smee HOMES

Homeowner MANUAL

coming home to new

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Welcome
Message

Congratulations on your decision to purchase a new home from Smee Homes, Inc. We share your excitement about your new residence and look forward to having your home built.

Smee Homes, Inc. structured this Homeowner Manual to assist you during and after the purchase of your home. The information presented here will answer many questions and prepare you for each step of the new home experience, making this exciting time easier.

In addition to guiding you through the process of purchasing and building, this manual provides you with maintenance guidelines and a description of our limited warranty program, component by component.

Please take time to review this material thoroughly. Your manual will provide a useful record of information about your new home.

If you need clarification or additional details about any topic discussed, please give us a call. We are delighted to welcome you as part of the Smee Homes, Inc. family.

Your first contact for questions will be the Smee Homes, Inc. Customer Service Department 559-788-2853.

Sincerely,

Smee Homes, Inc.

What Happens ***Next?***

An Overview of Your New Home Experience

Purchasing a new home is an exciting experience. The process is also complex, with many details to be decided and arranged. While Smee Homes, Inc. is building your new home, you participate by taking care of several important aspects of your purchase. Building a new home is an investment of your money, your emotions, and your 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.

Purchasing Your Home

The purchase agreement and various documents constitute the legal understanding regarding the purchase of your new home. Please read the purchase agreement and all attachments carefully. As with any legal agreement, you may wish to have your attorney review them. Once all the paperwork has been signed, we suggest you keep a copy for your future records.

Construction of your Home

Several tasks need to be completed prior to the start of construction. Some of these are our job; some are yours. Near the beginning of construction, we will offer to meet with you at a Preconstruction Conference to review plans and specifications one final time. Next, we will invite you to tour your new home with us when your home reaches the mechanical stage, just before insulation is installed.

Homeowner Orientation

The homeowner orientation has two purposes. The first is to demonstrate the features of your home and discuss maintenance and our limited warranty program. Equally important, we want to confirm that we have delivered your new home at the quality level described in our documents and shown in our model homes and with all your selections correctly installed. For detailed information, please contact your sales agent or the project superintendent for more information.

Homeowner Checklist and Maintenance Schedules

Many of your responsibilities as an owner and Smee Homes, Inc. responsibilities under the terms of our limited warranty are discussed in the Homeowner Checklist and Maintenance Schedules. Begin to become familiar with the home maintenance you should complete and our warranty service commitment to you. Smee Homes, Inc. plans two standard contacts with you during the warranty-The first is 90 days after your closing and the second is 12 months after closing.

Your Feedback and Suggestions

Our desire to maintain open communication with you extends through the buying process and after your move-in. In an effort to improve the product and service we provide; we welcome your comments on how we've performed. Our goal is to build the best home and the best customer relationship possible. Your feedback helps us reach that goal. As time passes, if your housing should change, we are ready at any time to build you another home. We also appreciate referrals. Our office is always happy to provide you with information about where we are currently building and the products we offer to the best of our abilities.

Who's ***Who?***

Some Names You Should Know

Two-way communication is vital to a mutually satisfactory relationship. Understanding what is happening and knowing who to contact can smooth the home-buying process. We believe that it is our responsibility to establish and maintain clear lines of communication. The professionals listed below are glad to assist you or find the answers to your questions.

Builder



Smee Homes, Inc.
444 N. Prospect Street Suite A
Porterville, CA 93257
Email: customerservice@smeehomes.com
559-788-2853 / 559-788-0525

Sales Specialist



Insert Business Card

Title Company



Chicago Title Tulare:
1931 Hillman Street
Tulare, CA 93274
559-686-8684

New Home ***Selections***

Part of the fun of buying a new home is selecting features, finish materials, and colors. You will make these choices at the Smee Homes, Inc. design or sales office. Location and contact information will be provided to you by your sales agent.

Standard Features
Each floor plan includes a range of standard features listed on the Standard Features Sheet, available from our sales center. Review this sheet carefully to understand what is included in the base price. To remove a standard item, submit a change order with your selection sheets. Contact your sales agent with any questions.

Optional Features
A list of popular optional features and current pricing is available from your sales agent. These options, organized by categories like cabinets, flooring, and plumbing, are updated regularly. List any desired options on your selection forms; additional fees may apply.

Custom Features
Beyond listed options, you may request custom features. Share your ideas early so we can assist you. Your neighbors may request different features, and not all ideas may be shown or offered.

Selection Hints
Use the provided selection sheets and schedule a visit to our design center or model homes promptly. Early selections help prevent construction delays.

Allowances
Selections that exceed specified allowances (e.g., flooring or fixtures) may require additional payment or non-refundable deposits.

Exterior Choices
Exterior materials and colors may be limited by your HOA or neighboring homes. Early selection increases your options. View full-size homes for accurate color representation—some colors may increase costs due to extra coverage needs.

Colors
Bring swatches to coordinate finishes, and view samples in various lighting. Color variations can occur due to dye lots and environmental exposure. Samples may appear different in larger areas.

Availability
If a chosen item becomes unavailable, we'll ask you to select an alternative. Product availability may change over time, and replacements in the future are not guaranteed.



Final Option ***Addendum***

When you have completed selections for your new home, sign the Final Option Addendum (a copy will begiven to you upon request) which notifies us that we can finalize the orders for your home and schedule the start of construction.
Once you sign the Final Option Addendum, Smee Homes, Inc. orders materials and schedules labor to build your home. *Administrative fees apply to any requested changes to your plans and specifications after this point*.

Change Orders:
Smee Homes, Inc. uses a change order form to describe and document all changes you may request to your new home's specifications. Change orders fall into two categories. You may decide to:

- Add or delete items from the options list after signing your selection sheets.
- Change a selection previously ordered.

In order to deliver your home as close as possible to the target date, we order many items well in advance of installation. Once a particular item is ordered, making further changes may involve adjusting the planned delivery date and additional costs. By requesting all changes prior to signing the Final/Structural Option Addendum aka Buyer Start Sheet, you avoid both. All change orders are subject to a processing fee in addition to the actual costs of the proposed changes.

Processing:
All change requests are documented by your sales agent and submitted for approval. Custom changes require pricing, which may take 5–10 business days. Minor changes can have additional costs if they impact other parts of the home (e.g., reinforced framing for ceiling fans). Changes involving square footage, windows, or elevation are not allowed. Credits may be issued for deleted options, but administrative fees are non-refundable. Once pricing and schedule impacts are determined, your sales counselor will review them with you. To proceed, you must sign the change order and make full payment. Unpaid or unsigned change orders will expire and become void as noted.

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

- Smee Homes, Inc. has approved and signed the change.
- You have approved, signed, and paid for the change prior to its expiration date.
- The applicable building department has approved the change, when applicable.

Our contracts with our trade contractors prohibit them from making any changes to plans or specifications without written change order authorization from Smee Homes, Inc.

Cutoff Points for Changes:
Smee Homes, Inc. reserves the right to deny any changes.

Construction of ***Your Home***

Preconstruction Meeting:
You'll meet with your builder twice—first during the Preconstruction Meeting (PreCon), scheduled after finalizing your selections. Held Mon–Fri between 8 AM and 3 PM, this 60–90 minute meeting reviews your plans, construction details, timelines, site visits, and change orders. Construction cannot begin until all permits are secured and any structural changes are engineered and approved.

Start of Construction:
Construction starts after permits and engineering are complete. Timing varies due to permit processing and weather. Your home's foundation is designed based on a soil test and may differ from neighbors' homes.

Safety & Site Visits:
Unscheduled site visits can be dangerous and disruptive. To visit during construction, contact your sales agent to arrange a guided tour. Hard hats and closed toe shoes are required. Children must be supervised. Follow all safety guidelines, including staying clear of hazardous areas.

Pre-Drywall Tour:
This tour occurs after rough mechanical installation but before insulation. It's a chance to see progress and verify selections. This is the last opportunity to make changes to options. Tours are brief (20–30 minutes) and must be scheduled in advance.

Plans, Approvals & Specifications:
Homes are built according to plans approved by local authorities. Your selections and specifications are part of contractual agreements with trade partners and cannot be altered without written approval. Expect some variations from the model homes due to site-specific conditions.

Topography & Site Conditions:
Home placement, grading, and exterior features may vary due to your lot's slope and conditions. These factors can impact driveways, steps, and landscaping. While we take care to protect existing trees, their survival isn't guaranteed.

Changes & Substitutions:
Product availability and industry standards evolve. Substitutions may occur, but only with products of equal or better quality. We reserve the right to make changes without notice due to supply constraints or regulatory updates.

Utilities & Mailboxes:
Placement of meters, utility boxes, and mailboxes is determined by utility companies and the USPS—not by Smee Homes, Inc

Construction Innovations:
While new building methods emerge often, we use time-tested materials and techniques. Local conditions may affect what methods are appropriate for your home.

Natural Variations:
Each home is unique. Slight differences in placement of outlets, vents, or switches are normal—even between identical floor plans.

Continued

Quality Assurance:
We inspect each stage of construction and comply with local inspections. Despite best efforts, minor errors may occur; corrections are addressed efficiently and often grouped with other scheduled work to avoid delays.

Ugly Duckling Stage:
Expect untidiness at times—debris, mud, and noise are normal. Like the finished models you toured, your home will go through messy "ugly duckling" phases before completion.

Locks & Keys:
A construction master key is used until closing. Once you use your permanent key, the construction key will no longer function.

Questions & Concerns:
First, check your documents for clarity. If needed, raise issues during your pre-drywall tour or contact your sales agent in writing. Some concerns may reflect incomplete work or corrections already scheduled.

Schedules & Delays:
Your estimated completion date may shift due to weather, permits, or material delays. Work resumes as soon as conditions allow. Tradespeople are committed to moving your home forward promptly.

Model Homes vs. Your Home:
Models may include upgraded features, special HVAC systems, and decorative items not included in your home. Review your own home's specs carefully. Measure your windows in your completed home—not the model.

Single Source Construction:
Smee Homes, Inc. selects all subcontractors and suppliers. No outside labor or sweat equity is permitted. Personal modifications may be made after you take ownership.





Homeowner ***Orientation***

Your homeowner orientation is an introduction to your new home and its many features. We plan this walkthrough to review the quality of construction and to orient you to your new home and to ensure most, if not all, of the items found on the first walk are resolved and to answer any questions, you may have about the Warranty and this manual. The two walks are usually scheduled a few business days apart.

Scheduling:
Your orientation will be scheduled a few days before closing, **Monday–Friday between 8:00 a.m. and 2:00 p.m.**, to ensure proper daylight for inspection. The meeting takes place at your new home and lasts about 2 hours.

Last-Minute Activity:
Expect a flurry of last-minute activity before orientation—this is normal as trades complete final adjustments. All finishing touches happen after full installation is complete.

What to Expect:
At orientation, we'll review cosmetic surfaces, confirm proper installation, and document any issues. Categories include incomplete, incorrect, dysfunctional, below standard, damaged, or unclean items. We will list only items identified during orientation; no verbal commitments will be honored.

Issue Resolution:
Smee Homes, Inc. is responsible for correcting noted items, typically before move-in. Post-move work, if needed, is by appointment (**Mon–Fri, 8 a.m.–3 p.m.**). We will notify you of delays due to material availability.

After Move-In:
You are responsible for any cosmetic damage that occurs during or after move-in. Our warranty excludes such issues, but we're happy to advise on repair options.

Your Role:
Review your warranty materials beforehand and bring any questions. Dress comfortably for walking, bending, and inspecting both interior and exterior areas. Participate actively—test lights, locks, and features to help you retain key details.

Homeowner***Checklists***

Maintaining your home regularly is just as important as servicing a new car—neglect can turn small issues into major problems. Your Smee Homes, Inc. home is built to last, but it still requires routine care to keep everything running smoothly. By following the preventative maintenance guidelines provided, you can help ensure your home remains in top condition. The following pages outline key monthly and annual tasks. Feel free to contact us with any questions or concerns.

AFTER MOVE-IN CHECKLIST

- Bathrooms: Inspect caulking around tubs, showers, and sinks.
- Electric: Locate and label the main circuit breaker and GFCI's (Ground Fault Circuit Interrupter) in the electric panel box and show family members how to turn it off in case of emergency.
- Fire Extinguisher: Purchase a general-purpose fire extinguisher for each floor of the home plus one small kitchen extinguisher for grease fires. Demonstrate proper usage to family members in case of emergency.
- Fireplace: Purchase fireplace tools as necessary.
- First Aid Kit: Keep first aid materials and a first aid manual in an accessible location.
- Flooring: Install furniture protectors underneath furniture legs to protect carpet, ceramic tile, hardwood, and resilient (vinyl) floors.
- Household Tools: Gather essential tools for routine home maintenance, including pliers, an adjustable wrench, flat and Phillips screwdrivers, a claw hammer, hand saw, tape measure, caulk and caulking gun, putty knife, paint roller and brush, power drill with bits, assorted fasteners, sandpaper, utility knife, toilet plunger, and flashlights.
- Plumbing: Locate and label the main water line shutoff valve and show all family members how to close it in case of a plumbing emergency. Find and mark the sewer clean-out locations.
- Water Erosion: After the first heavy rain, check for soil erosion around the foundation and fill any gaps. Continue monitoring and addressing erosion as needed. Also, regularly inspect caulking in bathrooms around tubs, showers, and sinks.

Maintenance ***Schedules***

Monthly

Cabinets: Check drawers and hinges for proper alignment. Tighten and adjust as necessary. Clean according to the manufacturer's recommendations.
Caulking: Check for cracks or separations in caulking around sinks, bathtubs, toilets, faucets, countertops and backsplashes, ceramic walls, resilient and ceramic floors, window sills, and any other areas originally caulked by Smee Homes. To repair these areas, use an appropriate caulking compound and follow the caulking instructions in the Caulking section of this manual.
Faucet Aerators: Check for proper flow of water. If the flow is reduced, clean the aerator screen. During the first two months of owning your home, the aerators may require more frequent cleaning.
Garbage Disposal: Clean disposal blades by grinding up ice cubes. Freshen it with baking soda and grind up citrus fruit rinds.
Hardwood Stair Rails: Clean and apply a light coat of lemon oil-based wood protection product. Kitchen Exhaust Fan: Remove and clean the filter. Clean the grease deposits from the fan housing.
Perimeter Inspection: Look for evidence of insect invasion. If evidence of insects is found, consult an exterminator.
Plumbing: Check under the kitchen and bathroom cabinets, around showers and tubs, at the clothes washer connection, and at other appliance connections for possible leaks. Check the area around the water heater for leaks as well. Make repairs as needed.

Every Three Months

Doors: Check for proper alignment in the door jamb and the functioning of hardware.
Exterior Finishes: Inspect the exterior surfaces of your home every three months for areas that may require maintenance, including wood trim. Confirm that water is not puddling near the house and that the lawn sprinklers are not hitting the house. Over-watering can cause serious damage to your home.
Plumbing: Run water in any seldom-used plumbing fixtures to keep water in the "P" trap.
Windows: Check sills for caulking cracks or separations and re-caulk if necessary. Check the weather- strip around windows and repair or replace as necessary. Check windows for smooth opening and closing operation. Clean tracks and lubricate as necessary with a non-oil-based lubricant. Inspect window screens and repair or replace them as necessary. Inspect and replace broken glass immediately so as not to cause further damage. Inspect and remove debris from weep holes at the base of the window frames.

Annually

Attic: Check attic to ensure that soffit vents are not blocked with insulation. Move any insulation back to its original location if there are voids left on the attic floor.
Carpeting: Thoroughly clean according to manufacturer's recommendations.
Caulking: Replace caulking.
Countertops: Reseal (or seal originally) the tile grout or granite.
Exterior Wood Surfaces: Repaint as needed. Check the regulations of your homeowner's association (if applicable) before changing paint colors.
Smoke/Carbon Monoxide Detectors: Perform tests and replace the batteries.
Washing Machine Control Valve: Inspect to confirm that it is opening properly. Replace as needed.
Heating Systems: We recommend you have a professional perform a seasonal maintenance checkup for winter & summer. Ensure that air supply registers and vents are not blocked by rugs carpets, draperies, and furniture.
Roofing: Visually inspect roof from the ground for loose or missing shingles or roof tiles. Inspect roof penetrations (such as air vents) for proper mastic, caulking and seals. We recommend you have a licensed Roofing Contractor perform the needed repairs.

Emergency ***Service***

While emergency warranty situations are rare, when they occur, prompt response is essential. In the event of an emergency (as defined below), you should immediately contact us by telephone to report the problem. “Emergency” situations include:

- Total loss of heat/AC when the outside temperature is below 45/above 95 degrees F.
- Total loss of electricity. (Check with your utility company before reporting this circumstance to Smee Homes, Inc. or an electrician.)
- Total stoppage of sewer and/or plumbing system. This means none of your sinks, tubs or toilets will function properly. If one fixture is working, it is not an emergency.
- Total loss of water. (Check with the water department to be certain the problem is not a general outage in the area.)
- Plumbing leak that requires the entire water supply to be shut off.
- Gas leak. (Contact your utility company immediately upon detection of a gas leak)

For emergency service during business hours, please call Smee Homes, Inc. office: 559-788-2853

For emergency service after hours, please call Smee Homes, Inc. after hours #: 559-805-4766

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

Roof Leaks
While a roof leak is an emergency, repairs cannot be done while the roof is wet. During business hours, contact our office and take steps to minimize damage. We will schedule repairs when conditions allow. (See "Roof" section for details.)

Other Emergencies
Keep emergency contacts (fire, police, paramedics, poison control) posted and accessible. Know who to call for locksmiths, water extraction, glass, or sewer issues. Neighbors can be great resources, especially if you’re new to the area.

Kitchen Appliances
Appliance warranties are handled directly by the manufacturers. Refer to the care manuals for service contact info. You’ll need the model/serial number and your home’s closing date. Most appliance warranties are valid for one year.

Customer Service ***Warranty***

Smee Homes, Inc. has constructed your home with carefully selected materials and the effort of experienced craftsmen and laborers 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, similar to an automobile, it requires care from the first day. Regular homeowner maintenance is essential to providing a quality home for a lifetime. This section of our manual was assembled in order to assist you in that effort.

Prompt Attention:
Addressing minor maintenance issues right away can prevent more serious and costly repairs later. Neglecting routine care may void portions of your limited warranty. Regular upkeep helps protect your investment and contributes to the overall value of the community.

Use & Maintenance Guidelines:
Routine maintenance is part of homeownership. Your home's materials and systems are affected by normal wear, weather, and usage. This manual provides guidance on common maintenance topics, organized alphabetically for easy reference. Some features mentioned may not apply to your specific home. Always follow manufacturer instructions provided with your home's appliances and systems. If there's a conflict between our guidelines and the manufacturer's, defer to the manufacturer. Be sure to complete and return product registration cards to activate extended warranties.

Community Standards
Before making exterior changes (e.g., repainting, fencing, landscaping, or visible window coverings), consult your CC&Rs or HOA guidelines. Some projects may require prior approval from the HOA or Architectural Committee.

Limited Warranty
Smee Homes, Inc. offers a limited warranty to address defects in workmanship or materials. If something fails to perform properly, we will correct it per our warranty standards. This manual outlines typical issues and the corrective actions covered.

Flexibility in Your Favor
Our warranty standards meet or exceed regional practices. Occasionally, we may go beyond these guidelines when individual situations warrant it—at our discretion. This does not obligate us to do so in all cases.

When We Say No:
Some items may fall under homeowner maintenance rather than warranty coverage. If so, we'll explain the care needed. We're happy to answer maintenance questions during and after the warranty period, but ongoing upkeep is your responsibility.

Continued

Warranty Service Procedures:
Warranty service for your home involves coordination with many trades and products. To ensure accuracy and efficiency, **all non-emergency requests must be submitted in writing**. This helps us track and resolve issues effectively. **Emergency requests may be made by phone.**

You'll be contacted to schedule a review once your written request is received. Please keep a copy for your records. We plan **two standard warranty reviews:** one at **90 days** and another at **12 months** after closing. Additional written requests can be submitted between these times.

Appliance service is handled directly through the manufacturer. Use the product literature and serial/model numbers for service or warranty claims.

90-Day Walkthrough:
For your convenience and in order for our service program to operate at maximum efficiency, we will contact you when your 90-day warranty list is ready to be reviewed. This allows you sufficient time to become settled in your new home and to use most components repeatedly. As you notice items such as plumbing leak, windows not locking, doors needing adjustment etc., jot them down and we'll reference them during the walkthrough.

12-Month Walkthrough:
Near the end of the 12th month of your materials and workmanship warranty, we will contact you again to see if you have any items to report. We will also be happy to discuss any maintenance questions you may have at that time. Again, keep notations of items. This is also the best time for you to request the "one-time" repairs we offer on several components such as drywall, paint, tile, stucco, etc.

Warranty Item Processing Procedures:
When we receive a warranty service request, we may contact you for an inspection appointment. Warranty inspection appointments are available Monday through Friday, 8:00 a.m. to 3:00 p.m. We inspect the items listed in your written request to confirm warranty coverage and determine appropriate action. Generally, reported items fall into one of three categories:

- Trade subcontractor item
- Smee Homes, Inc. Customer Service item
- Homeowner maintenance item

If a trade contractor or a Smee Homes, Inc. employee is required to perform repairs, we issue a warranty work order 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, the inspection step is unnecessary. In that case, we issue the needed work orders and notify you that we have done so. Smee Homes, Inc. does not provide routine home maintenance.

Help Us to Serve You:
We can provide our service faster and more accurately if we have all the necessary information. With your request, please include:

- Your name, address, and the phone numbers where you can be reached during business hours.
- A complete description of the problem, for example, "guest bath—cold water line leaks under sink," rather than "plumbing problem."
- Information about your availability or the best days or times to reach you.

Access to Your Home:
Smee Homes, Inc. conducts inspections of interior warranty items only when an adult is available to accompany our representative and point out the items you have listed. Both our in-house service technicians and those of our trade's 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 warranty service items 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.

Repair Appointment and Work Hours:
While we understand the desire for evening or weekend appointments, Smee Homes, Inc. operates during regular business hours due to practical limitations that make extended hours unfeasible. Many repairs—especially those involving paint, drywall, or exterior work—require daylight. Most of our trade partners are small businesses with standard weekday schedules, making extended hours impractical. Evening and weekend repairs also require additional staffing and increase costs, which would affect home prices.
We continue to explore long-term solutions, but for now, warranty service is available during regular business hours.

Administrative staff: Monday through Friday, 8:00am-4:00pm
Inspection appointments: Monday through Friday, 8:00am-3:00pm
Work appointments: Monday through Friday, 7:00am-3:00pm

Evening and weekend appointments are reserved for emergency situations. We appreciate your understanding and cooperation with these policies.

Pets:
For the safety of your pets and our personnel, please confine animals during all warranty visits. If pets have access to the work area, the appointment may be rescheduled.

Missed Appointments:
If we or our trades are delayed, we'll contact you to reschedule. If you need to cancel, please notify us as soon as possible. Work orders can be placed on hold for up to 30 days and reactivated when you're ready.

Completion Time:
We aim to complete warranty work in a timely manner. Delays due to weather, back-ordered parts, or lack of access will be communicated. Exterior work may take longer depending on conditions.

Surfaces & Belongings:
Our personnel are expected to protect and clean work areas. They will document any pre-existing damage before starting. Please remove personal items near the repair area to avoid damage—appointments may be rescheduled if the area is not clear.

Continued

Work Order Signatures:
Signing a work order confirms work was done on the listed items and date. It does not waive your warranty rights. If you prefer not to sign, the technician will note it. Concerns can be noted on the work order or reported to our warranty office for review.

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

Customer Service Hours:
Administrative staff: Monday through Friday, 8:00am-4:00pm
Inspection appointments: Monday through Friday, 8:00am-3:00pm
Work appointments: Monday through Friday, 7:00am-3:00pm.

Appliances:
Contact the manufacturer directly with model and serial number, closing date, and description of problem.

Emergency:
First, check the troubleshooting tips under several individual headings in this manual. If those tips do not solve the problem, during our business hours (Monday through Friday,8:00am-4:00pm) call our Customer Service office: 559-788-2853

After business hours or on weekends or holidays, contact the appropriate utility company directly using the emergency numbers you receive at your orientation.

Non-Emergency:
Non-emergency items will be addressed on your 90-day and 12-month visits. It is a good idea to keep a running list of these items as you discover them. If you have questions about this process, please contact our customer service department.

Storm Damage or Other Natural Disaster:
Contact your homeowner's insurance immediately. Contain damage as much as possible without endangering yourself. In extreme situations, photograph the damage.

Extended *Absences*

Whether for a vacation, business travel, or other reasons, nearly all of us occasionally leave our homes 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.
- Use lighting timers (available at hardware stores)
- Confirm that all insurance policies that cover your property and belongings are current and provide sufficient coverage.

As You Leave:

- Unplug 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.
- Summer: Turn your whole house fan on.
- Winter: 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.

Specific Home ***Components***

Air Conditioning

Homeowner Use and Maintenance Guidelines:
To get the best performance from your air conditioning system, keep windows closed while it's running to block out warm air. Close drapes or blinds to minimize heat from sunlight. Remember, AC takes time to cool the home—especially if it's been warming all day. Setting the thermostat too low won't speed up cooling and may damage the unit. Instead, set a moderate temperature earlier in the day and adjust later if needed.

Adjust Vents:
Direct airflow to where it's needed most, and readjust vents seasonally for efficient heating and cooling.
Compressor Level:
Keep the compressor level and the area around the condenser clean and clear to ensure efficient operation.
Manufacturer's Instructions:
Follow maintenance guidelines provided in your system's manuals. Your AC and furnace work together, so both need proper care.
Temperature Variations:
Expect room-to-room differences in temperature based on layout, window use, and sun exposure.
Thermostat:
Use wisely to balance comfort with energy savings.
These simple practices will boost your system's efficiency, reduce energy use, and keep your home comfortable.

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.
- The 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.)
- Fuses in furnace are 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

If troubleshooting doesn't resolve your HVAC issue, contact the original installer, **Kennies L.C.S., at (559) 584-3916.** They can assist you or send a technician. You're covered under warranty for the first year, but after that, labor will be charged. Kennies may offer extended warranty options, so be sure to inquire. After the one-year warranty, you may be covered under the manufacturer's warranty, which only covers parts—not labor, freon, dryers, or freight.

Continued

Smee Homes, Inc. Limited Warranty Guidelines:

The air conditioning system should maintain a temperature of 78 degrees or a differential of 15 degrees from the outside temperature, measured in the center of each room at a height of 5 feet above the floor. Lower temperature settings are often possible, but neither the manufacturer nor Smee Homes, Inc. guarantees this.

Homeowner Care and Responsibilities:

After closing escrow, register your HVAC unit within 60 days to qualify for warranty coverage. Only the original owner is eligible; coverage is void if the home is sold. For registration or extended warranty options, contact Kennies L.C.S. at (559) 584-3916. Manufacturers recommend servicing your system twice a year—spring and fall—and replacing the indoor filter with a grille filter every 30 days for optimal performance. Avoid closing interior doors for long periods, and keep pets away from the outdoor condenser, as hair and urine can cause serious damage.

Compressor:

The air conditioning compressor must be in a level position to operate correctly. If it settles during the warranty period, Smee Homes, Inc. will correct this.

Coolant:

The outside temperature must be 70 degrees F or higher for the contractor to add coolant to the system. If your home was completed during winter months, this charging of the system is unlikely to be complete and will need to be performed in the spring. Although we check and document this at orientation, your call to remind us is welcome in the spring.

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.

Alarm System

Homeowner Use and Maintenance Guidelines: If your home selections include prewire for an alarm system, you will arrange for the final connection and activation after you move-in. The alarm company will demonstrate the system, instruct you in its use, and provide identification codes for your family. We recommend that you test the system each month.

Smee Homes, Inc. Limited Warranty Guidelines:

Smee Homes, Inc. will correct wiring that does not perform as intended for the alarm system. Smee Homes, Inc. makes no representation that the alarm system will provide the protection for which it is installed or intended.

Appliances

Homeowner Use and Maintenance Guidelines: Read and follow all manufacturer instructions for the use and maintenance of each appliance in your home and keep them available for reference.

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

- Date of purchase (your closing date).
- Serial and model numbers, found on a metal plate or sticker on the side or bottom of each appliance.
- Description of the problem.

Appliances

Registration: Mail warranty registration cards directly to the manufacturer.

We will confirm that all appliance surfaces are in acceptable condition during your orientation. We assign all appliance warranties to you, effective on the date of closing. The appliance manufacturers warrant their products directly to you according to the terms and conditions of these written warranties.

Closing Date: _____

Smee Homes, Inc. Limited Warranty Guidelines:

We confirm that all appliance surfaces are in acceptable condition during your orientation. We assign all appliance warranties to you, effective on the date of closing. The appliance manufacturers warrant their products directly to you according to the terms and conditions of these written warranties.

Appliance Serial Numbers:

Range:_____

Cooktop:_____

Oven:_____

Microwave:_____

Dishwasher:_____

Disposal:_____

Attic Access

Homeowner Use and Maintenance Guidelines- 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 and avoid stepping off wood members onto the drywall. This can result in personal injury or damage to the ceiling below. Your limited warranty does not cover such injury or damage.

Smee Homes, Inc. Limited Warranty Guidelines:

Smee Homes, Inc. and the local building department inspect the attic before your closing to confirm the insulation is correct.

Brick/Stone

Homeowner Use and Maintenance Guidelines-Brick is one of the most durable and lowest maintenance finishes for a home's exterior. A record of your brick color is included in your selection sheets.
Efflorescence: The white, powdery substance that sometimes accumulates on brick 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 home center or hardware store for commercial products to remove efflorescence.
Tuck-Pointing: After several years, face brick may require tuck-pointing (repairing the mortar between the bricks) . Otherwise, no regular maintenance is required.
Weep Holes-You may notice small holes in the mortar along the lower row of bricks. These holes allow moisture that has accumulated behind the brick to escape. Do not fill these weep holes or permit landscaping materials to cover them.

Smee Homes, Inc. Limited Warranty Guidelines:

We check the brickwork during the orientation to confirm correct installation of designated materials.
Cracks-One time during the warranty period, Smee Homes, Inc. will repair masonry cracks that exceed 3/16th of an inch one time. We cannot guarantee exact color and texture matches in mortar and concrete due to the variations in materials, sun exposure and other factors.

Cabinets

Homeowner Use and Maintenance Guidelines: 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.
Hinges: If hinges catch or drawer glides become sluggish, a small amount of silicone lubricant will improve their performance.
Moisture: Damage to cabinet surfaces and warping can result from operating appliances that generate large amounts of moisture (such as a crock-pot) too near the cabinet. When operating such appliances, place them in a location that is not directly under a cabinet.
Cleaning: Use a soft cotton or microfiber cloth with warm water to clean laminate and high-gloss cabinets. For tougher grime, use a mild solution of 5% dishwashing liquid to 95% water. Always wipe with a clean, damp cloth afterward and dry thoroughly—microfiber is a must for laminates and high gloss to prevent scratches.

Smee Homes, Inc. Limited Warranty Guidelines:

During the orientation, we will confirm that all cabinet parts are installed and that their surfaces are in acceptable condition. Due to normal settling of the home, cabinet doors may require adjustment for proper fit. Smee Homes, Inc. will make such adjustments one time during the warranty period.
Separations: We will correct gaps between cabinets and the ceiling or cabinets and the walls by caulking or other means if the gap exceeds 1/8 inch (locations behind appliances are excluded from this repair).
Warping: If doors or drawer fronts warp in excess of 1/4 inch within 24 inches, we will correct this by adjustment or replacement.
Wood Grain: Readily noticeable variations in wood grain and color are normal in all wood or wood veneer selections. Replacements are not made due to such variations.

Carpet

Homeowner Use and Maintenance Guidelines: 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. Clip off charred fibers and clean with a non-soapy cleaner and water. For large burns, contact a professional.
Cleaning: You can add years to the life of your carpet with regular care. Vacuum regularly—lightly twice a week and thoroughly once. Clean spills immediately by blotting, not rubbing. Test stain removers in a hidden spot first. Have carpets professionally cleaned every 12–18 months.
Crushing: Furniture and traffic may crush a carpet's pile fibers. Use furniture glides and vacuum high-traffic areas often. Rotate furniture to prevent wear. Some matting is normal, especially in halls and on stairs. This is considered normal wear.
Fading: All carpets will slowly lose some color due to natural and artificial forces in the environment. Minimize fading by vacuuming regularly, changing air filters, controlling humidity, and limiting sunlight exposure.
Filtration: Stains may form at door thresholds if doors are closed while AC is running. This is due to air and dust being pulled under the door and filtered through carpet. (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 appears more pronounced than normal. The more dense and uniform the carpet texture, the more visible the seams will be. Carpet styles with low, tight naps result in the most visible seams. While more visible at first, they become less noticeable over time with traffic and vacuuming.
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 carpet often sheds for a short time—this is normal. 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, even stain-resistant carpets can be stained by substances like dye, bleach, or certain foods. Always test cleaners in an inconspicuous spot first. Follow manufacturer guidelines for cleaning.
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.

Continued

Smee Homes, Inc. Limited Warranty Guidelines:

During your orientation, we will confirm that your carpet is in acceptable condition. We will correct stains or spots noted at this time by cleaning, patching, or replacement. Smee Homes, Inc. is not responsible for dye lot variations if replacements are made.
Edges: The edges of carpet along moldings and edges of stairs should be held firmly in place. In some areas, metal or other edging material may be used where carpet meets another floor covering.
Seams: Carpet seams will be visible. Smee Homes, Inc. will repair any gaps or fraying.

Caulk

Homeowner Use and Maintenance Guidelines: Time and weather will shrink and dry 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.

Smee Homes, Inc. Limited Warranty Guidelines:

During the orientation we confirm that appropriate areas are adequately caulked.
One-Time Repair: We will touch up caulking one time during your materials and workmanship period. We suggest that this be performed with your 12-month service.

Ceramic Tile

Homeowner Use and Maintenance Guidelines: Your selection sheets include the brand and color of your ceramic tile.

Cleaning: Ceramic tile is easy to maintain—vacuum as needed and occasionally mop with warm water. Avoid detergents; if needed, use a mild soap solution and rinse well. For wall or countertop tile, clean with nonabrasive soap or tile cleaner to avoid dulling the finish.
Grout Discoloration: Use a fiber brush, cleanser, and water to clean stained grout. Grout cleaners and whiteners are available at hardware stores.
Sealing Grout: Sealing grout is your decision and responsibility. Once grout has been sealed, ongoing maintenance of that seal is necessary and limited warranty coverage on grout that has been sealed is void.
Separations: Expect slight separations to occur in the grout between tiles. Minor grout cracks are normal and can be repaired with premixed grout or tub caulk, especially around tubs and counters. Prompt repairs prevent water damage—follow product directions carefully.

Smee Homes, Inc. Limited Warranty Guidelines:

During the orientation we confirm that tile and grout areas are in acceptable condition. We will repair or replace cracked, badly chipped, or loose tiles noted at that time. Smee Homes, Inc. is not responsible for variations in color or discontinued patterns. New grout may vary in color from the original.
One-Time Repair: Cracks appearing in grouting of ceramic tiles at joints or junctions with other materials are commonly due to shrinkage. Smee Homes, Inc. will repair grouting, if necessary, one time during the first year. We are not responsible for color variations in grout or discontinued colored grout. Any grouting or caulking that is needed after that time is your responsibility.

Concrete Flatwork

Homeowner Use and Maintenance Guidelines: Good drainage protects your foundation and concrete surfaces like the basement floor, porch, patio, driveway, garage, and sidewalks. These floating slabs are not load-bearing and are covered under a one-year warranty. Smee Homes, Inc. builds with flexible connections and non-structural supports to allow for natural movement, especially in basement floors. Some cracking is expected. To minimize this movement by following Smee Homes, Inc. landscaping recommendations, the objective of which is to prevent moisture from reaching soil around and under the home.

Cleaning: Avoid hosing sun-heated concrete with cold water, as sudden temperature changes can damage the surface. Sweep regularly to keep slabs clean. If washing is needed, do so in moderate temperatures. Repeated hosing of the garage floor can worsen cracks and increase soil movement.

Cracks: As concrete cures, it naturally shrinks—about 5/8 inch per 10 feet—causing some cracking. Temperature changes and moisture can worsen this, especially in winter when frost lifts the slab. To minimize damage, maintain proper drainage and seal cracks with waterproof concrete caulk to keep moisture out.

Expansion Joints: Expansion joints help control cracking but may lift as concrete cures and shrinks. If gaps form, fill them with gray silicone sealant from a hardware store to prevent moisture intrusion.

Heavy Vehicles: Prohibit commercial or other extremely heavy vehicles such as moving vans 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.

Ice, Snow, and Chemicals: Driving or parking on snow creates ice on the drive, which magnifies the effects of snow on the concrete surface. Remove ice and snow from concrete slabs as promptly as possible after snowstorms. 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 of these items can cause spalling (chipping of the surface) of concrete.

Post-Tension Slabs: If your home is built on a post-tension slab, avoid any action that penetrates the concrete. The risk of hitting a cable or tendon, which is under considerable tension, makes such actions dangerous.

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.

Smee Homes, Inc. Limited Warranty Guidelines:

Concrete slabs are floating—they are not attached to the home's foundation walls. Because these slabs are not a structural (load bearing) element of the home, they are excluded from coverage under the structural warranty. The limited warranty coverage is for one year unless the requirements of your loan state otherwise.

Color: Concrete slabs vary in color. Smee Homes, Inc. provides no correction for this condition.

Cracks: If cracks exceed ⅛ of an inch wide or ¼ inch in height, Smee Homes, Inc. will repair them once during the warranty year. Ongoing maintenance is the homeowner's responsibility. Replacement is optional but not recommended, as new slabs are also prone to cracking

Finished Floors: Smee Homes, Inc. will correct cracks, settling, or heaving that rupture finish floor materials that we installed as part of the home as you originally purchased it.

Level Floors: Concrete floors in the habitable areas of the home will be level to within 1/4 inch within any 8-ft measurement with the exception of an area specifically designed to slope toward a floor drain.

Separation: Smee Homes, Inc. will correct separation of concrete slabs from the home if separation exceeds one inch.

Settling or Heaving: Smee Homes, Inc. will repair slabs that settle or heave in excess of 2 inches or if such movement results in negative drainage (toward the house) or hazardous vertical displacement.

Spalling (Surface Chips): Causes of spalling include repeated hosing of concrete for cleaning, animal urine, radiator overflow, fertilizer, unclear snow and ice, ice-melting agents, and road salts from vehicles. Repair of spalling is a homeowner maintenance task.

Standing Water: Water may stand on exterior concrete slabs for several hours after precipitation or from roof run-off. Smee Homes, Inc. will correct conditions that cause water to remain longer than 24 hours of cessation of rain.

Condensation

Homeowner Use and Maintenance Guidelines: When warm, moist air comes into contact with 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. Family lifestyle significantly influences two out of three of these conditions.
Humidifier Operation: If your home includes 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 family's lifestyle.
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. When weather conditions permit, open windows so fresh air can circulate through your home. Keep the dryer exhaust hose clean and securely connected.

Smee Homes, Inc. Limited Warranty Guidelines:

Condensation results from weather conditions and a family's lifestyle. Smee Homes, Inc. has no control over these factors. The limited warranty coverage excludes condensation.

Countertops

Homeowner Use and Maintenance Guidelines: The countertops in your kitchen or bathroom may be constructed of glazed ceramic tile, plastic laminate, cultured marble, acrylic, granite or other products. They are designed to provide years of use. Any flaws or damage to your countertops must be documented during the new home orientation in order to be addressed by Smee Homes, Inc. After you move in, the care of your countertops is your responsibility.
Countertops are secured to cabinets and caulked at the wall. As your home naturally expands and contracts with weather changes, small gaps may appear between the wall and countertop. Simply reapply caulk as needed—do not try to shift the countertop, as this can lead to cracking.
To keep your countertops in top condition:

- Always use a cutting board to prevent scratches and surface damage.
- Wipe up spills immediately—especially hot liquids—to avoid staining.
- Avoid dropping heavy items, which can chip or crack the surface.

Material-Specific Care:
Ceramic Tile: Tiles are fragile and hard to match if broken. Use cutting boards and handle items carefully. Clean with warm soapy water, detergent, or a tile cleaner. Promptly clean spills to protect grout. Consider sealing grout annually to reduce staining. Avoid strong cleaners like Lysol, which may discolor grout. Grout sealers and cleaners are available at hardware stores.
Quartz: Quartz countertops are non-absorbent, making them resistant to stains and easy to sanitize. Unlike granite, marble, or concrete, quartz does not require sealing or polishing. Clean with warm water and a gentle sponge to avoid the need for harsh chemical cleaners

Continued

Countertops

Material-Specific Care:
Granite: Granite countertops are beautiful but require proper care. Avoid harsh chemicals, acids, or abrasive pads. Never use vinegar or powdered cleansers, as they can damage the surface. Clean with warm soapy water or an antibacterial cleaner, and blot spills immediately to prevent stains. Always do a spot test before applying any treatments to ensure they won't affect the stone's color or finish.

Smee Homes, Inc. Limited Warranty Guidelines:

During your orientation we confirm that all countertops are in acceptable condition. We repair noticeable surface damage such as chips, cracks, and scratches noted only on the orientation list. Repair of surface damage noted subsequent to this is one of your home maintenance responsibilities.
Separation from Wall: Separation of countertops from walls, backsplash, and around sinks results from normal shrinkage of materials. Smee Homes, Inc. will re-caulk these areas one time during the materials and workmanship warranty. Subsequently caulking will be your home maintenance responsibility.

Doors & Locks

Homeowner Use and Maintenance Guidelines: The wood doors in your home may experience natural shrinkage and warping due to humidity changes and the use of furnaces, showers, and dishwashers. Occasional minor adjustments to interior doors may be necessary.

Bifold Doors: Interior bifold doors sometimes stick or warp because of weather conditions. Apply silicone lubricant to the tracks to minimize this inconvenience.
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 (re-mortising) and raising or lowering the plate accordingly.
Exterior Finish: To extend the life of your exterior wood doors, refinish them annually. Stained doors weather faster than painted ones, so apply wood preserver every three months to protect the finish. Reseal stained doors when the finish starts cracking or crazing.
Hinges: To fix a squeaky door hinge, remove the hinge pin and apply silicone lubricant. Avoid oil, as it can attract dirt. Graphite is also effective but may leave a gray smudge if over-applied.
Keys: Keep a spare privacy lock key out of reach of children. The top edge of the door casing is a common place to store it. A small screwdriver can open some privacy locks if needed.
Locks: Lubricate door locks with graphite or other waterproof lubricant. Avoid oil, as it will gum up.
Shrinkage: Fill minor separations at mitered joints in door trim with putty, filler, or caulk, then repaint. Wood door panels may shrink or expand with temperature and humidity changes, so touch up exposed areas as needed.
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: Sticking doors are often caused by natural wood expansion due to humidity. Before planning the door, try applying paste wax, paraffin, or candle wax to the sticking area, or tighten the door frame screws. If planning is still needed, sand the door and repaint the sanded area to protect 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.

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Doors & Locks

Smee Homes, Inc. Limited Warranty Guidelines:

During the orientation we confirm that all doors are in acceptable condition and correctly adjusted. Smee Homes, Inc. will repair construction damage to doors noted on the orientation list.

Adjustments: Because of normal settling of the home, doors may require adjustment for proper fit. Smee Homes, Inc. will make such adjustments.

Panel Shrinkage: Panels of wood doors shrink and expand in response to changes in temperature and humidity. Although touching up the paint or stain on unfinished exposed areas is your home maintenance responsibility, Smee Homes, Inc. will repair split panels that allow light to be visible.

Warping: Smee Homes, Inc. will repair doors that warp in excess of 1/4 inch.

Drywall

Homeowner Use and Maintenance Guidelines-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.

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

Repairs: Drywall care is your responsibility after the one-time repair service from Smee Homes, Inc. Small cracks can be fixed with paint, larger cracks with spackle or caulk. For nail pops, reset the nail, cover with spackle, sand, and paint. Indentations from sharp objects can be filled similarly. This work is easiest when redecorating.

Smee Homes, Inc. Limited Warranty Guidelines:

During the orientation, we confirm that drywall surfaces are in acceptable condition.

One Time Repairs-*One time during the materials and workmanship warranty,* Smee Homes, Inc. will repair drywall shrinkage cracks and nail pops and will touch up the repaired area using the same paint color that was on the surface when the home was delivered. Touch-ups will be visible. Repainting the entire wall or room to correct this is your choice and responsibility. You are also responsible for custom paint colors or wallpaper that has been applied subsequent to closing.

Lighting Conditions: Smee Homes, Inc. does not repair drywall flaws that are only visible under particular lighting conditions.

Related Warranty Repairs: If drywall repair is needed due to poor workmanship or warranty-related issues, Smee Homes will touch up the area with the original paint. If more than a third of the wall is affected, we may repaint the entire wall. You are responsible for custom paint or wallpaper applied after closing. Touch-ups may not match due to natural aging or dye lot variations.

Easements

Homeowner Use and Care Guidelines: Easements are areas on your property that allow utility lines or drainage to pass through, serving your lot and others. These are permanent and recorded. Items like trees, gardens, sheds, or fences in easements may be disturbed if service companies need access for repairs or connections. Utility companies, the United States Postal Service, and others have the right to install equipment in easements. These might include streetlights, mailboxes, or junction boxes to name a few. Neither Smee Homes, Inc. 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 Smee Homes, Inc. informed of such changes, we are unable to predict specific sites that will include such equipment.

Electrical System

Homeowner Use and Maintenance Guidelines: 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.
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 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.
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.
GFCI (Ground-Fault Circuit-Interrupters): GFCI receptacles act as circuit breakers and are required in areas where water and electricity may mix, such as bathrooms, kitchens, garages, and outdoors. Test GFCI outlets monthly by pressing the test button, then reset using the reset button. If a GFCI trips during use, check for a faulty appliance. A single GFCI can control up to four outlets.

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.***

Grounded System-Your electrical system is a three-wire grounded system. Never remove the bare wire that connects to the box or device.
Light Bulbs-You are responsible for replacing burned-out bulbs other than those noted during your orientation.
Modifications-Having another electrician modify your electrical system during the warranty period can void that portion of your limited warranty.

TROUBLESHOOTING TIPS: NO ELECTRICAL SERVICE

No Electrical Service Anywhere in the Home:
Before calling for service, 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 calling for service, 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.

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Electrical System

Smee Homes, Inc. Limited Warranty Guidelines:

During the orientation, we confirm that light fixtures are in acceptable condition and that all bulbs are working. Smee Homes, Inc. limited warranty excludes any fixture you supplied.

Designed Load: Smee Homes, Inc. will repair any electrical wiring that fails to carry its designed load to meet specifications. If electrical outlets, switches, or fixtures do not function as intended, Smee Homes, Inc. will repair or replace them.
GFCI (Ground-Fault Circuit-Interrupters): Smee Homes, Inc. is not responsible for food spoilage that results from your plugging refrigerators or freezers into a GFCI outlet.
Power Surge: Power surges are the result of local conditions beyond the control of Smee Homes, Inc. and are excluded from limited warranty coverage. These can result in burned-out bulbs or damage to sensitive electronic equipment such as TVs, alarm systems, and computers. Damage resulting from lightning strikes is excluded from limited warranty coverage.

Expansion and Contraction

Homeowner Use and Maintenance Guidelines: Temperature and humidity changes cause building materials to expand and contract, leading to small cracks in drywall, paint, and grout, particularly at moldings, corners, and where tiles meet tubs or sinks. This natural shrinkage, especially of wood, is common in new homes and may continue beyond the first year. Minor cracks can usually be fixed with caulk and paint. Maintenance of caulking is your responsibility as it may shrink or crack over time.

Smee Homes, Inc. Homes Limited Warranty Guidelines:

Smee Homes, Inc. provides one-time repairs to many of the effects of expansion and contraction. See individual categories such as drywall and caulk for details.

Fencing

Homeowner Use and Maintenance Guidelines: Fencing may be included, optional, or added after move-in, depending on your community. If installed by Smee Homes, Inc., its condition is confirmed during your orientation. All fencing types require regular maintenance. Regular maintenance is Homeowner responsibility.
Drainage: When planning or installing fencing, maintain existing drainage patterns. Avoid blocking swales with displaced soil and leave space under the fence for water to flow freely.
Wood Fences: Wood fences are made of rough cedar and may naturally crack, warp, or split over time—this is normal. As the wood shrinks, nails may loosen and need repair. Staining and sealing help preserve the wood. Inspect posts and gates twice a year and adjust hardware as needed.
Wrought Iron Fencing: Wrought iron requires regular maintenance to prevent rust. Touch up chips or scratches as needed and repaint the entire fence every 1–2 years. Keep sprinklers from hitting the fence and ensure water doesn't pool around posts by checking drainage monthly.

Smee Homes, Inc. Homes Limited Warranty Guidelines:

If fencing is part of your home purchase, we will confirm the acceptable condition of the fence during your orientation. Smee Homes, Inc. will correct fence posts that are lose or damaged during the Orientation Walkthrough only. Be aware that damage to fencing caused by severe weather should be referred to your homeowner insurance company and is specifically excluded from warranty coverage.

Foundation

Homeowner Use and Maintenance Guidelines: We install the foundation of your home according to the recommendations of our consulting engineer. The walls of the foundation are poured concrete with steel reinforcing rods. To protect your home's foundation, follow guidelines for installation and maintenance of landscaping and drainage in this manual.
Cracks: Even though an engineer designed the foundation, and we constructed it according to engineering requirements, surface cracks can still develop in the wall. Surface cracks are not detrimental to the structural integrity of your home. If a crack develops in a foundation wall that allows water to come through, submit a warranty claim.

Smee Homes, Inc. Homes Limited Warranty Guidelines:

The foundation of your home has been designed and installed according to the recommendations of an engineer. The walls of the foundation are poured concrete with steel reinforcing rods.
Cosmetic Imperfections: Slight cosmetic imperfections in foundation walls, such as a visible seam where two pours meet or slight honeycombing (aggregate visible), are possible and require no repair unless they permit water to enter.
Cracks: Shrinkage or backfill cracks are not unusual in foundation walls, especially at the corners of basement windows. Smee Homes, Inc. will seal cracks that exceed 1/8 inch in width.
Leaks: Smee Homes, Inc. will correct conditions that permit water to enter the basement, provided you have complied with the drainage, landscaping, and maintenance guidelines.

Garage Overhead Door

Homeowner Use and Maintenance Guidelines: Since the garage door is a large, moving object, periodic maintenance is necessary.
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 community 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 avoid damage, ensure the garage door is unlocked and the pull rope removed before using the opener. If adding an opener after move-in, use the same company that installed the door to maintain warranty coverage. Learn how to operate the door manually for power outages. If installed by Smee Homes, Inc., the electric eye safety feature will be demonstrated at orientation—keep the area clear. Replace remote batteries annually.
Painting: Repaint the garage door when you repaint your home, or more often if needed to maintain a satisfactory appearance.
Sag: The garage door may sag slightly due to its weight and span. This will stabilize after the panels have dried.
Safety: For your safety, after the expiration of the one-year warranty, 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. 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.

Garage Overhead Door

Smee Homes, Inc. Limited Warranty Guidelines:

The garage door should operate smoothly and with reasonable ease. The door can become misaligned and require adjustment, which Smee Homes, Inc. will provide unless the problem is caused by the installation of a garage door opener subsequent to closing on the home. The garage door does not have cosmetic warranty coverages.

Gas Shut-Offs

Homeowner Use and Maintenance Guidelines: You will find shut offs on gas lines near their connection to each item that operates on gas. In addition, there is a main shut-off at the meter. We point these out during the orientation.
Gas Leak: If you suspect a gas leak, leave the home, and call the gas company immediately for emergency service.

Smee Homes, Inc. Limited Warranty Guidelines:

The gas company is responsible for leaks up to the meter. Smee Homes, Inc. will correct leaks from the meter into the home.

Ghosting

Homeowner Use and Maintenance Guidelines: Black sooty stains on walls, ceilings, carpets, and other surfaces are often caused by burning scented candles. These candles release soot due to incomplete combustion, which can settle on home surfaces and be difficult or impossible to remove. Because this staining results from lifestyle choices, such as burning candles, it is not covered under the limited warranty. *See also Carpet/Filtration*.

Grading and Drainage

Homeowner Use and Maintenance Guidelines: The final grades around your home have been inspected and approved for proper drainage of your lot. Our surveyor completes a drainage certification and then the local building authorities as well as Smee Homes inspect the site. Yards drain from one to another. You and your neighbors share an overall drainage plan for the community.
Drainage: Typically, the grade around your home should slope 1 foot in the first 10 feet, tapering to a 2 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 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. Keep these in place at all times, 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 we 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 settling will occur, especially after prolonged or heavy rainfall or melting of large amounts of snow. 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.

Grading and Drainage

Subsurface Drains: Occasionally Smee Homes, Inc. 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*.

Smee Homes, Inc. Limited Warranty Guidelines:

We established the final grade to ensure adequate drainage away from the home. Maintaining this drainage is your responsibility. If you alter the drainage pattern after closing, or if changes in drainage occur due to lack of maintenance, the limited warranty is void.
Backfill Settlement: Backfilled or excavated areas around the foundation and at utility trenches should not interfere with the drainage away from your home. If these areas settle during the first year, Smee Homes will fill the areas one time and afterwards will provide you with fill dirt to maintain positive drainage.
Erosion: Smee Homes, Inc. is not responsible for weather-caused damage to non-landscaped yards after the final grade has been established or the closing date, whichever occurs last
New Sod: New sod installation and the extra watering that accompanies it can cause temporary drainage problems, as can unusually severe weather conditions.
Recommendations: Smee Homes, Inc. documents the grades that exist at the time of delivery of your home or as soon thereafter as possible. The ground must be dry and free of frost to make these determinations. Once final grades are set, Smee Homes, Inc. will inspect drainage problems reported in writing during the warranty period, compare grades to those originally established, and advise you on corrective actions you might take.

Gutters and Downspouts

Homeowner Use and Maintenance Guidelines: Check gutters periodically and remove leaves and/or other debris. Materials that accumulate in gutters can slow water drainage from the roof, cause overflows, and clog the downspouts.
Extensions or Splash Blocks: Extensions should discharge outside of rock or bark beds so that water is not dammed behind the edging materials that might be used.
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.
Snow and Ice: Clear excess snow from downspouts as soon as possible to allow the gutter to drain and to prevent damage. Severe ice or snow build-up can damage gutters, and such damage is not covered by the limited warranty.

Smee Homes, Inc. Limited Warranty Guidelines:

Gutters over 3 feet long are installed with a slight slope so that roof water will flow to the downspouts. We correct leaks that occur during the warranty period. Small amounts of water (up to one inch) will stand for short periods of time in gutters immediately after rain. No correction is required for these conditions. Gutters may overflow during periods of excessively heavy rain. This is expected and requires no repair.

Hardware

Homeowner Use and Maintenance Guidelines: 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 or lubrication.

Smee Homes, Inc. Limited Warranty Guidelines:

We confirm that all hardware is in acceptable condition during orientation. The limited warranty excludes repairs for cosmetic damage subsequent to the orientation. Smee Homes, Inc. will repair hardware items that do not function as intended.

Heating System

Homeowner Use and Maintenance Guidelines: Good maintenance of your system can save energy dollars and prolong the life of the furnace. Carefully read and follow the manufacturer's literature on use and maintenance. Guidelines included are general information only.

Adjust Valves: Experiment with the adjustable valves on your manifolds 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.
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.
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 of your draperies and furnishings, the home may seem cooler than you would expect.
Temperature: Depending on the style of home, temperatures can normally vary from floor to floor as much as 10 degrees or more on extremely cold days. The radiant system will typically cycle on and off more frequently and for shorter periods during severe cold spells.
Thermostat: The radiant heat will come on automatically when the temperature at the thermostat registers below the setting you have selected. Once the system is on, setting the thermostat to a higher temperature will not instantly heat the home faster. The system will cycle the warmer water through heating the home. Conversely, turning the thermostat down to cool down the house will not cool the house instantly.
Trial Run: Have a trial run early in the fall to test the radiant heat. If service is needed, it is much better to discover that before the heating 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.
- The 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.)
- Water Heater is powered on and not reading an error code.

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

Heating System

Smee Homes, Inc. Limited Warranty Guidelines:

We will install heating systems according to local building codes, as well as to engineering designs of the particular model home. The adequacy of the system is determined by its ability to establish a temperature of 70 degrees F, as measured in the center of the room, 5 feet above the floor. In extremely cold temperatures (10 degrees below or colder), the system should be able to maintain a temperature differential of 80 degrees from the outside temperature.

Thermostat: Thermostats are calibrated to plus or minus 5 degrees.

Insulation

Homeowner Use and Maintenance Guidelines: 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.

Smee Homes, Inc. Limited Warranty Guidelines:

Smee Homes, Inc. will install insulation to meet or exceed the building codes applicable at the time of construction and outlined as part of your purchase agreement.

Landscaping

Homeowner Use and Maintenance Guidelines: Detailed landscaping design is beyond the scope of this manual, but local nurseries, books, and professionals can help. Consider factors like proportion, color, maintenance, and drainage. Achieving a beautiful yard takes time and planning; many homeowners complete it in stages. Final grading has been approved by local authorities to ensure proper drainage.

Once escrow closes, you are responsible for maintaining landscaping, including proper watering to avoid plant damage. If landscaping was included with your home, it was designed with drainage in mind. For any permanent additions, consider soil conditions during design and installation.

Backfill: Your home's foundation is surrounded by backfilled soil, which is less compact than undisturbed ground and more prone to water penetration. This can lead to basement leaks, wall cracks, and slab movement. Prevent issues by maintaining proper drainage, installing landscaping correctly, and keeping downspout extensions in place. Regularly inspect backfill areas and drainage components to avoid damage and protect your 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 rain 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.

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. Do not permit them to tie into existing drainage pipes without approval from Smee Homes, Inc. Failure to follow this instruction will void any warranty related to landscaping.

Continued

Landscaping

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 the ultimate size, shape, and growth of the species.
(See also Property Lines.)
Requirements: Check with your local building department and homeowners' association before designing, installing, or changing landscaping for any regulations that they require you to follow.
Seeded Lawns: If lawn seeding was included in your home purchase, consider it just the beginning of establishing your yard. It typically takes three or more growing seasons to develop a healthy lawn, especially with challenging weather or limited maintenance. Expect to overseed periodically, as storms can cause erosion or washouts. Before overseeding, fill low spots with topsoil. Keep traffic off newly seeded areas, avoid weed killers for 120 days, and keep the soil consistently moist—but not soggy.
Sod: Newly placed sod requires extra water for several weeks. Water in the cooler part of the day, (ideally just before sunrise),at regular intervals for the first three weeks. Be aware that new sod and the extra watering it requires can sometimes create drainage concerns (in your yard or your neighbor's) that will disappear when the yard is established and requires normal watering.
Soil Mix: Use quality soil mixes with ample organic material. Apply at least 3 inches of mulch to retain moisture, reduce weeds, and prevent compaction. In clay-heavy areas, improve soil by adding 2 inches of sand and 1 inch of treated, odorless manure, then rototill to a depth of 6 inches (parallel to swales). This enhances water retention and reduces runoff. Whether using seed or sod, proper soil prep supports healthy growth. Use fertilizers and weed/pest controls as needed, and consider organic options for environmental benefits.
Sprinkler System: If your home includes a Smee-installed sprinkler system, the installer will demonstrate its use and make final adjustments after move-in. Homeowners are responsible for routine maintenance, including: Cleaning and adjusting sprinkler heads, Weekly system checks, Seasonal shutdown and draining before freezing weather (to prevent damage) Ensure sprinkler heads are directed away from the home and avoid using trickle or bubbler systems near the foundation. Use automatic timers for consistent watering, and check settings after power outages. Install a backup battery if available.
Stones: The soil in your area may have stones and rocks. Removing these naturally occurring elements is a maintenance activity. If Smee Homes, Inc. installs seed or sod, large rocks will be picked up and surface raking performed. You will need to provide continued attention to this condition as you care for your yard.
Trees: Smee Homes, Inc. values trees for the beauty and value they bring to our communities and takes measures to preserve them during construction. However, existing trees may still suffer delayed damage from soil compaction, root disturbance, water flow changes, or increased exposure. Caring for these trees—including watering during dry periods, mulching, pruning dead branches, and avoiding tilling or planting near roots—is your responsibility. Trees not installed by Smee Homes are not covered under warranty.
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.
(See also Easements.)
Waiting to Landscape: If you leave the 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. Left un-landscaped, your yard will quickly begin to show weeds. 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.

Continued

Landscaping

Smee Homes, Inc. Limited Warranty:

The landscape materials we install (i.e. sprinklers, irrigation lines, etc) are warranted for one growing season. We will confirm the healthy condition of all plant materials during the orientation only. Maintaining landscaping is your responsibility.

Mildew

Homeowner Use and Maintenance Guidelines: Mildew is a moisture-loving fungus that resembles dirt on siding. To test, wipe the area with a bleach-dampened cloth—if the stain fades, it's likely mildew. Homeowners are responsible for removing mildew using solutions available at paint or home improvement stores. Always wear rubber gloves and protective eyewear, as these cleaners can be harsh.

Smee Homes, Inc. Limited Warranty Guidelines:

We will remove any mildew noted during the orientation. Smee Homes, Inc. warranty excludes mildew.

Mirrors

Homeowner Use and Maintenance Guidelines-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.

Smee Homes, Inc. Limited Warranty Guidelines:

We will confirm that all mirrors are in acceptable condition during the orientation. Smee Homes, Inc. will correct scratches, chips, or other damage to mirrors noted during the orientation **only.**

Paint and Stain

Homeowner Use and Maintenance Guidelines: 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.

Exterior: Regular maintenance preserves your home's appearance and value. Inspect painted and stained surfaces annually, and repaint before significant wear develops. Plan to refinish every 2–3 years or as needed based on weather exposure.

Before repainting, reset popped nails, remove peeling paint, sand, prime, and use high-quality paint suited to local conditions. Adjust sprinklers to avoid spraying walls, which can cause blistering and peeling.

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 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.

Wall Cracks: We suggest that you wait until after the first heating season to repair drywall cracks or other separations due to shrinkage. *(See also Drywall.)*

Paint and Stain

Smee Homes, Inc. Limited Warranty Guidelines:

During your orientation we will confirm that all painted or stained surfaces are in acceptable condition. Smee Homes, Inc. will touch up paint as indicated on the orientation list. You are responsible for all subsequent touch-ups; except the painting we perform as part of another warranty repair.

Cracking: As it ages, exterior wood trim will develop minor cracks and raised grain. Much of this will occur during the first year. Raised grain permits moisture to get under the paint and can result in peeling. This is not a defect in materials or workmanship. Paint maintenance of wood trim and gutters is your responsibility.

Fading- Expect fading of exterior paint or stain caused by the effects of sun and weather. Smee Homes, Inc. limited warranty excludes this occurrence.

Touch-Ups-Paint touch-up is visible under certain lighting conditions. Smee Homes does not provide corrections for this condition.

Wood Grain-Because of wood characteristics, color variations will result when stain is applied to wood. This is natural and requires no repair. Today's water-based paints often make wood grain visible on painted trim. Smee Homes, Inc. does not provide corrections for this condition.

Pest and Wildlife

Homeowner Use and Maintenance Guidelines-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.

Phone Jacks

Homeowner Use and Maintenance Guidelines- If your home is equipped with telephone jacks as shown on the selection sheets. Initiating phone service, additions to phone service, and moving phone outlets for decorating purposes or convenience are your responsibility.

Smee Homes, Inc. Limited Warranty Guidelines:

Smee Homes, Inc. will correct outlets positioned so that a wall phone cannot be installed, for instance, if a kitchen phone outlet is positioned too close to a cabinet or countertop backsplash and prevents a wall phone from being connected. Smee Homes, Inc. will repair wiring that does not perform as intended from the phone service box into the home. From the service box outward, care of the wiring is the responsibility of the local telephone service company.

Plumbing

Homeowner Use and Maintenance Guidelines: 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: Although plumbing lines are flushed, minerals may still enter and collect in faucet aerators, causing drips by wearing down washers.
(*See also dripping Faucet.)*
Cleaning: Clean fixtures with a soft sponge and soapy water, avoiding abrasive cleaners that damage finishes. Dry with a cloth to prevent water spots, and use brass cleaner for brass fixtures as recommended.
Clogs: Prevent toilet clogs by avoiding flushing items like diapers, excess paper, or hygiene products. Run cold water when using the garbage disposal, especially with grease, and let it run 10–15 seconds after use. Use a plunger for most clogs, and follow instructions if using drain cleaners. To clean a sink stopper, remove the rod and stopper, clean thoroughly, and reassemble.
Dripping Faucet: To fix a dripping faucet, shut off the water under the sink, remove the faucet stem, replace the washer, and reinstall the stem. The same steps apply to shower heads. Use a washer of the same size and type. To reduce frequent repairs, avoid turning faucets off with excessive force.
(Note: Some manufacturers don't use rubber washers.)
Extended Absence: For extended absences, shut off the main water supply and open faucets to relieve pressure. Turn off the water heater by closing the cold-water valve and setting it to "off," or set it to "vacation" if leaving it full. To drain, attach a hose to the bottom spigot. Always follow the manufacturer's instructions.
Fiberglass Fixtures-For normal cleaning use a nonabrasive bathroom cleanser and sponge or nylon cleaning pad. Avoid steel wool, scrapers, and scouring pads. Auto wax can provide a shine and restore an attractive appearance.
Freezing Pipes-To prevent frozen pipes, keep the home heated to at least 55°F during winter, even when away. Keep garage doors closed to protect plumbing, and in extreme cold or extended absences, open cabinet doors to allow warm air around pipes. If pipes freeze, thaw them with a hair dryer—never use an open flame.
Jetted Tubs: Follow the manufacturer's instructions for your jetted tub. Ensure water is at least one inch above the jets before use, and consult a doctor if pregnant or with heart conditions. Tie back long hair, avoid abrasive cleaners, and clean the system every 1–2 months with a bleach and water cycle, followed by a rinse.
Laundry Tub: If you have a laundry room tub, the faucet does not have an aerator. This is to allow the laundry tub faucet to accept a hose connection.
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: California law requires toilets to use 1.28 gallons per flush or less, which may sometimes require double flushing—but overall, it saves water and meets code. Faucets and shower heads also include non-removable flow restrictors as part of conservation efforts.
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 meter. We will point both of these 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.
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.

Plumbing

Running Toilet: To stop a running toilet, adjust the float if it's too high by gently bending the rod down. Ensure the float moves freely and doesn't touch other parts. Also check the flush handle chain—if too tight, it can prevent the stopper from sealing properly.
Shut-Offs: Your main water shut-off is located near your meter. You use this shut-off for major water emergencies such as a water line break or when you install a sprinkler system or build an addition to your home. Each toilet has a shut-off on the water line under the tank. Hot and cold shutoffs for each sink are on the water lines under the sink.
Sprinklers: You should routinely inspect sprinkler heads and provide seasonal service to maintain proper functioning. (*See also Landscaping/Sprinkler.)*
Stainless Steel: Clean stainless steel sinks with soap and water, avoiding abrasives, bleach, and steel wool. Use stainless-steel cleaner occasionally, rub with the grain, and dry to prevent spots. Don't leave products on the surface or use the sink as a cutting board. Hard or soft water may cause stains or film.
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: PLUMBING

No Water Anywhere in the Home
Before calling for service, check to confirm that the:
- Main shut off on the meter inside your home is open.
- Main shut off at the street is open.
- Individual shut offs for each water-using item is open.

Leak Involving One Sink, Tub, or Toilet
- Check caulking and grout.
- Confirm shower door or tub enclosure was properly closed.
- Turn the water supply off to that item.
- Use other facilities in your home and report problem on next business day.

Leak Involving a Main Line
- Turn water off at the meter in your home.
- Call emergency number for service.

Back Up at One Toilet
If only one toilet is affected, corrections occur during 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 Smee Homes, Inc. or the plumber listed on your Emergency Phone Numbers sheet.
- If you've been in your home for over 30 days, contact a router service.

Sewer Back Up Affecting Entire Home
- Remove 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.

Continued

Plumbing

Smee Homes, Inc. Limited Warranty Guidelines:

During the orientation we will confirm that all plumbing fixtures are in acceptable condition and are functioning properly, and that all faucets and drains operate freely.

Clogged Drain: Smee Homes, Inc. will correct clogged drains that occur during the first 30 days. If a household item is removed from a clogged drain during this time, we will bill you for the drain service. After the first 30 days, you are responsible for correcting clogged drains.
Cosmetic Damage: Smee Homes, Inc. will correct any fixture damage noted on the orientation list only. Repairing chips, scratches, or other surface damage noted subsequent to the orientation list is your responsibility.
Exterior Faucets: Smee Homes, Inc. will repair leaks at exterior faucets noted on the orientation list. Subsequent to orientation, repair of a broken line to an exterior faucet is your responsibility.
Freezing Pipes: Provided the home is heated at a normal level, pipes should not freeze. Set heat at 55 degrees F if you are away during winter months. Keep garage doors closed to protect plumbing lines that run through this area.
Leaks: Smee Homes, Inc. will repair plumbing leaks caused by warranted items and restore any affected drywall or floor coverings. However, we do not cover secondary damages (e.g., wallpaper, drapes, personal belongings), which should be addressed by insurance.
Noise: Changes in temperature or the flow of the water itself will cause some noise in the pipes. This is normal and requires no repair. Smee Homes, Inc. will repair persistent water hammer. Expect temperatures to vary if water is used in more than one location in the home at the exact same time.
Supply: Disruption of service due to failure of the water department system is the responsibility of the water department to correct.

Railings

Homeowner Use and Maintenance Guidelines: 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.

Smee Homes, Inc. Limited Warranty Guidelines:

During the orientation we will confirm that all railings are in good condition. Smee Homes, Inc. installs railings in positions and locations to comply with applicable building codes. Railings should remain securely attached with normal use.

Continued

Resilient Flooring

Homeowner Use and Maintenance Guidelines: Resilient floors are low-maintenance but still need care. Follow the manufacturer's instructions, and avoid applying cleaners or finishes until the adhesive sets—about two weeks. Some floors may need regular floor finish to maintain shine.
Color and Pattern: Your color selection sheets 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: To prevent damage to resilient floors, use coasters on furniture legs and avoid dragging appliances. Professional patching is possible if damage occurs, and leftover scraps may help ensure a better match for repairs.
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. If a nail head becomes visible through resilient flooring, place a block of wood over it and hit the block with a hammer to reset the nail.
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 a special 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.

Smee Homes, Inc. Limited Warranty Guidelines:

We will confirm that resilient floor covering is in acceptable condition during your orientation. Smee Homes, Inc. limited warranty does not cover damage to resilient floors caused by moving furniture or appliances into the home. We can assist you in contacting professionals who can repair such damage if it occurs in your home. Smee Homes, Inc. is not responsible for discontinued selections.
Adhesion: Resilient floor covering should adhere. Smee Homes, Inc. will repair lifting or bubbling and nail pops that appear on the surface.
Ridges: Smee Homes, Inc. has sanded and filled the joints of underlayment to minimize the possibility of ridges showing through resilient floor coverings. Ridging is measured by centering a 6-inch straight edge perpendicular to the ridge with one end tight to the floor. If the opposite end of the straight edge is 1/8 inch or more from the floor, Smee Homes, Inc. will repair this condition.
Seams: Seams will occur and are sealed at the time of installation. Smee Homes, Inc. will correct gaps in excess of 1/16 inch where resilient flooring pieces meet or 1/8 inch where resilient flooring meets another material. Smee Homes, Inc. will correct curling at seams unless caused by excessive water.

Roof

Homeowner Use and Maintenance Guidelines: 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 & Valleys: Keep the gutters, valleys, and downspouts free of debris(such as leaves and accumulating materials) and able to quickly drain precipitation from the roof.
Leaks: If a leak occurs, try to find the exact location. This will greatly simplify finding the area that requires repair when the roof is dry.
Prevent Walking: We do not recommend walking on your roof. Your weight and movement can loosen the roofing material and in turn result in leaks. Never walk on the roof of your home at any time.
Severe Weather: After severe storms, do a visual inspection of the roof for damage. Notify your insurance company if you find pieces of shingle in the yard or shingle edges lifted on the roof.

TROUBLESHOOTING TIPS: ROOF LEAK

Please keep in mind that roof leaks cannot be repaired while the roof is wet.
However, you can get on the schedule to be in line when conditions dry out, so do call in your roof leak.

- Confirm the source of the water is the roof rather than from a
  - Plumbing leak
  - Open window on a higher floor
  - Ice dam
  - Clogged gutter or downspout
  - Blowing rain or snow coming in through code required roof vents
  - Gap in 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 damages to them. Please report damages to homeowners insurance to submit a claim.
- Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider.
- Report the leak to Smee Homes, Inc. during first available business hours.

Smee Homes, Inc. Limited Warranty Guidelines:

Smee Homes, Inc. will repair roof leaks other than those caused by severe weather, such as hail damage, or some action you have taken, such as walking on the roof. Roof repairs are done only when the roof is dry.
Inclement Weather: Storm damage is excluded from warranty coverage. Notify your homeowner insurance company if storm damage is discovered.

Rough Carpentry

Smee Homes, Inc. Limited Warranty Guidelines:

Some floor and stair squeaks are unavoidable. Although Smee Homes, Inc. does not warrant floor squeaks, a reasonable effort will be made to correct them.
Floor Deflection: Floors will deflect (bend) when walked on. This will be more noticeable next to hutches, bookcases, pianos, chairs, and other heavy furniture. This is not a structural deficiency and Smee Homes, Inc. will take no action for this occurrence.
Floor Level: Floors will be level to within 1/4 inch within any 32-inchdistance as measured perpendicular to any ridge or indentation. Smee Homes, Inc. will correct floor slope that exceeds 1/240 of the room.
Plumb Walls-Smee Homes, Inc. will correct walls that are out of plumb more than 1/2 inch in an 8-foot distance or walls that are bowed more than 1/4 inch in any 32-inch measurement

Septic System

Homeowner Use and Maintenance Guidelines: Proper operation and maintenance of your Septic System can have a significant impact on how well it works and how long it lasts. Protect your Septic System from potential damage by not plant anything but grass near your septic system as roots from shrubs and trees can cause damage. Do not drive or operate heavy machinery over any part of the system. In the kitchen avoid washing food scraps, coffee grinds, grease/cooking oils or other food items down the drain. Only use toilet paper that is safe for Septic Systems. Don't use the toilet to dispose of plastics, paper towels, facial tissue, feminine products, cigarette butts, dental floss, diapers, etc.

Smee Homes, Inc. Limited Warranty Guidelines:

Where applicable your home may operate on a septic system. Septic tank pumping is important for a well-functioning household and homeowners need to keep an eye on maintaining their system. Septic tanks should be pumped every two to three years to work efficiently and keep your household in order.
Smee Homes, Inc. is not responsible for pumping of septic systems, maintenance of septic system sand/or clogs due to misuse of the septic system. Please note the location of your septic system and equipment during the homeowner orientation.

Shower Doors or Tub Enclosures

Homeowner Use and Maintenance Guidelines: 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. 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.

Smee Homes, Inc. Limited Warranty Guidelines:

During your orientation we will confirm the good condition of all shower doors and tub enclosures and warrants that shower doors and tub enclosures will function according to manufacturer specifications.

Siding

Homeowner Use and Maintenance Guidelines: 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 entirely eliminated.
Wood and Wood Products: Wood or wood-product siding will require routine re-finishing. 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**.**

Smee Homes, Inc. Limited Warranty Guidelines:

Smee Homes, Inc. warrants all siding to be free of defects in material and workmanship. We will confirm the good condition of the siding during your orientation. Subsequent damage to the siding will be your responsibility to repair. Smee Homes, Inc. will caulk and apply touch-up paint to cracks that exceed 3/16 inch. We provide this repair one time only near the end of the first year. Paint or stain touch-up will not match. We will correct any separation at joints or where siding meets another material if the separation allows water to enter the home.

Smoke Detectors

Homeowner Use and Maintnenance: Read the manufacturer's manual for detailed information on the care of your smoke 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. Most smoke detectors use a 9-volt 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. Smee Homes, Inc. cannot omit any smoke detector, and you should not remove or disable any smoke detector.

Smee Homes, Inc. Limited Warranty Guidelines:

Smee Homes, Inc. does not represent that the smoke detectors will provide the protection for which they are installed or intended. We will test smoke detectors during the orientation to confirm that they are working and to familiarize you with the alarm. You are responsible for obtaining fire insurance.

Stairs

Homeowner Use and Maintenance Guidelines: 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.

Smee Homes, Inc Limited Warranty Guidelines:

Although Smee Homes, Inc does not warrant stair vibration and squeaks, a reasonable effort will be made to correct them.

Termites

Homeowner Use and Maintenance Guidelines: We treat the foundation of your home for termites and provide you with a certificate confirming that treatment. Plan to renew this treatment annually or as directed by the literature that accompanies the certificate. Treatment for other types of insects or animal infestations is your responsibility.
Regular Inspections: Regularly inspect your home for signs of termites or conditions that would allow their attack.

- Check for wrinkles or waves in wood trim.
- Tap wood to see if it sounds or feels hollow.
- Inspect under the carpet tack strip by lifting the edge of carpet in the corner of a room. The tack strip is untreated and provides a convenient path for termites through your home.
- Watch for tubes of dirt, called mud tubes that extend from the soil up to your home.
- Keep soil away from any wood parts of your home.
- Avoid storing wood on the ground and against your home.
- Maintain a safe zone of at least two feet in width around the perimeter of your home. Avoid planting grass or shrubs, installing any sprinkler device, of digging of any kind in this area. If you disturb this area, have it re-treated to restore protection.
- Before installing steppingstones, river rock, concrete, or so on, against the home, chemically treat the area that will be underneath the new material.
- If you add onto or change the exterior of your home, be sure to have the areas treated first.
- If you believe you see signs of termites or if you have any questions, contact your termite treatment company for guidance.

Smee Homes, Inc. Limited Warranty Guidelines:

We certify treatment of your foundation for termites at closing. This is our final action for termites. Smee Homes, Inc. warranty excludes treatment for any other insect (such as ants) or animal (such as mice) infestations.

Ventilation

Crawl Space Vents- Homes with crawl spaces usually include two or more vents. Open crawl space vents for summer months and close them for winter months, pulling insulation over them. Failure to close these vents and replace insulation may result in plumbing lines freezing in the crawl space. This occurrence is not covered by your warranty.

Daily Habits-Your daily habits can help keep your home well ventilated:

- Do not 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 the weather permits.

Smee Homes, Inc. Limited Warranty Guidelines:

Smee Homes, Inc. warranty guidelines for active components (for example, exhaust fans) are discussed under the appropriate headings(such as electrical systems, heating system, and so on).

Water Heater - Gas / Electric

Homeowner Use and Maintenance Guidelines-Carefully read and follow the manufacturer's literature for your specific model of water heater.
Temperature-The recommended thermostat setting for normal everyday use is no higher than 120 degrees. Higher settings can result in injury from scalding. Hot water may take longer to arrive at sinks, tubs, and showers that are farther from the water heater.

TROUBLESHOOTING TIPS: NO HOT WATER

Before calling for service, check to confirm that the:

- Control Panel is on/illuminated.
- The temperature setting is not too low.
- The GFI that controls the unit has not been tripped. Reset by hitting the red button.
- The water heater breaker on your main electric panel is in the on position.(Remember if a breaker trips you must turn it from the tripped position to the off position before you can turn it back on.)
- Refer to the manufacturer's literature for specific locations of these items and possibly other troubleshooting tips.
- Even if the troubleshooting tips do not identify a solution, the info you gather will be useful to the service provider you call.

Smee Homes, Inc. Limited Warranty Guidelines:

Refer to the manufacturer's limited warranty for information regarding coverage of the water heater. *See also Plumbing*.

Whole House Fan

Homeowner Use and Maintenance Guidelines- Carefully read and follow the manufacturer's literature for your specific model of whole house fan.
Cleaning-Clean fan blades and cover with warm, clear water and a non-abrasive cleaner. Do not use powdered cleaner. You can spray directly onto the blades and cover. Dry thoroughly and place back. The motor can be cleaned with a slightly damp cloth. Avoid spraying directly onto the motor.

Windows, Screens, Glass Doors

Homeowner Use and Maintenance Guidelines: Contact a glass company for reglazing any windows that break. Glass is difficult to install without special tools.
Cleaning: Clean aluminum metal surfaces with warm, clear water. Do not use powdered cleaner. After each cleaning, apply silicone lubricant. Clean glass as needed with vinegar and water, a commercial glass cleaner, or the product recommended by the window manufacturer.
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. If your home includes a humidifier, closely observe the manufacturer's directions for its use.
Screen Storage and Maintenance: Many homeowners store screens in winter for more light. Label each screen when removing it for easy reinstallation. Handle with care, as screens can tear and frames can bend. Before reinstalling, clean screens with a gentle hose spray.
French Doors: French doors use tempered glass, which is stronger and breaks into small, safer pieces. In some lighting, the glass may be hard to see. To prevent accidents, keep the screen door closed when the glass is open or add a decal to make the glass more visible.
Sticking Windows: Most sliding windows (both vertical and horizontal) are designed for a 10-poundpull. If sticking occurs or excessive pressure is required to open or close a window, 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. Some manufacturers void their warranty on the windows if you apply tinting or foil lining. Contact the manufacturer to check on their current policy before you apply such coatings.
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.

Smee Homes, Inc. Limited Warranty Guidelines:

We will confirm that all windows, screens, and sliding glass doors are in acceptable condition during the orientation. Smee Homes, Inc. will repair or replace broken windows or damaged screens noted on the orientation list only. Windows should operate with reasonable ease and locks should perform as designed. If they do not, Smee Homes, Inc. will provide adjustments.
Condensation: Condensation on interior surfaces of the window and frame is the result of high humidity within the home and low outside temperatures. You influence the humidity level within your home; Smee Homes, Inc. provides no corrective measure for this condition. Condensation that accumulates between the panes of glass in dual-glazed windows indicates a broken seal. Smee Homes, Inc. will replace the window if this occurs during the warranty period.
Infiltration: Some air and dust will infiltrate around windows, especially before the installation of landscaping in the general area. Smee Homes, Inc. warranty excludes this occurrence.
Scratches: Smee Homes, Inc. confirms that all window glass is in acceptable condition at the orientation. Minor scratches on windows can result from delivery, handling, and other construction activities. Smee Homes, Inc. will replace windows that have scratches readily visible from a distance of 4 feet noted on the homeowner orientation walkthrough list only. Smee Homes, Inc. does not replace windows that have scratches visible only under certain lighting conditions.

Wood Trim

Homeowner Use and Maintenance Guidelines:
Wood trim may shrink during the first two years, especially in the heating season. Stable indoor temperatures help reduce this. Shrinkage can cause gaps at joints or trim pulling from the wall. Use caulk, paint, or re-nail as needed, filling old holes with putty. Lifting base shoe trim is usually due to floor joist shrinkage and can be re-nailed. Consider making all repairs after the first heating season during redecorating**.**
(*See also Expansion and Contraction.)*

Smee Homes, Inc. Limited Warranty Guidelines:

During the orientation we will confirm that wood trim is in acceptable condition. Minor imperfections in wood materials will be visible and will require no action. Smee Homes, Inc. will correct readily noticeable construction damage such as chips and gouges listed during the orientation.
Raised Grain: Because of the effects of weather on natural wood, you should expect raised grain to develop. This is normal and not a defect in the wood or paint. Warranty coverage excludes this condition.
Exterior-Smee Homes, Inc. will caulk and apply touch-up paint to cracks in exterior trim components that exceed 3/16 inch. We provide this repair one time only near the end of the first year. Paint or stain touch-up will not match. We will correct any separation at joints that allows water to enter the home.

BUILDER'S LIMITED WARRANTY

Administered by PWSC

Enclosed with this BUILDER'S LIMITED WARRANTY, is a Builder's Limited Warranty Coverage Validation Form. The Builder's Limited Warranty Coverage Validation Form provides the dates on which the specific warranty coverage periods begin and expire. It is important that this form is retained with the BUILDER'S LIMITED WARRANTY.

This BUILDER'S LIMITED WARRANTY does not cover CONSEQUENTIAL DAMAGES or incidental damages. Liability under this BUILDER'S LIMITED WARRANTY is limited to the amount shown on the Builder's Limited Warranty Coverage Validation Form.

WE make no housing merchant implied warranty of habitability or any other warranties, express or implied, in connection with the sales contract or the warrantied HOME, and all such warranties are excluded, except as expressly provided in this BUILDER'S LIMITED WARRANTY. There are no warranties which extend beyond the face of this BUILDER'S LIMITED WARRANTY.
Some States prohibit the exclusion or limitation of CONSEQUENTIAL DAMAGES or incidental damages by the BUILDER, so all the limitations or exclusions may not apply to YOU.

I. Coverage Limit

The amount shown on the Builder's Limited Warranty Coverage Validation Form is OUR limit of liability. It is the most WE will pay or expend for all covered DEFICIENCIES or DEFINED STRUCTURAL ELEMENT FAILURES regardless of the number of claims made during the warranty period. Once OUR limit of liability has been paid, no further claims can be made against this BUILDER'S LIMITED WARRANTY.

II. Warranty Coverage

Coverage under this BUILDER'S LIMITED WARRANTY changes over the course of the ten year term. Section A refers to coverage provided during the first year; Section B refers to coverage provided during the second year; and Section C refers to coverage provided during the third through tenth year.

Section A Coverage

Year 1 Coverage

Beginning on the WARRANTY DATE-HOME and WARRANTY DATE- COMMON ELEMENTS, WE warrant for one year that the construction of YOUR HOME (including COMMON ELEMENTS related thereto) will conform to the STANDARDS OF PERFORMANCE for first year coverage and warranty tolerances for DEFINED STRUCTURAL ELEMENT FAILURE(S). Coverage under Section A expires one year after the WARRANTY DATE-HOME and/or WARRANTY DATE- COMMON ELEMENTS. To be eligible for coverage WE must receive written notice of the DEFICIENCY or DEFINED STRUCTURAL ELEMENT FAILURE within thirty (30) days after the expiration date of the coverage.

Section B Coverage

Year 2 Coverage

During the second year following the WARRANTY DATE-HOME or WARRANTY DATE-COMMON ELEMENTS, WE warrant that SYSTEMS (including the COMMON ELEMENTS related thereto) will conform to the STANDARDS OF PERFORMANCE for second year coverage and warranty tolerances for DEFINED STRUCTURAL ELEMENT FAILURE(S). Coverage under Section B expires two years after the WARRANTY DATE-HOME or WARRANTY DATE-COMMON ELEMENTS. To be eligible for coverage WE must receive written notice of the SYSTEMS DEFICIENCY or DEFINED STRUCTURAL ELEMENT FAILURE within thirty (30) days after the expiration date of the coverage.

Section C Coverage

Year 3-10 Coverage

During the third through tenth years following the WARRANTY DATE-HOME or WARRANTY DATE-COMMON ELEMENTS, WE warrant the construction of YOUR HOME (including COMMON ELEMENTS related thereto) will conform to the warranty tolerances for DEFINED STRUCTURAL ELEMENT FAILURE(S). Coverage under Section C expires 10 years after the WARRANTY DATE- HOME or WARRANTY DATE-COMMON ELEMENTS. To be eligible for coverage WE must receive written notice of the DEFINED STRUCTURAL ELEMENT FAILURE within thirty (30) days after the expiration of the coverage.

III. OUR Coverage Obligations

All notices of DEFICIENCIES, DEFINED STRUCTURAL ELEMENT FAILURES, and complaints under this BUILDER'S LIMITED WARRANTY must be made by YOU in writing. Telephonic or face-to-face discussion will not protect YOUR rights under this BUILDER'S LIMITED WARRANTY.

WE will have been considered to have breached

this BUILDER'S LIMITED WARRANTY only if WE fail to correct a DEFICIENCY or DEFINED STRUCTURAL ELEMENT FAILURE in accordance with the terms and conditions of this BUILDER'S LIMITED WARRANTY.

DEFICIENCIES

In the event a DEFICIENCY occurs during the applicable coverage period, WE will, upon receiving written notice from YOU, test or inspect the DEFICIENCY to confirm coverage for the DEFICIENCY within a reasonable time after WE receive YOUR notice. Upon confirmation of a DEFICIENCY, WE, OUR insurer, or another third party designated by US will repair, replace or pay YOU the actual cost of repairing or replacing the DEFICIENCY. The decision to repair, replace, or to make payment to YOU is at OUR or OUR insurer's sole option.

DEFINED STRUCTURAL ELEMENT FAILURE

In the event a DEFINED STRUCTURAL ELEMENT FAILURE occurs during the applicable coverage period, WE, OUR insurer, or another third party designated by US will, upon receiving written notice from YOU, test or inspect the DEFINED STRUCTURAL ELEMENT FAILURE to confirm coverage for the DEFINED STRUCTURAL ELEMENT FAILURE within a reasonable time after WE receive YOUR notice. Upon confirmation of a DEFINED STRUCTURAL ELEMENT FAILURE, WE, OUR insurer, or another third party designated by US will repair, replace or pay YOU the actual cost of repairing or replacing the DEFINED STRUCTURAL ELEMENT FAILURE. The decision to repair, replace, or to make payment to YOU is at OUR or OUR insurer's sole option.

IV. Coverage Limitations

When WE repair a DEFICIENCY or DEFINED STRUCTURAL ELEMENT FAILURE, the repair will include the correction or replacement of only those surfaces, finishes and coverings that were damaged by the DEFICIENCY or DEFINED STRUCTURAL ELEMENT FAILURE that were part of the HOME when title was first transferred by US. WE will repair and replace surfaces, finishes and coverings that require removal or replacement in order for US to repair or replace DEFICIENCIES and DEFINED STRUCTURAL ELEMENT FAILURE(S). The extent of OUR repair and replacement of these surfaces, finishes or coverings will be to approximately the same condition they were in prior to the DEFICIENCY or DEFINED STRUCTURAL ELEMENT FAILURE, but not necessarily to a like new condition. WE will only refinish those surfaces that were damaged by a DEFICIENCY or DEFINED STRUCTURAL ELEMENT FAILURE. When WE undertake repair on surfaces, finishes and coverings, OUR repair will attempt to achieve as close a match with the original surrounding areas as is reasonably possible, but WE cannot guarantee an exact match due to such factors as fading, aging and unavailability of the same materials.

V. Exclusions

A. This BUILDER'S LIMITED WARRANTY does not cover:

1. Any DEFICIENCIES or DEFINED STRUCTURAL ELEMENT FAILURE(S) resulting, either directly or indirectly, from the following causes or occurring in the following situations:

a. Fire;
b. Lightning;
c. Acts of God;
d. Explosion;
e. Riot and Civil Commotion;
f. Smoke;
g. Hail;
h. Aircraft;
i. Falling Objects;
j. Vehicles;
k. Floods;
l. Wind Driven Water;
m. Earth Movement including but not limited to:
i. Earthquake, landslide or mudslide; ii. Mine subsidence, sinkholes or changes in the underground water table not reasonably foreseeable at the time of construction;
iii. Volcanic eruption; explosion or eXusion;
n. Wind including but not limited to:
i. Gale force winds; ii. Hurricanes; iii. Tropical storms; iv. Tornadoes;

o. Insects, animals or vermin;
p. Rot, moisture, corrosion, rust or mildew;
q. Changes of the grading of the ground by anyone other than US or OUR agents, or subcontractors;
r. Changes, additions, or alterations made to the HOME by anyone after the WARRANTY DATE-HOME or WARRANTY DATE-COMMON ELEMENTS, except those made or authorized by US;

s. Any defect in material or workmanship supplied by anyone other than US or OUR agents, or subcontractors;

t. Improper maintenance, negligence or improper use of the HOME by YOU or anyone else;

u. Dampness or condensation due to YOUR failure to provide adequate ventilation;

v. Abnormal loading on floors which exceeds design loads;

2. Any costs arising from, or any DEFICIENCIES or DEFINED STRUCTURAL ELEMENT FAILURE(S) resulting from the actual, alleged or threatened discharge, dispersal, release or escape of POLLUTANTS. WE will not cover costs or expenses arising from the uninhabitability or health risk due to the proximity of POLLUTANTS. WE will not cover costs, or expenses resulting from the direction of any governmental entity to test, clean-up, remove, treat, contain or monitor POLLUTANTS ;

3. Any costs arising from, or any DEFICIENCIES or DEFINED STRUCTURAL ELEMENT FAILURE(S) resulting from the eXects of electromagnetic fields (EMF's) or radiation;

4. Any damage to personal property;

5. Any CONSEQUENTIAL DAMAGES ;

6. Any damage to CONSUMER PRODUCTS ;

7. Any DEFICIENCIES or DEFINED STRUCTURAL ELEMENT FAILURES:

a. that YOU become aware of after the HOME is not being used primarily as a residence;

b. which YOU have not taken timely and reasonable steps to protect and minimize damage after WE have provided YOU with written authorization to prevent further damage;

8. Any DEFICIENCY or DEFINED STRUCTURAL ELEMENT FAILURE that is covered by any other express warranty or insurance coverage YOU may have; and

9. Any non-conformity with local building codes, regulations or requirements that has not resulted in a DEFICIENCY or DEFINED STRUCTURAL ELEMENT FAILURE. While WE acknowledge OUR responsibility to build in accordance with applicable building codes, this BUILDER'S LIMITED WARRANTY does not cover building code violations in the absence of a DEFICIENCY or a DEFINED STRUCTURAL ELEMENT FAILURE. In such instance, YOUR recourse is under the building code and other applicable laws and not under this BUILDER'S LIMITED WARRANTY. This exclusion in no way mitigates or relieves US of OUR obligation to build in accordance with applicable building codes.

B. OUR BUILDER'S LIMITED WARRANTY does not cover any loss or damage as a result of any DEFICIENCY or DEFINED STRUCTURAL ELEMENT FAILURE which would not have occurred in the absence of one or more of the events or conditions listed in Exclusions, Section A.1, A.2 or A.3. above. OUR BUILDER'S LIMITED WARRANTY does not cover any such loss or damage regardless of:

1. the cause of the excluded event or condition; or 2.other causes of the loss or damage; or 3. whether other causes acted concurrently or in any sequence with the excluded event or condition to produce the loss or damage.

VI.Procedure to Request US To Perform Under This BUILDER'S LIMITED WARRANTY

If YOU become aware of a DEFICIENCY or DEFINED STRUCTURAL ELEMENT FAILURE that YOU believe is covered under this BUILDER'S LIMITED WARRANTY, YOU have the following responsibilities:

A. Notification

Notify US in writing as soon as it is reasonably possible, but in no event may YOUR written notice be received by US or postmarked later than thirty (30)days after the warranty for the DEFICIENCY or DEFINED STRUCTURAL ELEMENT FAILURE expires.

If the written notice is postmarked or received by US more than thirty (30) days beyond the warranty expiration date, WE shall have no obligation to repair or replace the DEFICIENCY or DEFINED STRUCTURAL ELEMENT FAILURE.

If the DEFICIENCY or DEFINED STRUCTURAL ELEMENT FAILURE involves a COMMON ELEMENT written notice must be made by a designated representative of the condominium association.

B. Cooperate With US

YOU must give US, OUR employees, agents, subcontractors or insurers reasonable help in investigating, monitoring or correcting DEFICIENCIES or DEFINED STRUCTURAL ELEMENT FAILURES. Help includes, but is not limited to, granting US reasonable access to YOUR HOME.

If YOU fail to help US, WE will have no obligation to repair, replace or pay YOU for DEFICIENCIES or DEFINED STRUCTURAL ELEMENT FAILURES.

C. Do Not Make Voluntary Payments

YOU agree not to make any voluntary payments or assume any obligations or incur any expenses for the remedy of a condition YOU believe is a DEFICIENCY or DEFINED STRUCTURAL ELEMENT FAILURE without OUR prior written approval. WE will not reimburse YOU for costs incurred where YOU did not obtain OUR prior written approval.

However, YOU may incur reasonable expenses in making repairs in an EMERGENCY CONDITION without OUR prior written approval, provided the repairs are solely for the protection of the HOME from further damage, and provided YOU notify US as soon as possible, but in no event later than 5 days after the repairs were undertaken. To obtain reimbursement for repairs made during an EMERGENCY CONDITION, YOU must provide US with an accurate written record of the repair costs.

D. Sign A Release

When WE have completed repairing, replacing or paying YOU the cost of repairing or replacing, DEFICIENCIES or DEFINED STRUCTURAL ELEMENT FAILURES, YOU must sign a full release of OUR obligation for the DEFICIENCIES or DEFINED STRUCTURAL ELEMENT FAILURES WE corrected.

E. If YOU Disagree With US

Binding Arbitration will be the sole remedy for resolving disputes between YOU and US that arise from or relate to this BUILDER'S LIMITED WARRANTY. The binding arbitration procedure is described in the following section.

VII. Binding Arbitration Procedure

Any disputes between YOU and US or OUR insurer related to or arising from this BUILDER'S LIMITED WARRANTY will be resolved by binding arbitration. Disputes subject to binding arbitration include but are not limited to:

A. WE do not agree with YOU that a DEFICIENCY or DEFINED STRUCTURAL ELEMENT FAILURE is covered by this BUILDER'S LIMITED WARRANTY;

B. WE do not correct a DEFICIENCY or DEFINED STRUCTURAL ELEMENT FAILURE to YOUR satisfaction or in a manner that YOU believe this BUILDER'S LIMITED WARRANTY requires; C. WE fail to respond to YOUR written notice of a DEFICIENCY or DEFINED STRUCTURAL ELEMENT FAILURE;

D. Disputes related to COMMON ELEMENTS; E. Alleged breach of this BUILDER'S LIMITED WARRANTY;

F. Alleged violations of consumer protection, unfair trade practice, or other statutes;

G. Disputes concerning the issues that should be submitted to binding arbitration;

H. Disputes concerning the timeliness of binding arbitration requests.

Any binding arbitration proceeding will be conducted by an independent arbitration organization designated by PWSC or OUR insurer. The rules and procedures followed will be those of the designated arbitration organization. A copy of the applicable rules and procedures will be delivered to YOU upon request.

The arbitration will determine YOUR and OUR or OUR insurer's rights and obligations under this BUILDER'S LIMITED WARRANTY. These rights and obligations include but are not limited to those provided to YOU or US by local, state or federal statutes in connection with this BUILDER'S LIMITED WARRANTY.

The award of the arbitrator will be final, binding and enforceable as to both YOU and US or OUR insurer, except as modified, or vacated in accordance with applicable rules and procedures of the designated arbitration organization, or, in their absence, the United States Arbitration Act (9 U.S.C.' 1 et seq.)

Binding arbitration shall be the sole remedy for resolving disputes for YOU and US and OUR insurer.

The costs and expenses for the arbitration will be paid by US or OUR insurer except for the Eighty Dollar ($80.00) arbitration filing fee which will be paid by the party requesting arbitration. If YOU request arbitration and YOU prevail on any claimed DEFICIENCY or DEFINED STRUCTURAL ELEMENT FAILURE under dispute, the Eighty Dollar ($80.00) arbitration filing fee will be refunded to YOU.

The process for YOU to initiate arbitration is described below. WE will use the same process if WE initiate arbitration.

Step 1

YOU complete a Binding Arbitration Request Form and mail it together with an Eighty Dollar ($80.00) arbitration filing fee to PWSC. A Binding Arbitration Request Form is attached to this BUILDER'S LIMITED WARRANTY. YOUR Binding Arbitration Request Form must be received no later than 90 days after the coverage for the disputed item expires. Please Note that while YOU have 90 days to file for arbitration, this time period does not extend the warranty coverage period for DEFICIENCIES or DEFINED STRUCTURAL ELEMENT FAILURES. YOU must still notify US of an alleged DEFICIENCY or DEFINED STRUCTURAL ELEMENT FAILURE no later than 30 days after coverage for that item expires.

Step 2

PWSC Will Arrange the Arbitration Proceeding. The Arbitrator or arbitration organization will notify YOU of the time, date and location of the arbitration hearing. Most often the hearing will be conducted at YOUR HOME or some other location that is agreeable to all the parties of the dispute. In scheduling the hearing the arbitrator will set a time and date that is reasonably convenient to all the parties.

Step 3

The Arbitration Hearing. The parties at the arbitration hearing will include the arbitrator, YOU, US and/or OUR insurer. After evidence is presented by YOU, US or OUR insurer, an award will be rendered by the arbitrator. The award is final and binding on YOU, US and OUR insurer. The award will include a ruling on the existence of any claimed or alleged DEFICIENCIES or DEFINED STRUCTURAL ELEMENT FAILURES as well as any other disputed matters or issues related to this BUILDER'S LIMITED WARRANTY.

Step 4

OUR Arbitration Performance Obligations. WE will comply with the arbitrator's award no later than 60 days from the date of the award. However, delays caused by circumstances beyond OUR or OUR insurer's control shall be excused.

Step 5

If WE Fail To Comply With The Award. YOU should contact PWSC at its mailing address specified in this BUILDER'S LIMITED WARRANTY if the arbitrator's award is not complied with in a timely manner. PWSC will then be responsible for contacting the arbitration organization. PWSC will establish an appropriate process to enforce compliance of the award as provided in the original binding arbitration proceeding.

A. Separation of This BUILDER'S LIMITED WARRANTY From The Contract Of Sale This BUILDER'S LIMITED WARRANTY is separate and independent of the contract between YOU and US for the construction and/or sale of YOUR HOME. The provisions of this BUILDER'S LIMITED WARRANTY shall in no way be restricted by anything contained in the construction and/or sales contract between YOU and US.

B. Transfer to Subsequent HOMEOWNERS
YOU may transfer this BUILDER'S LIMITED WARRANTY to new owners of the HOME for the remainder of the warranty coverage period provided that YOU or the new owners notify PWSC in writing, utilizing the Subsequent Home Buyer Acknowledgement and Assignment form attached to this BUILDER'S LIMITED WARRANTY after ownership is transferred. OUR duties under this BUILDER'S LIMITED WARRANTY to the new HOMEOWNER will not exceed the limit of liability then remaining, if any.

C. Transfer of Manufacturer's Warranties
WE assign to YOU all the manufacturer's warranties on all the appliances and equipment that WE installed in YOUR HOME. Should an appliance or item of equipment malfunction YOU must follow the procedures set forth in that manufacturer's warranty to correct the problem. OUR obligation under this BUILDER'S LIMITED WARRANTY is limited to the workmanlike installation of such appliances and equipment. WE have no obligation for appliances and equipment defined as CONSUMER PRODUCTS.

D. Recovery Rights
If WE repair, replace or pay YOU the cost to repair or replace a DEFICIENCY or DEFINED STRUCTURAL ELEMENT FAILURE, or other related damage to YOUR HOME covered by this BUILDER'S LIMITED WARRANTY, WE are entitled, to the extent of OUR payment, to take over YOUR related rights of recovery from other people and organizations, including but not limited to, other warranties and insurance. YOU have an obligation not to make it harder for US to enforce these rights. YOU agree to sign any papers, deliver them to US, and do anything else that is necessary to help US exercise OUR rights.

E. General Provisions

1. If any of the terms or provisions of this BUILDER'S LIMITED WARRANTY conflict with the statutes of the state in which this BUILDER'S LIMITED WARRANTY is issued the warranty is amended to conform to such statute, except insofar as the terms and provisions are governed by the United States Arbitration Act.
2. If a court of competent jurisdiction deems any provision of this BUILDER'S LIMITED WARRANTY unenforceable, that determination will not aXect the remaining provisions.
3. T his BUILDER'S LIMITED WARRANTY is to be binding on YOU and US and, as respects the arbitration process, on OUR insurer. It is also binding on YOUR and OUR heirs, executors, administrators, successors, and assigns, subject to paragraph B of the General Conditions.
4. As may be appropriate, the use of the plural in this BUILDER'S LIMITED WARRANTY includes the singular, and the use of one gender includes all genders.

IX. Definitions

BUILDER means the individual, partnership, corporation or other entity which participates in the Warranty Program administered by the Professional Warranty Service Corporation and provides YOU with this BUILDER'S LIMITED WARRANTY. Throughout this document the BUILDER is also referred to as "WE", "US" and "OUR".

BUILDER'S LIMITED WARRANTY means only this express warranty document provided to YOU by US.

COMMON ELEMENTS means the structure, components of enclosure, and any part of the HOME, as specified in the condominium documents as a COMMON ELEMENT. This may include, but is not limited to, corridors, lobbies, vertical transportation elements, rooms, balconies or other spaces that are for the common use of the residents of the HOME. SYSTEMS serving two or more HOMES, and the outbuildings that contain parts of such SYSTEMS are also included in this definition.

CONSEQUENTIAL DAMAGES means a loss or injury other than the cost to correct a DEFICIENCY or DEFINED STRUCTURAL ELEMENT FAILURE. This definition includes, but is not limited to, costs of shelter, food, transportation; moving and storage; any other expenses related to inconvenience or relocation during repairs to the HOME. CONSEQUENTIAL DAMAGES also refers to diminished market value of the HOME.

CONSUMER PRODUCT means any item of equipment, appliance or other item defined as a CONSUMER PRODUCT in the Magnuson-Moss Warranty Act (15 U.S.C.. 2301, et seq.) Examples of Consumer Products include, but are not limited to, dishwasher, garbage disposal, gas or electric cooktop, range, range hood, refrigerator or refrigerator/freezer combination, gas oven, electric oven, microwave oven, trash compactor, garage door opener, clothes washer and dryer, hot water heater and thermostat.

DEFICIENCY (IES) means defects in materials or workmanship used in constructing the HOME. The defects must fail to conform with the standards and tolerances described in the STANDARDS OF PERFORMANCE section of this BUILDER'S LIMITED WARRANTY. OUR failure to complete the HOME or any portion of the HOME does not constitute a DEFICIENCY.

DEFINED STRUCTURAL ELEMENT FAILURE means that one or more of the structural elements identified below contains a flaw of such a magnitude that the warranty tolerance is exceeded. The only structural elements WE cover and their respective tolerances are as follows:

BINDING ARBITRATION REQUEST FORM

Dear Homeowner:

Prior to requesting Professional Warranty Service Corporation (PWSC) to begin a binding arbitration procedure for your claimed Builder's Limited Warranty deficiencies, you should have sent your builder a clear and specific written request to correct those deficiencies. If you have already requested your builder in writing to correct a deficiency that you think is covered by the Builder's Limited Warranty, and believe the builder has not properly responded, fill out this form and send it to PWSC. Be sure to attach a copy of the written complaint that you previously sent to the builder.

The information you need to fill out this form can be found on the Builder's Limited Warranty Coverage Validation Form. However, if you do not know the answers to any questions, write "Don't Know." Please do not leave any item blank.

Your name: _____

Address: _____

City: _____ State:_____ Zip: _____

Phone: _____ Cell phone: _____

Builder's limited warranty: (warranty #) _____

Warranty date-home: (close of escrow date) _____

Builder ID#: _____ If applicable, FHA/VA case: _____

Named builder insured (builder name) _____

Address:_____

City: _____ State: _____ Zip: _____

Describe the deficiencies which you think are covered by the Builder's Limited Warranty. Include when the deficiency first occurred or when you first noticed the deficiency. (Use additional sheets, if necessary).

I/we are hereby requesting PWSC to initiate an arbitration to determine the builder's obligations with respect to the existence of alleged deficiencies under the Builder's Limited Warranty and under applicable federal, state, and local law regarding the Builder's Limited Warranty. I/we understand that the arbitration award shall be final and binding on all parties and shall limit our ability to initiate a lawsuit against the builder and/ or PWSC or the Builder's Limited Warranty insurer.

Signature: _____ Date: _____

Signature: _____ Date: _____

INSTRUCTIONS: Email or Send this Binding Arbitration Request Form along with the required eighty dollar ($80.00) arbitration filing fee to: warrantyclaims@pwsc.com

Professional Warranty Service
Corporation P.O. Box 800, Annandale,
VA 22003-0800

SUBSEQUENT HOME BUYER ACKNOWLEDGEMENT AND ASSIGNMENT

Upon execution of this form any coverage remaining under the BUILDER'S LIMITED WARRANTY applicable to the home as specified on the Builder's Limited Warranty Coverage Validation Form is transferred to the subsequent homeowner. Any obligations under the BUILDER'S LIMITED WARRANTY to any subsequent homeowner shall not exceed the limit of liability remaining at the time of transfer, if any.
The undersigned home buyer(s) hereby acknowledges and agrees:

- I /we acknowledge that I/we have reviewed and understand the BUILDER'S LIMITED WARRANTY document (PWSC 107).
- I /we understand and acknowledge that Professional Warranty Service Corporation ("PWSC") is not the warrantor of the BUILDER'S LIMITED WARRANTY.
- I /we understand that I/we am responsible for the maintenance of the home including maintenance of the grade of the land surrounding the home, and that the builder shall not be responsible for any damage to the home which is the result of my/our failure to maintain the home.
- I /we acknowledge and agree all disputes under and relating to the BUILDER'S LIMITED WARRANTY (including disputes on which issues shall be submitted to arbitration; alleged breach of the BUILDER'S LIMITED WARRANTY; and alleged violations of statutes or regulations relating to consumer protection or unfair trade practices) shall be submitted to binding arbitration before an independent third party arbitration organization. I/we agree the decision of the arbitrator(s) shall be binding on all parties to the arbitration. Any such binding arbitration(s) shall be conducted in accordance with the rules and procedures applicable to the arbitration organization hearing the dispute or, where those rules are silent, the United States Arbitration Act (9 U.S.C. ' 1 et. seq).

Signature of subsequent home buyer(s):

Print name: _____ Date: _____

Signature: _____

Print name:_____ Date: _____

Signature: _____

Address of home: _____

City: _____ State: _____ Zip: _____

Builder's limited warranty coverage validation number: _____

INSTRUCTIONS: Sign, fill in Limited Warranty # in the space provided (this number is provided on the Builder's Limited Warranty Coverage Validation Form), and provide a telephone number where you can be reached. Send this form and a copy of the settlement/closing documents indicating transfer of title to: Professional Warranty Service Corporation, P.O. Box 800 Annandale, VA 22003-0800 or warrantyclaims@pwsc.com.

CONTACT CUSTOMER SERVICE



559-788-2853



customerservice@smeehomes.com



www.smeehomes.com