

 **G A R M A N**  
H O M E S

*new home guide*

# Buying Journey

1. Purchase Agreement Signed
2. Guaranteed Closing Date
3. Get your loan
4. Schedule Closing Time

# Buying Journey

## Purchase Agreement Signed

We use all of the information in your purchase agreement to order your plans - if it's not in your purchase agreement, it won't be on your plans. Once the Purchase Agreement is signed by both parties, NO changes can be made.

\*Repeat, the ship has sailed. Bon Voyage — your New Home is on it's way!

# Buying Journey

## Get Your Loan:

Full loan application with documentation. You have less time than you think to make a decision about your lender. Choose quickly. Get approved. If you switch lenders, we need to know.

## Schedule Closing Time:

Occurs about 30 days prior to Closing!

# Construction Journey

## Orientation: 2 hrs

### *Your New Home*

- Demonstrate Home Features
- Confirm functioning parts of home
- Identify remaining touch-ups
- Review Warranty process

## Final Walk: 30 mins

### *Your New Home*

- Quick check-in from the Orientation Meeting... and you're off to closing!

# Warranty Journey

## 45-Day Appointment

- Preventative Check
- We will discuss expectations for the 1st year warranty, reminders and any questions/concerns you have

## 11-Month Appointment

- We will contact you to walk your home prior to scheduling the 11-Month Warranty Appointment.
- Fit & Finish: This is when we fix nail pops, stress cracks, separation of trim, etc.
- Trade partners for this appointment may include: Paint crew, framers, tilers and our door company.

# Warranty Journey

What happens between your 45-Day and 11-Month Check-In Appointments??

## *Emergency Issues*

- The sticker under the sink has main contacts for emergency service
- If your issue is not plumbing, electrical, or HVAC, email your warranty manager directly or email [warranty@garmanhomes.com](mailto:warranty@garmanhomes.com) or in Greensboro [warrantygso@garmanhomes.com](mailto:warrantygso@garmanhomes.com)

## *Non-emergency Issues*

- Keep a list of items you'd like to look at and discuss at our 11 Month Appointment
- Direct appliance-related issues to Ferguson. (Contact information can be found on sticker under sink)

# Warranty Journey

What to do when you're outside of your *first year*? Is it warrantable?

Your Garman home comes with a 10 year structural warranty through Quality Builders.

Use their website to check the warrantability of issues:  
[QBWC.com/my-coverage](https://qbwc.com/my-coverage)

**HOME WARRANTY**

[qbwc.com/my-coverage](https://qbwc.com/my-coverage)





# YOUR NEW HOME MAINTENANCE SCHEDULE

Each Garman home is comprised of multiple components that work together as a system. In order for your home to perform as designed, proper maintenance will need to be performed at certain intervals throughout the life of your home. The following section will outline recommendations for proper maintenance on some of the most common items, but is not meant to be an exhaustive list.



## Monthly

### INSPECTIONS

- Caulk joints
- Smoke/Carbon Monoxide detectors
- Test ground-fault circuit interruptors (GFCI) receptacles
- Tile & Grout: Cleaning and sealing

## Quarterly

### INSPECTIONS

- Check crawlspace
- Condensation line for HVAC
- Exterior Doors
- Garage door: Track & motor lubrication
- Gutters: Clean out & check downspouts
- Range hood filter
- Tubs & Sinks; check traps, etc.

## Bi-Annual

### INSPECTIONS

- Dryer vent
- Exterior caulk
- HVAC system
- Landscaping/ Erosion
- Main water valve
- Washer connections
- Windows

## Yearly

### INSPECTIONS

- Exterior paint
- Garage door: tighten cracks
- Insulation
- Service tankless water heater (if applicable)



# PROPER CARE OF YOUR NEW HOME

<b>Appliances</b>	Refer to manufacturer guidelines. Register appliances using QR code on the appliances.
<b>Bath fixtures &amp; faucets</b>	Check seal tightness. Clean using non-abrasive cleansers. Clean aerators occasionally to maintain proper pressure.
<b>Bathtile</b>	Fill seams & corners in tub/shower area with silicone caulk. Do not use acidic cleaner on grouted areas. Seal grout within first few months of closing.
<b>Cabinets</b>	Clean surfaces with soap and water. Prevent sitting water on cabinet surfaces. Dry tableware before putting into cabinets. Maintain caulking around sinks, appliances and backsplashes.
<b>Countertops - Granite (Natural Stone)</b>	Wipe spills immediately. Use hot pads and coasters to prevent scratching. Avoid vinegar & acidic cleansers. Seal twice a year or use cleanser with sealant.
<b>Countertops - Quartz (Solid Surface)</b>	Use non-abrasive cleansers. Remove stains with ammonia-based cleaner.
<b>Drywall</b>	Repair hairline cracks with caulk or spackling. Repair nail pops by resetting the nail or screw, then fill the void with spackling, sand & repaint.
<b>Door hardware</b>	Tighten door knobs with a screwdriver. Lubricate with graphite lubricants.



# PROPER CARE OF YOUR NEW HOME

<b>Fireplace</b>	Never burn anything in a gas fireplace. Inspect biannually.
<b>Flooring - Carpet</b>	Clean stains immediately. Have carpet cleaned professionally with hot water extraction once a year to remove dirt. Direct sunlight will age carpet.
<b>Flooring - Tile</b>	Sweep before cleaning to remove abrasive particles. Use mild non-oil based cleanser. Use protective pads on furniture. Tile floors may vary in color & appearance.
<b>Flooring - Vinyl</b>	Remove spills immediately. Use protective pads on furniture. Avoid dragging or rolling objects on the floor. Rubber mats may discolor surface.
<b>Flooring - Wood &amp; Laminate</b>	Avoid wet mopping or excessive water. Use protective pads on furniture. Direct sunlight may damage/discolor the floor. Sweep before cleaning to remove abrasive particles. Clean within manufacturers guidelines.
<b>Mirrors &amp; Glass doors</b>	Squeegee shower glass to prevent buildup of soap. Clean with nonabrasive cleaner. Clean all glass with glass cleaner. Apply new caulking around all glass near wet areas when necessary.
<b>Paint &amp; Interior finishes</b>	Wash enamel paint in baths & kitchen gently. Do not wash flat paint areas. Discoloration can happen over time. Even when using the same paint, matching touchups is not guaranteed.

# ≡ Mechanicals ≡

## PROPER CARE OF YOUR NEW HOME

<b>Air conditioning</b>	Change or clean air filters every 2 months. Clear condensation lines of debris & insulation. Keep area around compressor (exterior unit) clear. Clean dirt/dust from coil surfaces. Clean furnace and air handlers yearly. Have system inspected yearly. Replace all filters per manufacturer guidelines. If basement home, install dehumidifier.
<b>Dryer vent</b>	Clean lint from vent once a year. Make sure exterior flap on exhaust vent is operable and not blocked.
<b>Electrical system</b>	Test GFCI receptacles & arc fault breakers quarterly. Inspect interior and exterior panels & breakers.
<b>Exhaust fans</b>	Turn off fans before cleaning. Clean fan filter annually. Use fans while cooking/showering to remove smoke/humidity. Make sure exterior grills/covers of exhaust fans are clear of debris.
<b>Garbage disposible (if applicable)</b>	Run cold water before and after using disposal. Disposal has an internal circuit breaker - the button is on the bottom of the unit. Insert hoods loosely to prevent jamming. Some municipalities do not allow garbage disposals. Turn off & unplug.
<b>Plumbing</b>	Remove all hoses during cold months to prevent freezing pipes. Turn off sprinkler system (if applicable) during cold months to prevent freezing pipes. Check appliance drains regularly to prevent leaks. Sounds made by rushing water in pipes is normal. Toilets are for waste and toilet paper only - putting other items in the toilet may clog the device. Inspect main water valves - keep clear of objects. Water heater has pressure relief valve that may release water during heating or cooling of the water. Inspect pilot light on gas operated water heater. Service tankless water heater annually. Inspect heat tape for tankless water heater to ensure proper function.
<b>Smoke detectors</b>	Test smoke/carbon monoxide alarms monthly. Check & replace batteries yearly.

# ≡ Exterior/Landscaping ≡

## PROPER CARE OF YOUR NEW HOME

<b>Doors</b>	Interior: Use dry silicone spray to lubricate door hinges. Maintain paint & sealer on all edges of the door to prevent warping. Humidity will cause doors to warp - utilize exhaust fans when possible to prevent. Exterior: Use graphite lubricants - avoid oil based. Maintain weather stripping around doors. Repaint & reseal exterior surfaces yearly. Adjust threshold to prevent air infiltration.
<b>Drainage</b>	Keep drainage swales and ditches free of debris. Do not install trees or shrubs in swales. Soil erosion can be prevented with landscaping (i.e. straw, soil or ground covers). Erosion is not warrantable. Do not alter the grade or drainage profile of your home (this can include fences, patios and additional landscaping) after closing.
<b>Exterior finishes - Brick/Stone</b>	Keep weep holes free of debris. Touch up sealant where these surfaces transition to another surface. Repair mortar/grout to fill voids to avoid water intrusion.
<b>Exterior finishes - Siding</b>	Keep sprinklers from spraying directly onto siding. Direct downspouts away from siding areas. Maintain caulk at joints, corners and windows.
<b>Exterior finishes - Paint</b>	Inspect for flaking and peeling annually. Color may fade over time in direct sunlight - touch ups may not match exactly.
<b>Gutters &amp; Downspouts</b>	Clean leaves, branches and debris from gutters seasonally. Direct downspouts away from your home to move water away from your foundation.
<b>Landscaping</b>	Prune shrubs annually to promote growth. Space plants appropriately to allow for growth. Plant all shrubs at least one (1) foot away from your home. Water sod and plantings frequently and fertilize each spring.
<b>Pest control</b>	Have professional inspection for termites yearly. We recommend routine pest inspection for all other types of pests.

# ≡ Structural ≡

## PROPER CARE OF YOUR NEW HOME

<b>Basement (if applicable)</b>	Maintain easy access to windows for egress. Inspect sump pump and keep clear of debris.
<b>Concrete</b>	Fill cracks with concrete caulking to prevent moisture from seeping below the surface. DO NOT use salt/de-icing products on the driveway - deterioration of the surface of the concrete will occur. NOTE - lawn fertilizer reacts similarly to de-icers. Driveways are not part of the structure of the home. Wash all flatwork regularly to remove contaminants.
<b>Deck (if applicable)</b>	Decks may crack, bend, warp, splinter or deteriorate due to weather conditions. Clean and seal deck with waterproofing sealant per manufacturer's recommendations.
<b>Garage doors</b>	Check cables, rollers and hinges for wear. Use dry silicone spray to lubricate all moving parts. Contact manufacturer of door opener for all operation concerns.
<b>Roofing</b>	Keep trees trimmed so they do not touch the roof. Remove debris from downspouts and gutters. Inspect roof annually for raised/torn shingles.
<b>Windows &amp; Screens</b>	Lubricate window tracks with dry silicone spray once a year. Vacuum window tracks to remove debris. Minor air infiltration around windows is normal.

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Meaningfully Different.

