



## **SGC Homes Homeowner Manual**

### **Dear New Homeowner,**

Thank you for choosing us to be your builder of choice. Each one of our homes is constructed with the homeowner in mind. Our homes are constructed with care using quality materials and contractors. We stand behind our product and are very happy to welcome you into your new home. Feel free to contact us with any questions or concerns. We hope you and your family enjoy your new home.

Any item under warranty regarding workmanship/materials and/or delivery portions of systems defect or deficiency for your home should be reported online at:

[www.sgchomes.com/warranty](http://www.sgchomes.com/warranty)

**Or by Mailing warranty request form (Pg. 6) to:**  
**201 E. Abram St. Ste. 120**  
**Arlington, TX, 76010**

### **Emergency Service**

For emergency items during business hours, contact the main office at **(817) 962-2691**.

### **Warranty Process**

For workmanship/materials and/or delivery portions of systems defect or deficiency: We will assign your request to a SGC Homes team member who will schedule a visit or call to document your concerns then schedule a service request. Service requests will be worked Monday through Friday 8:00 a.m. to 5:00 p.m.

You will be asked to sign your Customer Service Request upon completion of the work. This will indicate that you are satisfied with the resolution of the items on your request.

For full information on the terms of your warranty please see StucSure Home Warranty Express Limited Coverage Booklet and TAB Express limited home warranty provided. Please use this as an additional resource for information only.

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**If You believe Your Home has a Major Structural Defect (MSD) covered under this warranty, You must notify the Administrator upon discovery of the Defect in writing. (Pg. 4)**

Sincerely,

Your Friends at **SGC Homes**

## SGC Homes Homeowner Manual

### **HOW TO REQUEST WARRANTY PERFORMANCE FOR A WORKMANSHIP/MATERIALS AND/OR DELIVERY PORTION OF SYSTEMS DEFECT OR DEFICIENCY**

If You believe Your Home has a Defect and/or Deficiency covered under this warranty, You must notify the Warrantor (Builder) upon discovery of the Defect and/or Deficiency in writing as provided below. *Notice cannot be initiated with a phone call.* Your written request for warranty performance must be received before the expiration of the applicable warranty period (one (1) year for Workmanship/Materials and two (2) years for Delivery Portion of Systems (electrical, plumbing, and mechanical distribution systems)). Warranted Defects and Deficiencies must occur within the Warranty Term to be covered.

(1) Notice to Warrantor (Builder) for One-Year Workmanship/Materials and/or Two-Year Delivery Portion of Systems Issue:

(a) If a Warranted Defect and/or Deficiency occurs, You must notify the Warrantor (Builder) in writing. *Notice cannot be initiated with a phone call.*

(b) Your request for warranty performance to the Warrantor (Builder) does not constitute notice to the Administrator (StrucSure Home Warranty, LLC) or the Insurer (Golden Insurance Company) and does not extend the Warranty Term.

(c) The Warrantor (Builder) will investigate and respond to Your request within thirty (30) days of receipt to determine whether the Defects and/or Deficiencies described are covered under this Express Limited Warranty. You must provide the Warrantor (Builder) a reasonable opportunity to inspect your home during normal business hours if the Warrantor (Builder) requests such an opportunity.

(d) The Warrantor (Builder) will advise You in writing as to whether Your Defect and/or Deficiency is covered by this Express Limited Warranty. If it is, the Warrantor (Builder) will perform repair work, replace, or make payment as described in this Express Limited Warranty. If You added Improvements which were not part of the Warrantor's (Builder's) original construction work, You are responsible for removal and/or repair of these items. Warranty repairs will be made during normal business hours.

(e) If the Warrantor (Builder) does not respond to Your request for warranty performance within thirty (30) days, please complete the Request for Warranty Performance Form on page 5 of this booklet and send it to the Administrator: StrucSure Home Warranty, LLC, Attn: Warranty Service Division, 6825 East Tennessee Avenue, Suite #410, Denver, CO 80224.

(f) The written notice should be sent certified mail, return receipt requested.

(g) Such notice must be received no later than sixty (60) days after the expiration of the applicable warranty period or the request will be rejected. *Note that the first thirty (30) days is time for the Builder to respond to Your initial notification, and the second thirty (30) days is time for You to notify the Administrator (StrucSure Home Warranty, LLC) of the Builder's lack of response.*

(h) Once Your written notice has been received, the Administrator (StrucSure Home Warranty, LLC) will process Your request for warranty performance in accordance with the provisions of this warranty. The Administrator (StrucSure Home Warranty, LLC) will investigate to determine whether the Defects described in the complaint are covered under this Express Limited Warranty and will respond to Your claim within thirty (30) days. You must provide the Administrator (StrucSure Home Warranty, LLC) and the Insurer (Golden Insurance Company) a reasonable opportunity to inspect Your Home during normal business hours.

(i) Should the Builder default on their warranty obligation under the Workmanship/Materials warranty during year one (1) and/or Delivery Portion of Systems warranty during years one (1) and two (2), the Insurer (Golden Insurance Company) becomes the Warrantor.

(j) There is a \$250.00 processing fee made payable by You to the Insurer (Golden Insurance Company). *This fee is required for each Request for warranty Performance Form submitted to the Administrator (StrucSure Home Warranty, LLC). Note: If You are the original owner with the original FHA/VA or USDA financing still in effect, a \$250.00 fee will be collected following the acceptance of Your claim and determination of the amount of loss.*

(k) You have an obligation to cooperate with the Builder, Administrator (StrucSure Home Warranty, LLC) and the Insurer (Golden Insurance Company) concerning the arbitration, inspection, investigation, repair, and claim settlement. Your failure to cooperate may jeopardize Your warranty coverage.



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### **HOW TO REPORT A MAJOR STRUCTURAL DEFECT CLAIM**

If You believe Your Home has a Major Structural Defect (MSD) covered under this warranty, You must notify the Administrator upon discovery of the Defect in writing as provided below. *Notice cannot be initiated with a phone call.* Your written request for warranty performance must be received before the expiration of the applicable warranty period (ten (10) years for Major Structural Defects).

(1) Notice to Administrator (StrucSure Home Warranty, LLC) for Major Structural Defects during Years One (1) through Ten (10).

(a) If a Warranted Defect occurs during years one (1) through ten (10), You must notify the Administrator (StrucSure Home Warranty, LLC) in writing. Please complete the Notice of Major Structural Defect Claim Form on page 4 of this booklet and send it to StrucSure Home Warranty, LLC, Attn: Warranty Service Division, 6825 East Tennessee Avenue, Suite #410, Denver, CO 80224. *Notice cannot be initiated with a phone call.*

(b) There is a \$250.00 processing fee made payable by You to the Insurer (Golden Insurance Company). *This fee is required for each Notice of Major Structural Defect Claim Form submitted to the Administrator (StrucSure Home Warranty, LLC).*

*Note: If You are the original owner with the original FHA/VA or USDA financing still in effect, a \$250.00 fee will be collected following the acceptance of Your claim and determination of the amount of loss.*

(c) The written notice should be sent certified mail, return receipt requested.

(d) Such notice must be received before the expiration of the applicable warranty period.

(e) Your request for warranty performance must describe the condition of the warranted Major Structural Defect in detail.

(f) Once Your written notice has been received, the Administrator (StrucSure Home Warranty, LLC) will process Your request

for warranty performance in accordance with the provisions of this warranty.

(g) The Administrator (StrucSure Home Warranty, LLC) will investigate to determine whether the Defects described in the complaint are covered under this Express Limited Warranty and will respond to Your claim within thirty (30) days. You must provide the Administrator (StrucSure Home Warranty, LLC) and the Insurer (Golden Insurance Company) a reasonable opportunity to inspect Your Home during normal business hours.

(h) You have an obligation to cooperate with the Administrator (StrucSure Home Warranty, LLC) and the Insurer (Golden Insurance Company) concerning the arbitration, inspection, investigation, repair, and claim settlement. Your failure to cooperate may jeopardize Your warranty coverage.



STRUCSURE  
HOME WARRANTY

6825 East Tennessee Avenue, Suite #410 | Denver, CO 80224

1.877.808.8777 (toll-free) | 303.808.8688 (office) | 303.808.9897 (fax) | [www.strucsure.com](http://www.strucsure.com)

NOTICE OF MAJOR STRUCTURAL DEFECT CLAIM FORM

Please read the SHW Express Limited Warranty Coverage Booklet before completing this form. This form must be completed in its entirety and submitted along with a copy of the Home Enrollment Application (HEA). This form must be received by StrucSure Home Warranty prior to the expiration of the applicable warranty period. A warranty service fee may be required. Please contact a Claims Representative at 1.877.808.8777 for more details.

Name \_\_\_\_\_

Claim Address \_\_\_\_\_  
Street City State Zip

Home Phone ( ) Business Phone ( ) Cell Phone ( )

Email Address \_\_\_\_\_

Effective Date of Warranty \_\_\_\_\_ Home Enrollment Application No. \_\_\_\_\_  
Month Day Year SHW HEA #

Please note that the warranty provides Limited Major Structural Defect Coverage, which is subject to Exclusions and conditions. You are encouraged to review and understand the Major Structural Defect Coverage provisions of the Express Limited Warranty Coverage Booklet.

1. Have You read the definition of a Major Structural Defect in the Express Limited Warranty Coverage Booklet?  Yes  No
2. Have You read the Exclusions in the Express Limited Warranty Coverage Booklet?  Yes  No
3. Do You feel Your Home is unlivable because it is unsafe?  Yes  No
4. Do You feel Your Home is unlivable because it is unsanitary?  Yes  No
5. Do You feel that Your Home is unlivable for some other reason?  Yes  No

Please describe the nature of the Defect as accurately and specifically as possible (if necessary, attach a separate sheet of paper):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Date Defect was first observed \_\_\_\_\_ Date first reported to Builder in writing \_\_\_\_\_  
Month Day Year Month Day Year

If Your Home still has the original FHA financing in effect, You are required to provide the following information:

FHA Case Number \_\_\_\_\_

Name of Mortgage Company \_\_\_\_\_

Address of Mortgage Company \_\_\_\_\_

Attach copies of any relevant correspondence between You and Your Builder involving this matter

\_\_\_\_\_  
Homeowner signature Date

\_\_\_\_\_  
Homeowner signature Date

It is unlawful to knowingly provide false, incomplete, or misleading facts or information to any warranty company for the purpose of defrauding or attempting to defraud the company. Penalties may include imprisonment, fines, denial of coverage, and civil damages. Violators will be prosecuted to the full extent of the law. This form is not confirmation of warranty coverage. Warranty coverage is confirmed by a separate written confirmation.



**STRUCSURE**  
HOME WARRANTY

6825 East Tennessee Avenue, Suite #410 | Denver, CO 80224

1.877.806.8777 (toll-free) | 303.806.8688 (office) | 303.806.9897 (fax) | [www.strucsure.com](http://www.strucsure.com)

**REQUEST FOR WARRANTY PERFORMANCE FORM  
(WORKMANSHIP/MATERIALS AND/OR DELIVERY PORTION OF SYSTEMS)**

Please read the SHW Express Limited Warranty Coverage Booklet before completing this form. If Your previous written attempts to resolve the warranted Defect and/or Deficiency with Your Builder have failed, complete this form and send it to Your Builder and StrucSure Home Warranty, Attn: Warranty Service Division. This form must be received by Your Builder and StrucSure Home Warranty prior to the expiration of the applicable warranty period. A warranty service fee may be required. Please contact a Claims Representative at 1.877.806.8777 for more details.

Name \_\_\_\_\_

Claim Address \_\_\_\_\_  
Street City State Zip

Home Phone ( ) Business Phone ( ) Cell Phone ( )

Email Address \_\_\_\_\_

Effective Date of Warranty \_\_\_\_\_ Home Enrollment Application No. \_\_\_\_\_  
Month Day Year SHW HEA #

Please describe the nature of the Defect and/or Deficiency as accurately and specifically as possible (if necessary, attach a separate sheet of paper):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Date Defect/Deficiency was first observed \_\_\_\_\_  
Month Day Year

Date Defect/Deficiency was first reported to the Builder in writing \_\_\_\_\_  
Month Day Year

**If Your Home still has the original FHA financing in effect, You are required to provide the following information:**

FHA Case Number \_\_\_\_\_

Name of Mortgage Company \_\_\_\_\_

Address of Mortgage Company \_\_\_\_\_

Attach copies of any relevant correspondence between You and Your Builder involving this matter, correspondence that indicates the Builder has failed to perform its obligations as set forth under this warranty, and attach a copy of the Home Enrollment Application (HEA).

\_\_\_\_\_  
Homeowner Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Homeowner Signature

\_\_\_\_\_  
Date

It is unlawful to knowingly provide false, incomplete, or misleading facts or information to any insurance company for the purpose of defrauding or attempting to defraud the company. Penalties may include imprisonment, fines, denial of coverage, and civil damages. Violators will be prosecuted to the full extent of the law. This form is not confirmation of warranty coverage. Warranty coverage is confirmed by a separate written confirmation.



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**Warranty Service Request Form**

Name: \_\_\_\_\_ Date: \_\_\_\_\_  
Home Phone: \_\_\_\_\_ Office/Mobile Phone: \_\_\_\_\_  
Subdivision: \_\_\_\_\_  
Property Address: \_\_\_\_\_ Purchase Date: \_\_\_\_\_

**Description of the warranty work requested (include its specific location in your home):**

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**INSTRUCTIONS:**

For Warranty Service, please complete this form and mail or online at [www.sgchomes.com/warranty](http://www.sgchomes.com/warranty)  
(Requests are processed as they are received. A customer service representative will contact you for an appointment.  
Appointments will only be made on week days between the hours of 8:00 AM to 5:00 PM.)

**For Office Use Only**

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Date Received: \_\_\_\_\_  
Comments: \_\_\_\_\_

Signature: \_\_\_\_\_  
Date Signed: \_\_\_\_\_



## SGC Homes Homeowner Manual

# Pertinent Information

## **Homeowners Association (If applicable)**

Every homeowner in your neighborhood is a member of a Homeowners Association. The purpose of the association is to assure that the neighborhood is maintained in an attractive and safe manner. A Declaration of Covenants, Conditions and Restrictions have been recorded to establish a set of regulations intended to preserve the appearance and character of your neighborhood. Among other provisions, the Covenants require you to properly maintain your home and your yard and require you to receive approval from the association before making any changes to the exterior of your home or your lot. This includes any additions, remodeling, accessory structures or changes to landscaping drainage. The association is usually responsible for maintaining entry signs and landscaping as well as any community parks or amenities and may be responsible for maintaining drainage ponds or other facilities. Most associations are managed by an independent management company. You are responsible for paying dues to the association, which are used to pay for the management and operation of the association, and for maintenance. Please take time to read the Covenants and call the management company with any questions you may have.

## **Architectural Control Committee**

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

## **Declaration of Restrictions**

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

## **Easements and Utilities**

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

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municipality governing your community requires the first ten to twenty feet behind the curb in front of your home as right-of-way. Utilities are often located in this footage. Your final survey will show the exact locations of your property lines.

### **Cabinetry and Wood Products**

It is the nature of many wood products used in Cabinetry and trim to have a variety of colors and grain textures. Because these variations are the real natural beauty of these woods, unusual or “wild” grain patterns will not constitute a reason for replacement. If a warranty request is made for natural wood products no guarantee that colors will match “perfectly” with one another. Wood “mellows” with age, exposure to sunlight, and the elements. A slight color difference may occur after a years’ time, thus affecting the actual color of your sample.

### **Pets and Floor Coverings**

Pets can do considerable damage to floor coverings whether they are carpets, vinyl or wood. Ceramic flooring is less likely to be damaged by a pet; however, the grouting is easily stained and discolored if not taken care of properly. Follow manufacturer’s recommendations for cleaning and care. Do not allow pets to dig and paw at floor coverings. This will damage to appearance of the flooring and will not be covered under the “Limited Warranty”. Abnormal wear and tear, stained areas, etc. are homeowner’s responsibilities.

### **Water Pressure**

Your SGC Homes Limited Warranty does not include any representation or warranty that the current water pressure level will prevail in the future. Please contact your water utility provider if you experience any problems after closing.

#### **OTHER INFORMATION:**

1. Be sure to read and understand the Warranty Documents completely!
2. Be sure to contact our warranty department as soon as possible to report any leaks that you may notice. This will help reduce the chance of a small problem turning into a larger one.
3. Driveways, walks, patios and exterior walls can be pressure washed. Avoid high pressures to reduce the chance of damage to the surface being cleaned. It is not recommended that you Pressure wash your windows as this could result in damage that might void the warranty.
4. Check your roof shingles after heavy storms or high winds to make sure that there are no damaged or missing shingles.
5. Change A/C filters monthly. Have unit serviced at least once a year for proper operation.
6. Know where all major shut-off valves are located.
7. Some items on your new home may have extended warranties that will be provided by the manufacturer. Please consult these documents for further information.
8. SGC Homes does not assume responsible for conditions that are beyond our control.
9. Personal property including furnishings are not covered by this warranty.





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

Damage from a water leak can be minimized by turning off the water to a particular fixture or turning off the water main to your home. The water main shut-off valve is located at the water meter box, which is generally located at the property line.

Please notify our office as soon as possible if a roof leak is experienced. Failure to notify us promptly could exacerbate the situation creating a much greater chance of further damage.

For questions about please call (817-962-2691)

# Use and Care of Your Home

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

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

We recognize that it is impossible to anticipate and describe every attention that may be needed for good home care; however, we have covered many important details. The subjects covered include components of homes we build, listed in alphabetical order. Each topic includes suggestions for use and care. Some components may be discussed here which are not present in your home. Please take time to read the literature provided by the manufacturers of consumer products and other items in your home. Although much of the information may be familiar to you, some points may be significantly different from homes you have owned in the past. The information contained in that material is not repeated here. We make every effort to keep our information current and accurate. However, if any detail in our discussion conflicts with the manufacturer's recommendations, the manufacturer's recommendations should be followed. **Activate specific manufacturer warranties by completing and mailing the registration cards included with their materials. In some cases manufacturer warranties may extend beyond the first year; it is in your best interest to be familiar with such coverage.** By caring for your home attentively, you insure your enjoyment of it for years to come. The attention provided by each homeowner contributes significantly to the overall desirability of the community.

While we strive to build a defect free home, we are realistic enough to know that we may make mistakes or that something in the home may not perform as intended. When either occurs, we will make the necessary corrections.

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Item	Monthly Interval					
	1	2	3	4	5	6
Air Filter-HVAC System	Replace	Replace	Replace	Replace	Replace	Replace
Caulking-Exterior (entrances & windows)			Inspect			Inspect
Caulking-Interior (wet areas)			Inspect/Replace			Inspect/Replace
Clothes Dryer Lint Duct & Filter			Inspect/Replace			Inspect/Replace
Condensation Line-HVAC System	Inspect	Inspect	Inspect	Inspect	Inspect	Inspect
Exterior Drainage						Inspect
Faucet Aerator			Clean			Clean
Fireplace Flue/Chimney						Inspect/Clean
Front Door Finish Metal/Fiberglass	Clean	Clean	Clean	Clean	Clean	Clean
Garage Doors			Lubricate			Lubricate/Inspect
Garbage Disposal	Flush/Clean	Flush/Clean	Flush/Clean	Flush/Clean	Flush/Clean	Flush/Clean
Gutters/Downspouts			Inspect/Clean			Inspect/Clean
HVAC System Check						Inspect
Plumbing Drains			Inspect/Clean			Inspect/Clean
Range Hood Fan Filter		Clean		Clean		Clean
Screens (doors & windows)			Inspect			Inspect/Clean
Smoke Detectors	Test	Test	Test	Test	Test	Test
Water Heater						Flush
Weep Holes						Inspect/Clean

Item	Monthly Interval					
	7	8	9	10	11	12
Air Filter-HVAC System	Replace	Replace	Replace	Replace	Replace	Replace
Caulking-Exterior (entrances & windows)			Inspect			Inspect
Caulking-Interior (wet areas)			Inspect/Replace			Inspect/Replace
Clothes Dryer Lint Duct & Filter						Clean
Condensation Line-HVAC System	Inspect	Inspect	Inspect	Inspect	Inspect	Inspect
Exterior Drainage						Inspect
Faucet Aerator			Clean			Clean
Fireplace Flue/Chimney						Inspect/Clean
Front Door Finish Metal/Fiberglass	Clean	Clean	Clean	Clean	Clean	Clean/Repaint
Garage Doors			Lubricate			Lubricate/Inspect
Garbage Disposal	Flush/Clean	Flush/Clean	Flush/Clean	Flush/Clean	Flush/Clean	Flush/Clean
Gutters/Downspouts			Inspect/Clean			Inspect/Clean
HVAC System Check						Inspect
Plumbing Drains			Inspect/Clean			Inspect/Clean
Range Hood Fan Filter		Clean		Clean		Clean
Screens (doors & windows)			Inspect			Inspect/Clean
Smoke Detectors	Test	Test	Test	Test	Test	Test
Water Heater						Flush
Weep Holes						Inspect/Clean

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### **Air Conditioning/Heat Pump**

Your home may be equipped with a Heat pump system or a traditional Air Conditioning system. A Heat Pump is designed to provide both Air Conditioning and Heating as needed. A Heat Pump system is also equipped with Auxiliary heating for additional heat or as a backup. A conventional Air Conditioner system only supplies cooling. If you have a conventional Air Conditioning system, please also refer to the section on Furnaces. The manufacturer's maintenance suggestions should be reviewed and followed. Air conditioning can add much to the comfort of your home, but it can be used improperly or inefficiently, resulting in wasted energy and frustrations. These hints and suggestions are provided to help you maximize your air conditioning system.

#### **Modifications**

Do not tamper with or add to your air conditioning/heat pump system. For any modification that is needed, contact a licensed HVAC contractor. Tampering with the air conditioning/heat pump system can void your warranty. If any changes are made to the air conditioning/heat pump system, we must assume that any warranty issues that arise are the result of the changes made and the responsibility will fall on the person or contractor who made the changes.

#### **Adjust Vents**

You may find it advantageous to adjust the cooling vents to maximize airflow to occupied parts of the home. Likewise, when the seasons change, it will probably be necessary to re-adjust them for comfortable heating.

#### **Non-Emergency**

Lack of air conditioning or heating service is not an emergency unless we are experiencing extreme weather conditions.

### **Appliances**

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

#### **Manufacturer Service**

Most appliances are covered by the manufacturer's warranty. If a problem arises with an appliance first contact the Customer Service number listed in the manufacturer's warranty booklet. When reporting warranty items to the appliance manufacturer, be prepared to supply the following:

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

### **Attic**

The attic space is not intended for storage of any kind (excessive weight could jeopardize the integrity of the trusses and void your warranty). Access is provided for purposes of maintaining

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mechanical equipment that may traverse the attic space. When performing any needed tasks in the attic, caution should be used not to step off wooden members onto the drywall. This can result in personal injury and/or damage to the ceiling below. Such injury or damage is not covered by your limited warranty.

### **Brick**

#### **Weep Holes**

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

#### **Settlement Cracks**

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

#### **Color Variations**

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

### **Cabinets**

#### **Cleaning**

Products such as lemon oil, Liquid Gold and Old English Furniture Polish and Scratch Cover are suggested for caring for **wood** finish cabinets. Follow container directions. Use such products a maximum of once a month so as to avoid excessive build-up. Stay away using from paraffin-based spray waxes or washing cabinets with water as both of these items will damage the luster of the finish.

#### **Hinges**

If hinges catch or drawer glides become sluggish, a small amount of silicone lubricant will improve their performance.

#### **Moisture**

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

#### **Separations**

Gaps which develop between cabinets and the ceiling, or cabinets and walls, are normal and may be corrected by caulking (and paint touch up, if applicable).

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### **Warping**

Exposure to extreme temperature, humidity changes, or moisture may cause warping of cabinet doors and drawer fronts.

### **Wood Grain**

Readily noticeable variations in wood grain and color are expected and are normal in all style selections.

## **Carpet**

### **Cleaning**

Refer to the manufacturer's recommendations for additional information on the care of all floors covering products. 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. One can add years to the life of carpeting with regular care. A carpet wears out because of foot traffic and dirt particles that become trampled deep into the pile beyond the suction of the vacuum. The dirt particles abrade the fibers like sandpaper and dull the carpet. Vacuuming high traffic areas daily helps to keep them clean and helps to maintain the upright position of the carpet nap. Wipe spills and clean stains immediately. For best results, blot or dab the spill or stain; avoid rubbing it. Test stain removers first on an "out of the way" area of the carpet, such as a closet, to check for any undesirable effects. Professional cleaning should be performed regularly.

### **Carpet Seams**

Carpet seams will be visible, especially in berber and other tight weave carpets. 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.

## **Caulking**

Time and weather will shrink caulking and dry it out so that it no longer provides a good seal against moisture and air infiltration. As a matter of routine maintenance, check the caulking and make repairs as needed. Caulking compounds and dispenser guns are available at hardware stores. Recaulking is a routine homeowner maintenance item.

### **Latex Caulk**

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

### **Silicone Caulk**

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

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### **Wet Areas**

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

## **Ceramic Tile**

### **Cleaning**

The ceramic tile installed on walls or countertops in your home may be washed with any nonabrasive soap or detergent; abrasive cleansers will dull the finish. Ceramic tile floors are one of the easiest floor coverings to maintain. Simply vacuum as needed. Occasionally wet mopping with warm water may be appropriate. Avoid adding detergent to the water. If you feel a cleaning agent is required, use a mild solution of warm water and dishwashing liquid. Rinse thoroughly.

### **Grout Discoloration**

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

### **Separations**

Expect slight separations to occur in the grout between tiles. These slight separations in the grout are commonly due to normal shrinkage conditions. This grout is for decorative purposes only; it does not hold the tile in place. Cracks in the grout can be filled by using “tub caulk” or premixed grout that can be purchased from flooring or hardware stores. Follow package directions. This maintenance is important to protect the underlying surface from water damage.

### **Sealing Grout**

Sealing grout is a homeowner’s decision. Once sealed, ongoing homeowner maintenance of that seal will be necessary. Please be aware that sealing grout may void the warranty coverage on such grout.

## **Concrete**

### **Foundation**

The foundation of your home has been designed and installed in accordance with the recommendations of a third party engineer. Even though the foundation has been designed by an engineer and constructed in accordance with engineering requirements, cracks can still develop in the wall. Unless there is water seepage coming through such a crack, it is most likely a surface crack and will not be detrimental to the structural integrity of your home. Warranty for cracks will be addressed according to the limited warranty attached.

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



## SGC Homes Homeowner Manual

### **Concrete Slab**

The concrete slab in your home has been designed and installed in accordance with the recommendations of our consulting engineer. Even though the slab has been designed by an engineer and constructed in accordance with engineering requirements, cracks can still develop. Unless the cracks are significant enough to affect the finished floor appearance they are usually not of concern.

### **Flatwork**

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

### **Cracks in Flatwork**

Although we use accepted construction procedures for the installation of concrete flatwork, this does not guarantee there will be no cracking. Due to normal expansion and contraction, some cracking in concrete occurs in almost all homes. Cracks do not mean that your foundation or flatwork is not operating properly. When cracks are covered by warranty, the repair provided is sealing the crack. Concrete is not replaced due to cracking.

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

### **Expansion Joints**

Expansion joints have been used to help control expansion; however, concrete is also susceptible to shrinking. If the concrete shrinks, moisture can penetrate underneath the concrete and lift the expansion joint. If this occurs, the gap can be filled with a gray silicone sealant, which can be purchased at most hardware stores.

### **Heavy Vehicles**

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

### **Sweeping/Cleaning**

Do not wash patios, porches, drives, etc. with cold water from an outside faucet when temperatures are extremely high and the hot sun has been shining on the concrete. The abrupt change in temperature can damage the surface bond of the concrete. Sweeping is the recommended method of keeping exterior concrete clean. If washing is necessary, do this when temperatures are moderate.

### **Concrete Flatwork**

Concrete flatwork is in essence a "floating slab" -- it is not attached to your home's foundation. The concrete flatwork is not a structural (load bearing) element of your home and is not covered by warranties covering your home's foundation. Concrete flatwork will move due to expansion/contraction of soils on which it rests; cracks in such flatwork are normal.

## SGC Homes Homeowner Manual

### **Condensation**

Condensation on interior surfaces of the windows and frames is normal and results from high humidity within the home and low outside temperatures and inadequate ventilation. These conditions are significantly influenced by family lifestyle. If your home includes a humidifier, closely observe manufacturer's directions, especially during periods of cooler temperatures.

### **Counter Tops**

Always use a cutting board when cutting, chopping, etc. Protect the countertops from heat and extremely hot pans: if you cannot put your hand on it, do not put it on the countertop.

### **Caulking**

The caulking between the countertop and the wall, along the joint at the backsplash and around the sink may shrink, leaving a slight gap. Maintaining a good seal in these locations is important to keep moisture from reaching the wood under the laminates and prevent warping.

### **Cleaning**

Avoid abrasive cleaners that will damage the luster of the surface.

### **Mats**

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

### **Doors and Locks**

The doors installed in your home are typically steel, fiberglass and wood products subject to the natural characteristics of each material such as shrinkage and warpage. Due to natural fluctuations of humidity and the use of forced air furnaces, showers, and dishwashers, and so on, interior doors may require minor adjustments from time to time by the homeowner. Putty, filler, or latex caulk can be used to fill any minor separations that develop at mitered joints in door trim. Follow this with painting that is a homeowner responsibility.

### **Bifold Doors**

Interior bifolds will sometimes stick or warp due to weather conditions. Applying a silicone lubricant to the tracks can minimize this inconvenience. This is considered homeowner maintenance.

### **Door Adjustments**

Due to normal settling of the home, doors may require minor adjustments for proper fit. It is a homeowner's responsibility to touch up paint and make these minor adjustments.

### **Exterior Finish**

To insure longer life for your exterior doors, plan to repaint them at least once a year.

### **Failure to Latch**

If a door will not latch due to minor settling, this can be corrected by making a new opening in the jamb for the latch plate (remortising) and raising or lowering the plate accordingly.

## SGC Homes Homeowner Manual

### **Hinges**

A squeaky door hinge can be remedied by removing the hinge pin and applying a silicone lubricant. Do not use oil as it can gum up; graphite works as a lubricant but can create a gray smudge on the door or floor covering beneath the hinge if too much is applied.

### **Locks**

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

### **Slamming**

Slamming doors can damage both doors and jambs, and can even cause cracking in walls.

### **Sticking**

The most common cause of a sticking door is the natural expansion of lumber due to changes in humidity. When sticking is due to swelling during a damp season, do not plane the door unless it continues to stick after the weather changes. Use sandpaper to smooth the door. Be certain to repaint the area of the door where it was sanded to seal against moisture. Before planning a door due to sticking, try two other steps -- first, apply either a paste wax, light coat of paraffin, or candle wax to the sticking surface; or second, tighten the screws that hold the door jamb or door frame.

### **Warping**

If a door warps slightly, keep it closed as much as possible; this often helps return it to normal.

### **Weather Stripping**

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

## **Drywall**

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

### **Repairs**

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

## **Electrical**

The control panel includes a main shut-off that controls all the electrical power to the home. In addition, there is a sub panel typically in the garage with individual breakers that control the separate circuits. Be certain you are familiar with the location of the master control panel and sub panel. Each breaker is marked to help you identify which breaker is connected to which major appliance, outlet or other service. Should a failure occur in any part of your home, always check the breakers in the panel boxes first.



## **SGC Homes Homeowner Manual**

### **Breakers**

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

### **Outlets**

If an outlet is not working, check first to see if it is one that is controlled by a wall switch or the ground fault interrupter converter (GFCI). It may also be necessary to check the main breaker as well as another appliance.

### **Breaker Tripping**

Breakers will often trip due to overloads caused by plugging too many appliances into the circuit, a worn cord, a defective item or operating an appliance with too high of a voltage requirement for the circuit. The starting up of an electric motor can also trip a breaker. If a circuit trips repeatedly; unplug all items connected to it and reset. If it trips when nothing is connected to it, an electrician is needed. If the circuit remains on, one of the items that was unplugged is defective and may require repair or replacement.

### **Buzzing**

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

### **Flickering Lights**

Any flickering of an individual light other than fluorescent lights should be reported to the electrical contractor. In the event all of your lights are flickering repeatedly, please contact your local utility provider.

### **GFCI (Ground Fault Circuit Interrupter)**

GFCI receptacles have a built-in element that senses fluctuations in power. Quite simply, the GFCI is an indoor circuit breaker. Installation of these receptacles is required by building codes in the bathrooms, kitchen, outside and garage (areas where an individual can come into contact with water while holding an electrical appliance or tool). Heavy appliances such as refrigerators, freezers or power tools will trip the GFCI breaker. Do not plug a refrigerator or food freezer into a GFCI controlled outlet because it is likely that the GFCI will trip and ruin the contents. Each GFCI receptacle has a test and reset button. Once each month press the test button. This will trip the circuit. To return service, press the reset button. If a GFCI breaker trips during normal usage, it may be an indication of a faulty appliance and some investigation is in order. Please remember that one GFCI breaker can control up to three or four outlets.

### **Grounded System**

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

## SGC Homes Homeowner Manual

### **Light Bulbs**

You are responsible for replacing any burned out bulbs other than those noted on the walk through list.

### **Light Fixtures**

Some fixtures have an on/off switch located on the fixture. If a hanging light fixture does not work, make sure the switch is on. If your fixture does not have a switch, reset any tripped circuit breakers. If a luminous light fixture does not work, make sure all fluorescent bulbs are installed properly. Adjust any tubes that are flickering or buzzing. Check wall switches, circuit breakers and GFCI breakers.

### **Modifications**

Do not tamper with or add to your electrical system. Tampering with the electrical system may void your warranty. If any changes are made to the electrical system, we must assume that any warranty issues that arise are the result of the changes made and the responsibility will fall on the person or contractor who made the changes.

### **Power Surges**

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

### **Underground Cables**

In areas with underground utilities, check the location of buried service by contacting your local utility service. In most cases, wires run in a straight line from the service panel to the nearest public utility pad. Maintain positive drainage around the foundation to protect this service.

## **Expansion and Contraction**

All building materials are subject to expansion and contraction caused by changes in temperature and humidity. Dissimilar materials expand or contract at different rates. This movement results in separation between materials, particularly dissimilar ones. The effects can be seen in small cracks in drywall and paint, especially where moldings meet drywall, at mitered corners, where tile grout meets the tub or sink and so on. This can be alarming to an uninformed homeowner, but, in fact, it is very normal. Shrinkage of the wooden members of your home is also inevitable and occurs in every new home. Although this is most noticeable during the first year, it may continue beyond that time. In most cases, paint and caulking is all that is needed to conceal this minor evidence of a natural phenomenon. Properly installed caulking will shrink and must be maintained by the homeowner. This type of expansion and contraction is also applicable to the masonry and concrete portions of your home.

## **Garage Overhead Door**

Since the garage door is a large, moving object, periodic maintenance along with following the manufacturer's instructions will insure safe and reliable operation.



## **SGC Homes Homeowner Manual**

### **Thirty (30) Weight Oil**

Every six (6) months, apply a thirty (30) weight automobile oil or similar lubricant to all moving parts -- track, rollers, hinges, pulleys and springs. At this same interval, check to see that all hardware is tight and operating as intended without binding or scraping. Avoid over lubricating to prevent dripping on cars and the concrete flooring.

### **Lock**

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

### **Opener**

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

### **Painting**

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

### **Gas Shut-Off**

There may be a shut-off on the gas line near its connection to each item in your home that operates on gas. In addition, there is a main shut-off at the meter. If you suspect a gas leak, leave the home and call the gas company immediately for emergency service.

### **Grading and Drainage**

The final grades around your home have been inspected and approved for proper drainage. Each property has been graded per county approved drainage engineering and is inspected by the local building authorities. It is your responsibility, as the homeowner, to maintain the drainage as established at the time of your closing. Keep earth from direct contact with wood to reduce the chance of termite infestation.

### **Positive Drainage**

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

### **Roof Water**

If you have gutters, do not remove the splash blocks or downspout extensions from underneath the downspouts. Keep these in place and sloped at all times; this enables the water to drain away from your home quickly.

### **Erosion**

SGC Homes is not responsible for weather related damage to yards after the closing date.



## **SGC Homes Homeowner Manual**

### **New Sod**

New sod installation and the extra watering that accompanies it can cause temporary drainage problems, as can unusually severe weather conditions.

### **Swales**

In many cases, drainage swales do follow property boundaries. SGC Homes will not alter drainage patterns to suit individual landscape plans. Typically a lot receives water from and/or passes water on to other lots. For this reason, homeowner changes in grade often affect those adjacent or nearby.

### **Under Concrete**

Maintenance of positive drainage away from the foundation as well as all concrete slabs and walks is the homeowner's responsibility.

### **Landscaping**

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

### **Watering**

Watering should be done in a uniform systematic manner as equally as possible on all sides of the foundation to keep the soil moist, not saturated. Areas of soil that do not have ground cover may require more moisture as they are more susceptible to evaporation, causing a moisture content imbalance. During extreme hot and dry periods, close observations should be made around the foundation to insure adequate watering is being provided, preventing soil from separating or pulling back from the foundation. During periods of frequent rains, watering should be limited, and/or stopped as necessary and monitored closely. The rule for drainage is; "water should dissipate from areas in immediate location to the home within 24 hours after a normal rain and within 48 hours after a rain in swales that are designed for drainage purposes." After a period of abnormally heavy rains, or daily rains, it may take longer for the water to dissipate in these areas. SGC Homes does not assume liability for drainage or soggy ground when sprinklers are used during periods of frequent rain.

### **Trees**

Trees planted within five feet of the foundation can damage the structural integrity of the foundation. Trees planted in close proximity to the foundation can develop a root system that can penetrate beneath the foundation and draw moisture from the soil. Precautionary measures such as the installation of a root shield injection system must be taken to maintain moisture equilibrium.

### **Gutters and Downspouts**

Check gutters periodically and remove leaves or other debris (twice a year and after each heavy rain or wind storm). Materials that accumulate in gutters can slow down the draining of water from the roof, cause overflows or clog the downspouts.

## **SGC Homes Homeowner Manual**

### **Extensions and Splash blocks**

Extensions should discharge outside of the 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 gutters drips, caulk the inside joint using a commercial gutter caulking compound, which is available at hardware stores.

### **Free from Debris**

As part of normal maintenance, the homeowner should keep gutters clear of debris which might clog them and cause the water to run over the downspout or the gutter's edge. It is the homeowner's responsibility to check gutters periodically to insure proper functioning.

### **Overflow**

Gutters are installed with a slight slope so that roof water will flow to the downspouts. Gutters may overflow during periods of excessive heavy rain. Small amounts of water (up to 1 inch) will stand for short periods of time in gutters immediately after rain. No correction is required for these conditions.

### **Downspouts**

Downspouts are placed to carry water to the ground and in extensions, which then direct the flow away from the foundation of the home. These extensions are for protection of the foundation and it is the homeowner's responsibility to maintain them. They should discharge water away from the foundation without eroding any of the ground around them.

## **Hardware**

### **Doorknobs and Locks**

Doorknobs and locks should operate correctly. Some slight adjustments may be needed due to normal shrinkage of the framing. These adjustments will be done by SGC Homes during the first year of ownership. (This process is performed most effectively after your home has gone through one full season of use).

### **Hinges**

Hinges with removable hinge pins, such as interior and exterior doors, should be lubricated by removing the hinge pin and rubbing it with a graphite tube or lead pencil. This helps cut down on the dust accumulated by oil. Hinges without removable hinge pins, such as cabinets and house-to-garage doors can be lubricated with oil-based lubricants, such as WD-40. It is recommended that a very small amount of oil is used; then work the door back and forth and wipe away all excess oil.

## SGC Homes Homeowner Manual

### **Hardwood Floors**

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

#### **Cleaning**

Sweep on a daily basis or as needed. Never wet mop a hardwood floor. Excessive water causes wood to expand, possibly damaging the floor; it is imperative that water be cleaned up immediately. Do not use water-based detergents, bleach or one-step floor cleaners on hardwood floors.

#### **Humidity**

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

#### **Mats**

Use protective mats at the exterior doors to help prevent sand and grit from getting on the floor. Gritty sand is one of wood flooring's worst enemies.

#### **New Wood Floors**

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

#### **Recoat**

If the floors are coated with a polyurethane finish, in six months to a year you may want to have an extra coat of polyurethane applied. This should be done by a qualified contractor. The exact timing will depend on your particular lifestyle.

#### **Shoes**

Keep high heels in good repair. Heels that have lost their protective cap (thus exposing the fastening nail) will exert over 8,000 pounds of pressure per square inch on the floor! That is high enough to damage hardened concrete; it **will** mark your wooden flooring!

#### **Spills**

Food spills should be cleaned up immediately using a very dry cloth. Use a vinegar and warm water solution for tough food spills.

#### **Furniture Legs**

Install proper floor protectors on furniture used on hardwood flooring. Protectors will allow chairs to move easily over the floor without scuffing. Clean the protectors on a regular basis to remove any grit that may accumulate.

## **SGC Homes Homeowner Manual**

### **Burns**

Burns from cigarettes can be difficult or impossible to remove from your hardwood flooring. Small burns can be removed by sanding lightly and staining the area with commercial wood stain. Large burns should be referred to a flooring professional.

### **Yellowing and Warping**

Be aware that yellowing and warping of the surface can result from rubber backing on area rugs or mats.

### **Heat Pump/Furnace**

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

### **Modifications**

Do not tamper with or add to your Heat Pump/Furnace system. For any modification that is needed, contact a licensed HVAC contractor. Tampering with the Heat Pump/Furnace system may void your warranty. If any changes are made to the Heat Pump/Furnace system, we must assume that any warranty issues that arise are the result of the changes made and the responsibility will fall on the person or contractor who made the changes.

### **Adjust Vents**

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

### **Avoid Overheating**

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

### **Filters**

Remember to change or clean the filter every month. A clogged filter can slow air flow and cause cold spots in your home.

### **Furnished Home**

The heating system design was planned with a furnished home in mind. For example, draperies, blinds, screens and the like will contribute to the efficiency of your system. 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 to you than you would expect.

## SGC Homes Homeowner Manual

### **Odor**

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

### **Return Air Vents**

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

### **Temperature**

Normal temperature variations from floor to floor (depending upon the style of home) can be as much as 10 degrees or more on extremely cold days. The Heat Pump or furnace blower will typically cycle on and off more frequently and for shorter periods of time during severe cold spells.

### **Trial Run**

Have a trial run early in the fall to test the Heat Pump or furnace. (The same rule applies to air conditioners in the spring.) If service is needed, it is much less inconvenient to discover it prior to the heating season. The breaker for the HVAC system blower is located in the Main breaker box.

### **Furnaces**

#### **Gas Odor**

If you smell gas, call the gas company immediately

#### **Combustion Air**

Furnaces have combustion air vents to run to them. Never cover these or block the cold air in any way. Outside air is needed to supply the furnace with sufficient oxygen. Blocking the combustion air vent will cause the furnace to draw air down the vent pipe and pull poisonous gasses back into your home.

#### **Furnace Pilot**

The furnace may be equipped with a Hot Surface Ignition System (electronic ignition) that eliminates the waste of a constantly burning pilot. The radiant sensor ignition control lights the main burners upon a demand for heat from the thermostat. If the unit fails to function, please contact your heating contractor.

### **Troubleshooting**

One of the primary reasons that a furnace does not work is the pilot light is off. This, however, is not the only reason. First, the furnace has an on/off blower switch. This switch looks like a regular light switch and is located in a metal box outside of the furnace. When turned off, this switch overrides all furnace commands and shuts down the blower. This is usually done when maintenance service is being performed although children have been known to turn the furnace off using this switch. The furnace will not operate if the gas valve in the furnace closet is turned off. It is the red knob on the metal gas pipe. It should be “in line” with the pipe itself to be in the “on” position.



## **SGC Homes Homeowner Manual**

The lower panel door must be positioned correctly for the furnace blower to operate. This panel compresses a button that tells the blower it is safe to operate. If this panel is not on tightly, the fan will not come on. Heat Pumps have Auxiliary heating in case of Emergency heating needs or compressor failure.

### **Furnace Sounds**

You may hear some sounds through your registers that are actually generated from your furnace. They should be very slight and almost unnoticeable. These sounds are normal.

### **Insulation**

The effectiveness of blown insulation is diminished if it is uneven. The last step in any work done in your attic (e.g., the installation of a television antenna) should be to confirm that the insulation lies smoothly and evenly. Do not step on drywall ceilings; personal injury or damage to drywall can result.

### **Building Codes**

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

### **Landscaping**

#### **Additions**

Prior to the installation of patio additions or other personal improvements, review the soils and take soil conditions into consideration in the design or engineering of your addition. You are responsible for maintaining the drainage that has been set up for your lot and accepted by the county.

#### **Backfill**

In some cases the area around your foundation may have been backfilled. Soil in this area is not as compact and dense as undisturbed ground. Water can penetrate through the backfill area to the foundation. This can cause potentially severe problems such as cracks in the foundation walls and floor slab movement. Avoid this problem through proper installation of landscaping and good maintenance of drainage patterns. Backfill areas may settle and require prompt attention to avoid damage to your home and possibly voiding of the structural warranty. Downspout extensions should be kept in the down position so that roof run-off is channeled well away from the foundation area of the home. Routine inspection of downspouts, backfill areas and other drainage components is an excellent maintenance habit.

#### **Bark or Rock Beds**

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



## SGC Homes Homeowner Manual

### **Irrigation**

Make provisions for efficient irrigation. Conduct operational checks on a weekly basis to ensure proper performance of the system. Sprinkler heads should be directed away from the home. Drain and service sprinkler systems on a regular basis. In times of extremely cold weather frozen pipes can break your sprinkler system. Please make sure that your system is winterized during periods of cold weather. Frozen pipes may not be covered by your warranty.

### **Maintenance**

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

## **Paint and Stain**

### **Interior**

The interior woodwork has been painted with a material that can be cleaned with a wet sponge. Walls have been painted with a flat latex paint and should be touched up with matching paint rather than being wiped with a wet sponge. Spackle may be used to cover any small defects prior to paint touch-up. Do not use soaps, abrasive cleansers, scouring pads or brushes.

### **Exterior**

Regular painting and repair will preserve the beauty of and add value to your home. Check the painted/stained surfaces of your home's exterior annually. Repaint before much chipping or wearing away of the original finish occurs; this saves the cost of extensive surface preparation. Plan to refinish the exterior surface of your home approximately every three years or as often as your paint manufacturer suggests for your area and climate. The chemical structure of the paint used on the exterior is governed by the climatic conditions. Over a period of time, this finish will fade and dull a bit.

### **Fading**

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

### **Maintenance**

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

### **Severe Weather**

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

## SGC Homes Homeowner Manual

### **Stain**

For interior stain touch-ups, Old English Furniture Polish and Scratch Cover are inexpensive, easy to use and blend in with the wood grain. Follow directions on the bottle when using.

### **Touch-Up**

When doing paint touch-up, use a small brush and apply paint only to the damaged area. Touch-up may not match the surrounding area exactly, even if the same paint mix is used. When it is time to repaint a room, prepare the wall surfaces first by cleaning with a mild soap and water mixture or a reliable cleaning product. Do not scrub the walls with excessive pressure; do this very gently.

## **Plumbing**

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

### **Modifications**

Do not tamper with or add to your plumbing system. For any modification that is needed, contact a licensed plumbing contractor. Tampering with the plumbing system may void your warranty. If any changes are made to the plumbing system, we must assume that any warranty issues that arise are the result of the change made and the responsibility may fall on the person or contractor who made the changes.

### **Debris in Pipes**

Even though your plumbing lines have been flushed to remove dirt and foreign matter, small amounts of minerals may enter the line. Aerators on the faucets strain much of this from your water. However, minerals, etc. caught in these aerators may cause the faucets to drip because washers wear more rapidly when they come in contact with foreign matter. Any tampering or alterations to the plumbing may be considered the cause of the debris in the pipes and will not be covered by the limited warranty.

### **Clogs**

Many plumbing clogs are caused by improper garbage disposal usage. Always use plenty of cold water when running the disposal. This applies to grease also. Supplied with a steady flow of cold water, the grease congeals and is cut up by the blades. If hot water is used, the grease remains a liquid and then cools and solidifies in the sewer line. Allow the water to run a minimum of 15 seconds after shutting off the disposal. Any charges for sending the plumber to unclog a drain that have been caused by the homeowner will be the homeowner's responsibility to pay. Clogged traps (P-traps) can usually be cleared with a plunger. If you use chemical agents, follow directions carefully to avoid personal injury or damage to the fixtures. Clean a plunger drain stopper, usually found in bathroom sinks, by loosening the nut under the sink at the back, pull out the rod attached to the plunger and lift the stopper. Clean and return the mechanism to its original position.

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The main causes of toilet clogs are various domestic items such as disposable diapers, excessive amounts of toilet paper, sanitary supplies, Q-tips, dental floss, toys, etc.

### **Dripping Faucets**

A dripping faucet may be repaired by shutting off the water at the valve directly under the sink, then remove the faucet stem, change the washer and reinstall the faucet stem. The shower head is repaired in the same manner. Replace the washer with another of the same type and size. You can minimize the frequency of this repair by remembering not to turn faucets off with excessive force.

### **Freezing Pipes**

During periods of extremely cold weather your pipes can freeze. During these periods heat should be set at 65 degrees if you are away during the winter months. Keep garage doors closed to help protect plumbing lines that may run through this area from freezing temperatures.

### **Garbage Disposal**

**Do not load the disposal unit with food items before turning it on.** For proper operation, turn on the cold water and start the disposal unit. Then, drop the food items slowly into the unit. When the unit sounds clear, turn it off and leave the water running for several seconds. This allows the food waste to be carried into your sewer lines. Only foods that are non-fibrous and easily pulverized should be placed into the disposal unit. Examples of foods not to place in the disposal unit are corn husks, celery, onion skins, olive pits, bones and solid or liquid grease. These items may cause your unit to overload or jam. If this happens, follow these corrective measures. Turn off the disposal unit and the cold water. Wait three minutes for the disposal unit to cool, then press the reset button usually located on the bottom of the unit. If this does not correct the problem, your disposal unit is probably obstructed. Follow these steps for proper removal. Always verify that the disposal unit switch on the wall is in the “off” position before attempting a repair yourself. Check the circuit breakers. An overload of this type may have tripped the circuit. Reset any tripped circuit breakers. If your disposal unit has a service wrench, insert one end of the wrench into the bottom of the unit. Work back and forth until the disposal unit turns freely. If your disposal unit does not have a service wrench, insert a broom handle or mop handle into the throat of the unit and rotate the impeller back and forth. The obstruction will be loosened so that it can be removed. After verifying that the disposal unit switch is in the “off” position, remove the obstruction, press the reset button and proceed with the above steps for proper use.

### **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 a licensed plumbing contractor. If possible, the water should be gotten up as quickly as possible. Any delays in contacting SGC Homes or allowing water to stand will reduce potential for additional repairs. If a leak is noticed under a sink or toilet, turn off the water to the fixture by using the shut-off valves located under or behind the unit. The next step would be to arrange for service. If you notice a leak in the tub or shower, turn off the water at the main shut-off valve and do not use the shower or tub until service can be provided. If there is a leak in the water heater, turn the shut-off valve on top of the heater to “off”. Turn off the gas if your water heater is powered by gas or the circuit breaker if you

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have an electric water heater; then drain the water heater. If you notice water spots (darkened areas) on your walls or ceilings, you may have a water leak. Determine the source of water if possible and take steps to prevent further damage. If the leak can be traced to one location (one toilet, sink or tub), turn off the water to that particular fixture.

### **Low Pressure**

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

### **Marble or Man-made Marble**

Marble and man-made marble will not chip as readily as porcelain enamel but can be damaged by a sharp blow, scratched by items sitting on them and burned by items such as curling irons. Equal care should be given, however. Avoid abrasive cleansers or razor blades on man-made marble; both will cause certain damage to the surface.

### **Exterior Faucets**

Outside faucets are not freeze proof; therefore, it is recommended that you remove garden hoses during cold weather and leave faucets open to drip. If a hose is left attached, the water that remains in the hose can freeze and expand back into the pipe causing a break in the line. Repair of a broken line that feeds an exterior faucet is a homeowner maintenance item. SGC Homes does not warrant exterior faucets against freezing.

### **Porcelain**

A sharp blow from a heavy object can damage porcelain enamel. It can also be scratched. Do not stand in the bathtub wearing shoes unless you have placed a protective layer of newspaper over the bottom of the tub. If paint is splattered onto the porcelain enamel surfaces during redecorating, it should be wiped up immediately. If some spots are dry before being noticed, use a recommended solvent. Clean porcelain finishes with a non-abrasive cleanser designed for bathroom usage.

### **Running Toilets**

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

Also check the chain on the flush handle, if it is too tight it will prevent the rubber stopper at the bottom of the tank from sealing, resulting in running water.

### **Stainless Steel**

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

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### **Tank/Bowl Care**

Toilets are made of vitreous china, a glasslike material that is almost impervious to staining. Clean your toilets with a toilet bowl cleaner and a brush or cloth. Vitreous china is brittle and will easily break or shatter if hit with a hard object. Do not stand on your toilets. Uneven pressure applied to the toilet can break the wax seal at the base of the toilet, thereby causing a leak. Toilets which are designed to use less water, approximately 1.6 gallons, have been installed in your home in an effort to reduce the amount of water used and the amount of wastewater treated and returned to our water sources. All of this result in a lower utility cost to you and an improvement to our environment. Since these toilets use approximately 50% of the water that older, traditional toilets use, you need to be aware of a few inconveniences you may experience. The toilets have a tendency to become clogged more frequently than a traditional toilet because of the newer toilet's reduced water flush capacity. On the occasions where one needs to dispose of a large amount of tissue, it is advisable to flush the toilet prior to the disposal of all tissue. Educating your family members as to the capacity of the toilet will help avoid unnecessary stoppages. Do not place objects other than toilet paper in the toilet. Always keep a plumber's plunger on hand to use in the event of a stoppage of a toilet. If a stoppage occurs, close the shut-off valve on the back side of the toilet. Usually a few vigorous pumps with the plunger will free the obstruction. Stoppages that are not construction related are the homeowner's responsibility. If you are unable to clear the obstruction yourself, we suggest that you call a plumber. Do not use drain cleaners in toilets. The harsh chemicals in drain cleaners can damage the toilet seals and cause a leak. The flush valve in your toilet should last for many years. If it fails or begins to leak, a new flush valve can be purchased at a home center or hardware store. If you are not entirely comfortable with this do-it-yourself project, a plumber can perform this task.

### **Toilet Seat Cover**

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

## **Vinyl Flooring**

Refer to manufacturer's recommendations for additional information on the care of all floor covering products. Although resilient floors are designed for minimum care, they do vary in maintenance needs. Some resilient floors require regular application of a good floor finish. This assures you of retaining a high gloss. However, no cleaning or finishing agents should be used on the new floor until the adhesive has set thoroughly. This takes about two weeks. Because of its relatively soft texture, vinyl flooring can be damaged by heavy appliances, dropped objects, high-heeled shoes and by rough usage. This damage is permanent and cannot be repaired.

### **Limit Water**

Wipe up spills immediately to avoid staining and vacuum crumbs instead of washing resilient floors frequently with water. Mopping or washing with water should be limited; excessive amounts of water on resilient floors can penetrate seams and get under edges causing the material to lift and curl. Maintain the caulking in all wet areas such as toilets, tubs, etc.

### **Moving Furniture**

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

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Dimples and scratches can be caused by moving furniture, dropping heavy or sharp objects, high heels. Etc.

### **Shrinkage or Warping**

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

### **Raised Nail Heads**

Raised nail heads are the result of movements of the floor joist caused by natural shrinkage and deflection. Special nails have been used to nail down your sub floor. 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. Flooring of any type can shrink and seams may separate slightly due to this shrinkage.

### **Ridges**

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

### **Scrubbing & Buffing**

Frequent scrubbing or electric buffing is harder on floors than regular foot traffic. Use acrylic finishes often if you scrub or buff. Clean vinyl flooring with a solution of warm water and a commercial vinyl floor cleaner.

### **Seam Lifting**

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

### **Yellowing and Warping**

Be aware that yellowing and warping of the surface can result from rubber backing on area rugs or mats.

## **Roof**

### **Clean Gutters**

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

### **Leaks**

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



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### **Limit Walking**

Limit walking on your roof. The weight and movement can loosen the roofing material and break the integrity of the roofing material, which can, in turn, result in leaks. Never attempt to walk on the roof of your home when the shingles are wet--they are extremely slippery.

### **Severe Weather**

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

### **Siding**

#### **Caulking**

All caulking shrinks and replacement is a homeowner maintenance item. Separation at the joints I the exterior trim and between the trim and the surfaces of exterior siding or masonry should not exceed 1/4 of an inch. Siding, trim and masonry must be capable of excluding the elements.

### **Smoke Detectors**

**Read the manufacturer's manual for detailed information on the care of your smoke detectors. Maintain fresh fully charged batteries.**

#### **Cleaning**

Once a quarter, smoke alarms should be cleaned (vacuumed) to prevent a false alarm or lack of response to a fire. After cleaning, push the red button to test; the alarm should sound. For your safety, it is important that these devices be kept clean and in good operating condition.

### **No Representation**

SGC Homes does not represent that the smoke detection device will provide the protection for which it is installed. The homeowner is responsible for obtaining insurance.

### **Vents**

#### **Attic**

A sheet of plastic can be placed over the insulation in the attic in front of vents to protect ceilings from driving snow/rain. Be cautious in placing this so as to not displace the insulation or step off wood members onto drywall.

#### **Range Hood**

Remove and clean the filter. Clean accumulated grease deposits from the fan housing.

#### **Dryer Vent**

Remove the dryer hose from the dryer vent stack. Check for lint build up or blockage. This will help increase the life expectancy of the dryer.

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### **Water Heater**

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

#### **Electric Water Heaters**

#### **Drain Tank**

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

#### **Temperature**

Set the water heater thermostat at the recommended setting; higher settings waste energy. The recommended thermostat setting for normal everyday use is "140 degrees" on electric models.

#### **No Hot Water**

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

#### **Gas Water Heaters**

#### **Drain Tank**

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

#### **Temperature**

Set the water heater thermostat at the recommended setting; higher settings waste energy. The recommended thermostat setting for normal everyday use is "normal" on gas models.

#### **No Hot Water**

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

#### **Condensation**

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

### **Windows, Screens, and Patio Doors**

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.

#### **Cleaning**

Once a month, clean aluminum metal surfaces with warm water. Do not use a powdered cleaner.



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After each cleaning, apply a silicone lubricant.

### **Condensation**

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

### **Door Locks**

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

### **Door Tracks**

Keep patio door tracks clean for smooth operation and to prevent damage to the door frame. Silicone lubricants work well for these tracks.

### **Sticking Windows**

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

### **Storing Screens**

Many homeowners remove and store screens for the winter to allow more light into the home. Use caution in removing screens. They are easily perforated and the frames bend if not handled with care. SGC Homes does not recommend the removal of screens.

### **Condensation**

Homeowners with humidifiers should closely observe manufacturer's directions, especially during extremely cold periods.

### **Ventilation**

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

### **Broken Glass**

If any panes of glass become broken, you should contact a glass company for reglazing. Glass is very difficult to install without special tools, and, therefore, we strongly recommend you don't attempt the repair yourself.