pest Management Professional is recommended.

Ventilation

Homes today are built more tightly than ever. This saves energy dollars but creates a potential concern. Condensation, cooking odors, indoor pollutants, radon, and carbon monoxide may all accumulate. We provide mechanical and passive methods for ventilating homes. Your attention to ventilation is important to health and safety. Building codes require attic and crawl space vents to minimize accumulation of moisture.

Attic Vents

Attic ventilation occurs through vents in the soffit (the underside of the overhangs) or on gable ends. Driving rain or snow sometimes enters the attic through these vents. Do not cover them to prevent this. Instead, cover the insulation in front of the vent. When you do this, precipitation that blows in safely evaporates and ventilation can still occur.

Bath and Ventilation Fans

Inspect fan operation annually. Bath and ventilation fans are responsible for removing stale or moist air from the home. Clean and check intake grills for airflow. If the airflow is low, then the fan blades may need to be cleaned. Do not permanently disconnect the ventilation fans. Moist air must be exhausted to the outside, otherwise mold and mildew can form on walls and ceilings. Fans should be operated when these rooms are used and while the rooms exhibit any sign of noticeable humidity. Running the furnace fan continuously (using the “FAN ON” position on the thermostat) will greatly aid this condition.

Daily Habits

Your daily habits can help keep your home well ventilated:

- Do not cover or interfere in any way with the fresh air supply to your furnace.
- Develop the habit of running the hood fan when you are cooking.
- Run the bath fans when bathrooms are in use.
- Air your house by opening windows for a time when weather permits.

Proper ventilation will prevent excessive moisture from forming on the inside of the windows. This helps reduce cleaning chores considerably.

Dryer Vent

Inspect the dryer vent annually and clear any lint build-up. Lint build-up may be reduced by frequently cleaning the lint trap in the dryer.

Gable Vents

Inspect gable vents for blockage every summer. Prevent birds from nesting near vent locations to ensure proper air flow.

Windows, Screens, and Sliding Glass Doors

Contact a glass company for re-glazing of any windows that break. Glass is difficult to install without special tools.

Acrylic Block

Clean during moderate temperatures with only a mild soap and warm water using a sponge or soft cloth and dry with a towel. Avoid abrasive cleaners, commercial glass cleaner, razors, brushes, or scrubbing devices of any kind. Minor scratches can often be minimized using by rubbing a mild automotive polish.

Condensation

Condensation on interior surfaces of the window and frame is the result of high humidity within the home and low outside temperatures. Your family's lifestyle controls the humidity level within your home.

Sills

Windowsills in your home are made of wood, wood products, manufactured marble, quartz, Piedrafina, or ceramic tiles. The most common maintenance activity is dusting. Twice a year, check caulking and touch-up as needed. Wax is not necessary but can be used to make sills gleam. Protect wood and wood product sills from moisture. If you arrange plants on a sill, include a plastic tray under the pot.

Sliding Glass Doors

Sliding glass doors are made with tempered glass which is more difficult to break than ordinary glass. If broken, tempered glass breaks into small circular pieces rather than large splinters which can easily cause injury.

Keep sliding door tracks clean for smooth operation and to prevent damage to the door frame. Silicone lubricants work well for these tracks. Acquaint yourself with the operation of sliding door hardware for maximum security.

Under certain lighting conditions, door glass may be hard to see. If you keep the screen fully closed when the glass door is open, your family will be accustomed to opening something before going through. You may want to apply a decal to the glass door to make it readily visible.

Sticking Windows

Most sliding windows (both vertical and horizontal) are designed for a ten (10) pound pull. If sticking occurs or excessive pressure is required to open or close a window, clean the frame, and apply a silicone lubricant. This is available at hardware stores. Avoid petroleum-based products.

Tinting

Applying tinting of foil lining to dual pane windows can result in broken windows due to heat build-up. Manufacturers void their warranty on the windows if you apply tinting or foil lining.

Manufacturer Warranty

It is the responsibility of the homeowner to register their windows online.

Weep Holes

In heavy rains, water may collect in the bottom channel of window frames. Weep holes are provided to allow excess water to escape to the outside. Keep the bottom window channels and weep holes free of dirt and debris for proper operation.

See also Ventilation.

Wood Trim

Shrinkage of wood trim occurs during the first two years or longer, depending on temperature and humidity. All lumber is more vulnerable to shrinkage during the heating season. Maintaining a moderate and stable temperature helps to minimize the effects of shrinkage. Wood will shrink less lengthwise than across the grain. Wood shrinkage can result in separation at joints of trim pieces. You can usually correct this with caulking and touch-up painting.

Shrinkage may also cause a piece of trim to pull away from the wall. If this occurs, drive in another nail close to, but not exactly in, the existing nail hole. Fill the old nail hole with putty and touch up with paint as needed. If the base shoe (small trim between base molding and the floor) appears to be lifting from the floor, this is probably due to slight shrinkage of the floor joists below. Again, you can correct this condition by removing the old nails and re-nailing. You may prefer to wait until after the first heating season to make any needed repairs at one time when redecorating.

See also Expansion and Contraction.

Earthquakes and Weather

Earthquake Preparation

Earthquakes are relatively common in California. Fortunately, most do little or no damage earthquakes to property. Building codes in California have established strict standards for new home construction. Your new home was built in compliance to local and state earthquake standards.

We suggest that you consider the steps that you will take in the event of a serious earthquake. For example, you and your family should discuss these three subjects:

- What if an earthquake happens - concentrate on the evacuation of the home to a safe location away from buildings and trees. Develop a way to account for everyone who lives in the home.
- Basic survival after an earthquake - Most experts agree that we should stock enough supplies in our home and garage to be self-sufficient for 7 days. This requires planning and

a periodic review of your supplies. Twice a year you should replace perishable foods and medicines that have deteriorated. We suggest that you take inventory of your supplies at the first of the year and around the Fourth of July. It is a good idea to mark these dates on your calendar as a reminder. A battery-operated radio is essential.

- Prevention of further damage - Immediately after a serious earthquake, shut off the main utility controls for electrical power, gas, and water supplies to the home. This will prevent fires and water damage. If conditions permit, fill tubs, sinks and available containers with water before the water supply is shut off. Listen to emergency broadcast messages on the radio for survival information.

Additional information can be obtained from local and county health and safety offices.

A Note about Weather

Weather can have an important effect on your home. The effects of weather can be controlled by reasonable precautions and observations during periods of severe weather. We offer these suggestions:

- Close windows and doors when rain or wind is predicted. This will prevent damage from water which might enter through open doors and windows.
- During rainy periods, observe the windowsills and the areas around doors and windows for signs of water entry. Wind driven rain can force water through otherwise tightly sealed windows and doors. It is the homeowner's responsibility to locate these leaks and prevent damage from the water to furniture, walls and the surrounding areas and personal property.
- During rainy periods reduce or eliminate irrigation. The combination of normal irrigation and heavy rainfall can saturate the soil and result in flooding in your yard and damage to your property and to neighboring properties.
- If you make plantings or if you install structures in your yard, be extremely careful to preserve the engineered flow of water in the yard. Blocking drainage swales or removing berms can change the flow of water causing severe damage.
- If you install patio covers, consult a professional for the proper methods of affixing the covers to your house. Improperly installed, patio cover hardware can cause leaks which can result in severe damage to your home.
- If your home has a side entry door in your garage, the door is not weather sealed. Therefore, wind driven rain or excessive water in your yard can enter under the door and damage the contents of your garage. Packing boxes and other valuable materials in your garage should be stored on wood or stone slabs that are at least three to five inches above the floor of the garage.

Close garage doors during rain. Water can collect on the raised door and cause severe damage to the door and to the structure of the garage. This damage can happen in a relatively short time, so it is important that the garage door be down during rainy periods.