

Goodwyn Building Company Homeowner Reference Guide

Goodwyn Building Company Homeowner Reference Guide

Dear Homeowner,

Congratulations on your decision to purchase a new home from Goodwyn Building Company. Buying a home is one of life's most exciting and rewarding experiences. At Goodwyn Building Company, we understand the tremendous trust you place in us, and we are honored to accept that responsibility—one we do not take lightly.

As a Goodwyn Building Company homeowner, you can count on us to uphold the following promises:

1. We will treat you with respect, honesty, and kindness.
2. We will ensure you fully understand the building process and feel comfortable asking any questions.
3. We will provide prompt and honest answers to all your questions. Your concerns are important to us.
4. We will build your home using qualified, experienced contractors and high-quality products that exceed industry standards.
5. We will build your home with a focus on **value**. We recognize we are spending your money and take that responsibility seriously.
6. We will clearly explain how to operate and maintain your new Goodwyn Building Company home when you move in.
7. We want you to enjoy the building process, so please share your thoughts and suggestions on how we can improve your experience.

To help uphold these promises, we have created this Homeowner Reference Guide to support you during and after the purchase of your home. The information provided will answer many of your questions and guide you through each stage of the homeownership journey, helping to make this exciting time easier and more enjoyable.

This Reference Guide includes maintenance guidelines and an overview of our limited warranty program, broken down by components.

Please take the time to review this material carefully. Note the level of detail we've included — your home will receive the same careful attention.

If you need clarification or have questions about any topic, don't hesitate to give us a call. We are delighted to welcome you to the Goodwyn Building Company family and are always here to serve you.

Sincerely,

Goodwyn Building Company

Receipt

Congratulations on your decision to buy a new home!

Goodwyn Building Company is proud to deliver this copy of our homeowner reference guide to you as part of the purchase agreement materials for your new home.

By signing below, I acknowledge receipt of the Homeowner Reference Guide and understand the following important reminders related to my new home:

Utilities

- You may arrange for power to be transferred in advance for your closing date.
- Internet and cable can be ordered ahead of time.
- The Closing Disclosure is required to set up water service and to schedule trash can delivery. A copy will be available from your attorney at closing.
- Utilities will remain active for 5 days post-closing as a grace period, after which they will be terminated.

Homeowners Association (HOA)

- HOA dues will begin at the start of next year.
- Specific dues information is provided on the utility sheet you received at closing.
- Adhere to all rules and regulations outlined in your HOA's Covenants and Restrictions, including those related to on-street parking and fence installations.

Appliance Setup & Use

- For the washing machine, ensure the drain hose is fully inserted and secure. Place paper towels under water connections and confirm they remain dry before use.
- Your dishwasher is energy efficient. Run hot water at your kitchen sink before starting it for best performance.
- Use of a rinse aid is recommended.

Electrical Panel & Outlets

- If exterior outlets stop working, reset the GFCI outlet located at the front door.
- If tripping continues, submit a warranty request at <https://goodwynbuilding.com/warranty.php>.
- The main service panel should always remain closed to prevent potential weather damage or tampering.

Heating & Air System Maintenance

- After your first year, we recommend purchasing a maintenance agreement with United Heating and Cooling.
- Replace all air filters every 2 months, including the one located in the attic. Filters can be conveniently ordered through Amazon.

Termite Control

- Your home includes service and a termite bond from Tuli Pest Control, using a bait system.
- Quarterly inspections will be conducted.
- One year from your closing date, Tuli will contact you to renew the service. The continued service is strongly recommended.

Yard Maintenance

- We recommend hiring a professional lawn service during your first year.
- In winter months, lawn pre-treatment is advised.

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Acknowledgment:

I/We have received and reviewed the Homeowner Reference Guide and understand the above information.

Property Address: _____

Homeowner Signature(s): _____

Date: _____

Homeowner Signature(s): _____

Date: _____

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Caring for Your Home

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

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

Homeowner Use and Maintenance Guidelines

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

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

Prompt Attention

In addition to routine care, many times a minor maintenance attention provided immediately saves you a more serious, time-consuming, and sometimes costly repair later. Neglecting routine maintenance can void applicable limited warranty coverage on all or part of your home.

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

Manufacturer Literature

Please take time to read the literature (warranties and use and care guides) provided by the manufacturers of consumer products and other items in your home. Although much of the information may be familiar to you, some points may differ significantly from homes you have had in the past.

We make every effort to keep the information in this guide current. However, if any detail in our discussion conflicts with the manufacturer's recommendations, **you should always follow the manufacturer's recommendations.**

Activate specific manufacturer's warranties by completing and mailing any registration cards included with their materials. In some cases, manufacturer's warranties may extend beyond the first year and it is in your best interest to know about such coverages. Many of these documents which include the manufacturer registration cards, product owner's manuals, etc. have been placed in a kitchen drawer in your new home. Our construction manager will show you where these documents are located at your home orientation. For any other document not contained in your kitchen drawer, we recommend visiting the manufacturers website, to register your product warranties.

Goodwyn Building Company Limited Warranty Guidelines

While we strive to build a defect-free home, we are realistic enough to know that, with repeated use, an item in the home may fail to perform as it should. When this occurs, we will make necessary corrections, so the item meets our warranty guidelines.

In support of this commitment, Goodwyn Building Company provides you with a

- One Year Limited New Home Warranty Agreement
- Seven Years Structural Warranty through Residential Warranty Company, LLC (RWC).

Coverage begins at closing. You will receive both your one year limited new home warranty agreement and your seven-year structural RWC warranty at closing. Throughout this guide, we will refer to the specific items and services each warranty covers and the responsibilities they include. To view the sample warranty document in its entirety prior to your closing, visit <https://goodwynbuilding.com/warranty.php>

Throughout this document, you will see we reference the **Goodwyn Building Company Limited Warranty Guidelines** to determine what is considered a warranty item and what is considered a homeowner maintenance item.

Corrective Actions

In addition to the information contained in the limited warranty itself, this guide includes details about the criteria we use to evaluate concerns your report. The purpose is to inform you of our warranty commitment regarding common issues that may arise in a new home. This section outlines the corrective actions we will take in typical situations.

We Sometimes Say No

With a product as complex as a home, there may be differing opinions on which tasks fall under homeowner maintenance, and which fall under Goodwyn Building's warranty responsibilities. If you request warranty service for something that is considered homeowner maintenance, we will explain the appropriate steps for you to take. We are always available to answer your home care questions—during and after your warranty period. Maintaining your home is ultimately your responsibility.

Warranty Reporting Procedures

Providing warranty service for a new home is more complicated than for other products. When you purchased your home, you purchased hundreds of items and the work of 35 to 50 independent trade contractors. With so many details and people involved, a planned system is essential.

Our warranty service system is designed based on your written report of nonemergency items. This provides you with the maximum protection and allows us to operate efficiently, thereby providing faster service to all homeowners. Emergency reports are the only service requests we accept by phone. Please put all nonemergency service requests in writing.

To submit a nonemergency warranty request, visit goodwynbuilding.com/warranty.php and complete the warranty request form linked on that page. Submitting through the form ensures your request is received by multiple team members immediately and routed to the right person for follow-up.

Once your request is received, our warranty team will review it against our warranty guidelines. If your concern is covered, you will be sent an email with directions on how to schedule the appropriate service provider to address the issue directly.

After Your First Year

If you have been in your home for more than one year, your Goodwyn Building Company limited warranty has concluded. For structural concerns, you remain covered under your 7-Year Structural Warranty through Residential Warranty Company (RWC). To submit a claim directly with RWC, visit: <https://www.rwcwarranty.com/homeowners-2/submit-a-claim/>

Emergency Service

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

- Air conditioning
- Electrical
- Heat system
- Plumbing
- Roof (leak)
- Water heater

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

If your review of the troubleshooting tips fails to solve the problem, during business hours, call Goodwyn Building's warranty office: **334-263-2221**

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After hours, on weekends, and holidays, call the necessary trade contractor or utility company directly. Their phone numbers are listed on the “TOP WARRANTY REQUESTS & HOW THEY ARE HANDLED” you receive at your home orientation. We suggest that you insert that sheet in this section of your homeowner reference guide.

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

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

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

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

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

Other Emergencies. In addition to emergency situations covered by our limited warranty, be prepared for other kinds of emergencies. Post phone numbers for the fire department, police, paramedics, and poison control near phones in your home. Have companies in mind in the event you need a locksmith, water extraction, glass breakage repair, or sewer router service. If you are new to the area, neighbors may be able to recommend good service providers. Introduce your children to neighbors who might be available to help in an emergency if you are not home.

Kitchen Appliance Warranties. The manufacturers of kitchen appliances have asked to work directly with homeowners if any repairs are needed for their products. Customer service phone numbers are listed in the use and care materials for each appliance. Be prepared to provide the model and serial number of the item and the closing date on your home. For your convenience, we have included an Appliance Service information sheet among the other checklists in this guide.

Appliance warranties are generally for one year; refer to the literature provided by the manufacturer for complete information. Remember to mail in any registration cards you receive

with manufacturer materials. Being in the manufacturer's system assures that in the event of a recall the company can contact you and arrange to provide the needed correction.

Warranty Item Processing Procedures

When we receive a warranty service request, we may contact you for an inspection appointment. Warranty inspection appointments are available Monday through Friday, at 8:00 a.m. or 12:00 p.m. We inspect the items listed in your written request to confirm warranty coverage and determine appropriate action. Generally, reported items fall into one of three categories:

- Trade contractor item
- In-house item
- Home maintenance item

If a trade contractor or an in-house employee is required to perform repairs, we issue a warranty work order describing the situation to be addressed. If the item is home maintenance, we will review the maintenance steps with you and offer whatever informational assistance we can. Occasionally the inspection step is unnecessary. In that case, we issue the needed work orders and notify you that we have done so.

Help Us to Serve You

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

- Your name, address, and the phone numbers where you can be reached during business hours.
- A complete description of the problem, for example, "guest bath—cold water line leaks under sink," rather than "plumbing problem."
- Any and all pictures of the concerning area or item
- Information about your availability or the best days or times to reach you. For instance, if calling you at work is acceptable, let us know. Otherwise, we will use your cell phone number. If you are usually home on Thursday, mention that.

Access to Your Home

Goodwyn Building Company conducts inspections of interior warranty items only when an adult is available to accompany our representative and point out the items you have listed. Both our in-house service technicians and those of our trade contractors will likewise perform repairs only when an adult is available to admit them to your home. An adult is a person 18 or older who has your authorization to admit service personnel and sign completed work orders.

We do not accept keys, nor will we permit our trade contractors to accept your key and work in your home without an adult present. While we recognize that this means processing warranty

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service items may take longer, we believe your peace of mind and security should be our first concern.

Exterior Items

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

Repair Appointments

Depending on the work needed, at the conclusion of the inspection appointment, the warranty manager will most likely ask you to designate a *work date*—a date a minimum of 10 days from the inspection date—for approved repairs to be made. This 10-day time frame allows us to notify appropriate trades people and arrange for most repairs to occur on the same day.

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

Inspection and Work Hours

Our warranty hours will be as follows:

- ▶ Administrative staff: Monday through Friday, 8:00 a.m. until 4:00 p.m.
- ▶ Inspection appointments: Monday through Friday, 8:00 a.m. or 12:00 p.m.
- ▶ Work appointments: Monday through Friday, 8:00 a.m. or 12:00 p.m.

Evening and weekend appointments are reserved for emergency situations.

Pets

Goodwyn Building Company respects the pets that many homeowners count as members of their households. For the safety of your pet(s), our employees and trades personnel, we ask that you restrict all animals to a comfortable location during any warranty visit, whether for inspection or warranty work. We have instructed Goodwyn Building Company and trades personnel to reschedule the appointment if pets have access to the work area.

Your Belongings

Before a warranty service appointment, we kindly ask that you take steps to protect your personal belongings. Please move or secure any valuable, fragile, or sentimental items in the areas where work will be performed. This helps ensure that your belongings remain safe and that our warranty team can complete the necessary repairs without risk of accidental damage.

While our team takes great care during every visit, we appreciate your assistance in creating a clear, safe work area.

Surfaces

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

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

Signatures on Work Orders

Signing a work order acknowledges that a technician worked in your home on the date shown and with regard to the items listed. It does not negate any of your rights under the warranty nor does it release us from any confirmed warranty obligation. If you prefer not to sign the work order, the technician will note that, sign the work order and return it to us for our records. Our work order form includes a brief survey about the service provided. We appreciate you taking a moment to respond to the items listed and letting us know your opinion. If you are dissatisfied with any service we provide, you can note that on the work order or call the warranty office with your feedback. We will review your concerns and determine whether our requirements have been met.

Completion Time

Regular review of outstanding work orders is part of our office routine. Checking with trades and homeowners alike, we strive to identify the cause for delays and get all warranty work completed within an appropriate and reasonable amount of time.

We intend to complete warranty work orders within 15 workdays of the inspection unless you are unavailable for access. If a back-ordered part or similar circumstance causes a delay, we will let you know. Likewise, when weather conditions prevent the timely completion of exterior items, we track those items and follow up to ensure that they are addressed when conditions are right.

Missed Appointments

Good communication is one key to successful completion of warranty items. If a Goodwyn Building Company employee or a trade person will be late, he or she should contact you as soon as the delay is recognized, offering you a choice of a later time the same day or a completely different appointment. If you must miss an appointment, we appreciate being alerted as soon as you realize your schedule has changed. We can put work orders on "hold" for 10 to 30 days and re-activate them when your schedule offers a better opportunity to arrange access to the home.

Warranty Service Summary

Warranty Hours

- Administrative staff: Monday through Friday, 8:00 a.m. until 4:00 p.m.
- Inspection appointments: Monday through Friday, 8:00 a.m. or 12:00 p.m.
- Work appointments: Monday through Friday, 8:00 a.m. or 12:00 p.m.

Appliances

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

Emergency

First, check the troubleshooting tips under its individual headings in this guide. If those tips do not solve the problem during our business hours (Monday through Friday, 8:00 a.m. until 4:00 p.m.), call our warranty office:

334-263-2221

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

Nonemergency

If you are within your first year of homeownership, submit your request using the warranty form at the link below. Your request will be reviewed by our warranty team. If your concern falls within our warranty guidelines, you will receive an email on how to schedule the appropriate service provider to address it. Submitting through the form—rather than calling, texting, or stopping by—ensures your request reaches multiple team members immediately and gets routed to the right person as quickly as possible.

<https://goodwynbuilding.com/warranty.php>

After Your First Year

If you have been in your home for more than one year, contact RWC directly for structural warranty claims at: <https://www.rwcwarranty.com/homeowners-2/submit-a-claim/>

Homeowner Use and Maintenance Items

Air Conditioning

Homeowner Use and Maintenance Guidelines

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

Your air conditioning system is a whole-house system. The air conditioning unit is the mechanism that produces cooler air. The air conditioning system involves everything inside your home including, for example, drapes, blinds, and windows.

Your home air conditioning is a closed system, which means that the interior air is continually recycled and cooled until the desired air temperature is reached. Warm outside air disrupts the system and makes cooling impossible. Therefore, you should keep all windows closed while the air conditioner is on. The heat from the sun shining through windows with open drapes is intense enough to overcome the cooling effect of the air conditioning unit. For best results, close the drapes on these windows.

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

If evening cooling is your primary goal, set the thermostat at a moderate temperature in the morning while the house is cooler, allowing the system to maintain the cooler temperature. The temperature setting may then be lowered slightly when you arrive home, with better results. Once your air conditioning system is running, setting the thermostat much lower than the current room temperature will **not** cool your home any faster. In fact, doing so can cause the system to freeze up, leading to little or no cooling at all. Extended use under these conditions can damage the unit.

Adjust Vents

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

Compressor Level

The air conditioning compressor must remain level for proper operation and to avoid damage. If it settles during the warranty period, Goodwyn Building Company will make the necessary corrections.

See also Grading and Drainage.

Manufacturer's Instructions

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

Temperature Variations

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

Troubleshooting Tips: No Air Conditioning

Before calling for service, check to confirm that the:

- Thermostat is set to "cool", and the temperature is set below the room temperature.
- Blower panel cover is installed correctly for the furnace blower (fan) to operate. Like the way a clothes dryer door operates, this panel pushes in a button that lets the fan motor know it is safe to come on. If that button is not pushed in, the furnace will not operate.
- Air conditioner and furnace breakers on the main electrical panel are on. (Remember if a breaker trips you must turn it from the tripped position to the off position before you can turn it back on.)
- 220 switch on the outside wall near the air conditioner is on.
- Switch on the side of the furnace is on.
- Fuse in furnace is good. (See manufacturer literature for size and location.)
- Filter is clean to allow air flow.
- Vents in individual rooms are open.
- Air returns are unobstructed.
- Air conditioner has not frozen from overuse.

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

Goodwyn Building Company Limited Warranty Guidelines

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

Coolant

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

Nonemergency

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

Alarm System

Homeowner Use and Maintenance Guidelines

If you add an alarm system, you will arrange for the final connection and activation after you move-in. The alarm company will demonstrate the system, instruct you in its use, and provide identification codes for your family. We recommend that you test the system each month.

Accessories

Bath Accessories

We confirm that all bath accessories (towel bars, toilet paper holders, and other bath accessories) are in acceptable condition during your home orientation. While they are securely installed, they are designed for normal household use. Damage caused by pulling, tugging, or excessive force — such as accessories pulling away from the wall — is considered homeowner responsibility.

Closet Shelving

We confirm that all closet shelving and rods are in acceptable condition during your home orientation. Shelves are designed to support **up to 20 pounds per linear foot**. Overloading them may cause them to loosen or collapse, and such issues are not considered a warranty item.

Appliances

Homeowner Use and Maintenance Guidelines

Refer to your [*Appliance Service*](#) information sheet.

Goodwyn Building Company Limited Warranty Guidelines

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

Attic Access

Homeowner Use and Maintenance Guidelines

The attic space is neither designed nor intended for storage. We provide access to this area for maintenance of mechanical equipment that may traverse the attic space. When you perform

needed tasks in the attic, use caution and avoid stepping off wood members onto the drywall. This can result in personal injury or damage to the ceiling below. Your limited warranty does not cover such injury or damage.

Goodwyn Building Company Limited Warranty Guidelines

Goodwyn Building Company and the local building department inspect the attic before your closing to confirm insulation is correct.

Brick

Homeowner Use and Maintenance Guidelines

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

Efflorescence

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

Tuck-Pointing

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

Weep Holes

You may notice small holes in the mortar along the lower row of bricks. These holes allow moisture that has accumulated behind the brick to escape. Do not fill these weep holes or permit landscaping materials to cover them.

Goodwyn Building Company Limited Warranty Guidelines

We check the brickwork during the home orientation to confirm correct installation of designated materials.

Cracks

One time during the warranty period, we repair masonry cracks that exceed 3/16 inch.

Cabinets

Homeowner Use and Maintenance Guidelines

Cleaning

Products such as lemon oil or polishes that include scratch cover are suggested for wood cabinet care. Follow container directions. Use such products a maximum of once every 3 to 6 months to avoid excessive build-up. Avoid paraffin-based spray waxes and washing cabinets with water, as both 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 result from operating appliances that generate large amounts of moisture (such as a crockpot) too near the cabinet. When operating such appliances, place them in a location that is not directly under a cabinet.

Goodwyn Building Company Limited Warranty Guidelines

During the orientation, we will confirm that all cabinet parts are installed and that their surfaces are in acceptable condition.

Alignment

Doors, drawer fronts, and handles should be level and even.

Operation

Cabinets should operate properly under normal use.

Separations

We will correct gaps between cabinets and the ceiling or cabinets and the walls by caulking or other means if the gap exceeds 1/8 inch (locations behind appliances are excepted from this repair).

Warping

If doors or drawer fronts warp in excess of 1/4 inch within 24 inches, we will correct this by adjustment or replacement.

Wood Grain

Readily noticeable variations in wood grain and color are normal in all wood or wood veneer selections. Replacements are not made due to such variations.

Carpet

Homeowner Use and Maintenance Guidelines

Burns

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

Cleaning

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

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

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

Have your carpet professionally cleaned regularly, usually after 18 months in your home and then once a year after that.

Crushing

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

Fading

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

Filtration

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

Fuzzing

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

Pilling

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

Rippling

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

Seams

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

Carpet styles with low, tight naps result in the most visible seams. Seams are never more visible than when the carpet is first installed. Usually with time, use, and vacuuming the seams become less visible.

Shading

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

Shedding

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

Snags

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

Sprouting

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

Edges

Edges of carpet along moldings and edges of stairs should be held firmly in place. In some areas, metal or other edging material may be used where carpet meets another floor covering.

Seams

Carpet seams will be visible. Goodwyn Building Company will repair any gaps or fraying.

Goodwyn Building Company Limited Warranty Guidelines

During your orientation, we will confirm that your carpet is in acceptable condition. We will correct stains or spots noted at this time by cleaning, patching, or replacement. Goodwyn Building Company is not responsible for dye lot variations if replacements are made.

Caulking

Homeowner Use and Maintenance Guidelines

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

Colored Caulk

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

Latex Caulk

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

Silicone Caulk

Caulking that contains silicone will not accept paint; it works best where water is present, for example, where tub meets tile, or a sink meets a countertop.

Goodwyn Building Company Limited Warranty Guidelines

During the orientation we confirm that appropriate areas are adequately caulked.

One-Time Repair

Goodwyn Building Company will touch up caulking, if necessary, one time during the first year.

See also Countertops, Expansion and Contraction, Stairs, and Wood Trim.

Ceramic Tile

Homeowner Use and Maintenance Guidelines

Cleaning

Ceramic tile is one of the easiest floor coverings to maintain. Simply vacuum when needed. Occasionally, a wet mopping with warm water is appropriate. Avoid adding detergent to the water. If you feel a cleaning agent is required, use a mild solution of warm water and dishwasher crystals (they will not result in a heavy, difficult-to-remove lather on the grout). Rinse thoroughly.

Grout Discoloration

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

Sealing Grout

Goodwyn Building does not seal grout. Sealing grout is your decision and responsibility. Once grout has been sealed, ongoing maintenance of that seal is necessary and limited warranty coverage on grout that has been sealed is void.

Separations

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

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

Goodwyn Building Company Limited Warranty Guidelines

During the orientation we confirm that tile and grout areas are in acceptable condition. We will repair or replace cracked, badly chipped, or loose tiles noted at that time. Goodwyn Building Company is not responsible for variations in color or discontinued patterns. New grout may vary in color from the original.

One-Time Repair

Cracks appearing in grouting of ceramic tiles at joints or junctions with other materials are commonly due to shrinkage. Goodwyn Building Company will repair grouting, if necessary, one time during the first year. We are not responsible for color variations in grout or discontinued colored grout. Any grouting or caulking that is needed after that time is your responsibility.

Concrete Flatwork

Homeowner Use and Maintenance Guidelines

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

Cleaning

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

Cracks

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

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

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

Expansion Joints

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

Ice, Snow, and Chemicals

Driving or parking on snow creates ice on the drive, which magnifies the effects of snow on the concrete surface. Remove ice and snow from concrete slabs as promptly as possible after snowstorms. Protect concrete from abuse by chemical agents such as pet urine, fertilizers, radiator overflow, repeated hosing, or de-icing agents, such as road salt that can drip from vehicles. All of these items can cause spalling (chipping of the surface) of concrete.

Sealer

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

Goodwyn Building Company Limited Warranty Guidelines

Color

Concrete slabs vary in color. Goodwyn Building Company provides no correction for this condition.

Concrete Cracks Less Than 1/4" in Foundation & Garage

Concrete cracks are to be expected throughout the life of the home. These are only warrantable if they are wider than 1/4".

Concrete Cracks in Driveway, Patio, Porch & Sidewalk

Concrete cracks are not covered under your Builder's Warranty, unless it becomes a trip hazard. Concrete cracks are due to settling, soil expansion, and the curing process.

Goodwyn Building Company Homeowner Reference Guide

Finished Floors

Goodwyn Building Company will correct cracks, settling, or heaving that rupture finish floor materials that we installed as part of the home as you originally purchased it.

Level Floors

Concrete floors in the habitable areas of the home will be level to within 1/4 inch within any 32-inch measurement with the exception of an area specifically designed to slope toward a floor drain.

Separation

Goodwyn Building Company will correct separation of concrete slabs from the home if separation exceeds one inch.

Settling or Heaving

Goodwyn Building Company will repair slabs that settle or heave in excess of 2 inches or if such movement results in negative drainage (toward the house) or hazardous vertical displacement.

Spalling (Surface Chips)

Causes of spalling include repeated hosing of concrete for cleaning. Repair of spalling is a home maintenance task.

Standing Water

Water may stand on exterior concrete slabs for several hours after precipitation or from roof run-off. Goodwyn Building Company will correct conditions that cause water to remain longer than 12 hours unless it is from roof run-off of melting snow or ice.

Condensation

Homeowner Use and Maintenance Guidelines

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

New Construction

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

Normal Activities

As you live in your home, your daily lifestyle contributes to the moisture in the air also. Cooking, laundry, baths and showers, plants, and so on all add water to the air in your home.

Likewise, your daily routine can mitigate the amount of moisture in your home and reduce condensation on interior surfaces.

Temperature

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

Ventilation

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

See also Ventilation.

Goodwyn Building Company Limited Warranty Guidelines

Condensation results from weather conditions and a family's lifestyle. Goodwyn Building Company has no control over these factors. The limited warranty coverage excludes condensation.

Countertops

Homeowner Use and Maintenance Guidelines

Use a cutting board to protect your counters when you cut or chop. Protect the counter from heat and from extremely hot pans. If you cannot put your hand on it, do not put it on the counter. Do not use countertops as ironing boards and do not set lit cigarettes on the edge of the counter.

Caulking

The caulking between the countertop and the wall, along the joint at the backsplash (the section of counter that extends a few inches up the wall along the counter area), and around the sink may shrink, leaving a slight gap. Maintaining a good seal in these locations is important to keep moisture from reaching the wood under the laminates and to prevent warping.

Cleaning

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

Nicks & Scrapes

If nicks or scrapes were caused by construction, it must be noted during the home orientation prior to closing. Granite edges can be brittle and often chip or crack. Usually they can be polished out, but sometimes there is no remedy.

Wax

Wax is not necessary, but it can be used to make counters gleam.

See also Ceramic Tile.

Goodwyn Building Company Limited Warranty Guidelines

During your orientation we confirm that all countertops are in acceptable condition. We repair noticeable surface damage such as chips, cracks, and scratches noted on the orientation list. Repair of surface damage noted subsequent to this is one of your home maintenance responsibilities.

Separation from Wall

Separation of countertops from walls, backsplash, and around sinks results from normal shrinkage of materials. Goodwyn Building Company will recaulk these areas one time during the materials and workmanship warranty. Subsequently caulking will be your home maintenance responsibility.



CARE + MAINTENANCE

HELPFUL TIPS:

DO use a cutting board in all kitchen countertop applications
DO use coasters or placemats under all glasses, particularly those containing alcohol or citric juices
DO use trivets under china, ceramics, silver or other objects that might scratch or scorch the surface
DO protect flooring applications by using walk-off mats or area rugs
DO dust mop floors frequently
DO clean surfaces with mild detergent or stone soap
DO thoroughly rinse and dry the surface after washing
DO blot up spills immediately

DON'T place hot items directly on the stone surface
DON'T use vinegar, lemon juice or other cleaners containing acids on marble, onyx, limestone or travertine surfaces
DON'T use cleaners that contain acid such as bathroom cleaners, grout cleaners or tub and tile cleaners
DON'T use abrasive cleaners such as dry cleansers or soft cleansers
DON'T mix bleach and ammonia; this combination creates a toxic and lethal gas
DON'T ever mix chemicals together unless directions specifically instruct you to do so

WHAT YOU SHOULD KNOW ABOUT CLEANING NATURAL STONE -

Natural stone can be classified into two general categories according to its composition: siliceous stone or calcareous stone. Knowing the difference is critical when selecting cleaning products. Siliceous stone is composed mainly of silica or quartz-like particles. It tends to be very durable and relatively easy to clean with mild acidic cleaning solutions. Types of siliceous stone include granite, slate, sandstone and quartzite.

Calcareous stone is composed mainly of calcium carbonate and will react to acidic foods such as lemons or tomatoes. This reaction will result in a dulling in surface sheen and change in texture, otherwise referred to as "acid etching". Cleaning products that work on siliceous stone may damage the surface of calcareous surfaces. Types of calcareous stone include marble, travertine, limestone and onyx.

As a general rule of thumb, whenever a spill occurs, immediately blot the spill with a paper towel. Don't wipe the area; it will spread the spill. Flush the area with plain water and a mild liquid dishwashing detergent. Rinse several times. Dry the area thoroughly with a soft cloth. Do not use products that contain lemon, vinegar or other acids on marble or limestone. Do not use scouring powders or creams; these products contain abrasives that may scratch the surface.

WHAT YOU SHOULD KNOW ABOUT CLEANING QUARTZ

Engineered quartz surfaces blend modern sophistication and timeless luxury with unbeatable strength and durability. The ever-lasting finish requires only simple and routine care to maintain its good looks. To clean quartz, we recommend using warm water and a mild detergent.

Quartz is Minimal Maintenance, Virtually maintenance-free, Quartz hard, non-porous surfaces require no sealing to renew its luster and are simple to clean. In most cases, soap and water or a mild detergent is enough to keep your Caesarstone surfaces looking like new. If necessary, use a non-abrasive soft soap along with a non-scratch or delicate scrub pad. Afterwards, thoroughly rinse with clean water to remove residue.

For stubborn stains or dried spills please refer to the manufacturer's website for better details on what is recommended.

A comprehensive care and maintenance plan helps ensure long-term satisfaction with a material choice. These recommendations are based on those from The Marble Institute of America & our Quartz manufacturers. If you have any questions or concerns regarding the information outlined here, please contact your Mega Granite Sales Consultant for more information.



Doors and Locks

Homeowner Use and Maintenance Guidelines

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

Bifold Doors

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

Exterior Finish

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

Failure to Latch

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

Hinges

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

Keys

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

Locks

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

Shrinkage

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

Slamming

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

Sticking

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

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

Warping

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

Weather Stripping

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

Goodwyn Building Company Limited Warranty Guidelines

During the orientation we confirm that all doors are in acceptable condition and correctly adjusted. Goodwyn Building Company will repair construction damage to doors noted on the orientation list.

Adjustments

Because of normal settling of the home, doors may require adjustment for proper fit. Goodwyn Building Company will make such adjustments.

Panel Shrinkage

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

Warping

Goodwyn Building Company will repair doors that warp in excess of 1/4 inch.

Drywall

Homeowner Use and Maintenance Guidelines

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

Ceilings

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

Repairs

With the exception of the one-time repair service provided by Goodwyn Building Company, care of drywall is your maintenance responsibility. We suggest that you wait until after the first heating season to repair drywall cracks or other separations due to shrinkage. Most drywall repairs can be easily made. This work is best done when you redecorate the room.

Repair hairline cracks with a coat of paint. You can repair slightly larger cracks with spackle or caulk. To correct a nail pop, reset the nail with a hammer and punch. Cover it with spackle, which is available at paint and hardware stores. Apply two or three thin coats. When dry, sand the surface with fine-grain sandpaper, and then paint. You can fill indentations caused by sharp objects in the same manner.

Goodwyn Building Company Limited Warranty Guidelines

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

One Time Repairs

One time during the materials and workmanship warranty, Goodwyn Building Company will repair drywall shrinkage cracks and nail pops and will touch up the repaired area using the same paint color that was on the surface when the home was delivered. Touch-ups will be visible.

Repainting the entire wall or the entire room to correct this is your choice and responsibility. You are also responsible for custom paint colors or wallpaper that has been applied subsequent to closing. Due to the effects of time on paint and wallpaper, as well as possible dye lot variations, touch-ups are unlikely to match the surrounding area.

Lighting Conditions

Goodwyn Building Company does not repair drywall flaws that are only visible under particular lighting conditions.

Related Warranty Repairs

If a drywall repair is needed as a result of poor workmanship (such as blisters in tape) or other warranty-based repair (such as a plumbing leak), Goodwyn Building Company completes the repair by touching up the repaired area with the same paint that was on the surface when the home was delivered. If more than one-third of the wall is involved, we will repaint the wall corner to corner. You are responsible for custom paint colors or wallpaper that has been applied subsequent to closing. The effects of time on paint and wallpaper, as well as possible dye lot variations, mean touch-up may not match the surrounding area.

Easements

Homeowner Use and Care Guidelines

Easements are areas where such things as utility supply lines can pass through your property. They permit service to your lot and adjacent lots, now and in the future. Your lot will also include drainage easements, meaning the runoff from adjacent lots passes across your property.

Likewise, water from your property may run across a neighboring lot. Easements are recorded and are permanent.

Trees, shrubs, gardens, play equipment, storage sheds, fences or other items which you install in or across these easements may be disturbed if service entities—such as the gas, electric, or phone companies—need access to lines for repairs or to connect service to nearby homesites.

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

See also Property Boundaries.

Electrical System

Homeowner Use and Maintenance Guidelines

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

Breakers

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

Breakers Tripping

Breakers trip because of overloads caused by plugging too many appliances into the circuit, a worn cord or defective appliance, or operating an appliance with too high a voltage requirement for the circuit. The starting of an electric motor can also trip a breaker.

If any circuit trips repeatedly, unplug all items connected to it and reset. If it trips when nothing is connected to it, you need an electrician. If the circuit remains on, one of the items you unplugged is defective and will require repair or replacement.

Buzzing

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

Fixture Location

We install light fixtures in the locations indicated on the home floor plans. Moving fixtures to accommodate specific furniture arrangements or room use is your responsibility.

GFCI (Ground-Fault Circuit-Interrupters)

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

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

Each GFCI circuit has a test and reset button. Once each month, press the test button. This will trip the circuit. To return service, press the reset button. If a GFCI breaker trips during normal use, it may indicate a faulty appliance, and you will need to investigate the problem. One GFCI breaker can control up to three or four outlets.

Grounded System

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

Light Bulbs

You are responsible for replacing burned-out bulbs other than those noted during your orientation.

Over time, the plastic panel may yellow and will become brittle and may need to be replaced if it cracks or breaks. Replacement material can be found at home centers and hardware stores. Most suppliers will cut the panel to fit so if you need to purchase a replacement, be sure to note the size you need.

Bulbs for these fixtures can be purchased at home centers or hardware stores. Avoid exceeding the wattage indicated inside the fixture.

Modifications

If you wish to make any modifications, contact the electrician listed on the Emergency Phone Numbers you received at the orientation. Having another electrician modify your electrical system during the warranty period can void that portion of your limited warranty.

Outlets

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

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

Underground Cables

Before digging, check the location of buried service leads by calling the local utility locating service. In most cases, wires run in a straight line from the service panel to the nearest public utility pad. Maintain positive drainage around the foundation to protect electrical service connections.

TROUBLESHOOTING TIPS: NO ELECTRICAL SERVICE

No Electrical Service Anywhere in the Home

Before calling for service, check to confirm that the:

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

No Electrical to One or More Outlets

Before calling for service, check to confirm that the

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

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

Goodwyn Building Company Limited Warranty Guidelines

During the orientation, we confirm that light fixtures are in acceptable condition and that all bulbs are working. Goodwyn Building Company's limited warranty excludes any fixture you supplied.

Designed Load

Goodwyn Building Company will repair any electrical wiring that fails to carry its designed load to meet specifications. If electrical outlets, switches, or fixtures do not function as intended, Goodwyn Building Company will repair or replace them.

GFCI (Ground-Fault Circuit-Interrupters)

Goodwyn Building Company is not responsible for food spoilage that results from your plugging refrigerators or freezers into a GFCI outlet.

Power Surge

Power surges are the result of local conditions beyond the control of Goodwyn Building Company and are excluded from limited warranty coverage. These can result in burned-out bulbs or damage to sensitive electronic equipment such as TVs, alarm systems, and computers. Damage resulting from lightning strikes are excluded from limited warranty coverage.

Expansion and Contraction

Homeowner Use and Maintenance Guidelines

Changes in temperature and humidity cause all building materials to expand and contract. Dissimilar materials expand or contract at different rates. This movement results in separation between materials, particularly dissimilar ones. You will see the effects in small cracks in drywall and in paint, especially where moldings meet drywall, at mitered corners, and where tile grout meets tub or sink. While this can alarm an uninformed homeowner, it is normal. Shrinkage of the wood members of your home is inevitable and occurs in every new home. Although this is most noticeable during the first year, it may continue beyond that time. In most cases, caulk and paint are all that you need to conceal this minor evidence of a natural phenomenon. Maintenance of caulking is your responsibility.

Goodwyn Building Company Limited Warranty

Goodwyn Building Company provides one-time repairs to many of the effects of expansion and contraction. See individual categories such as drywall and caulk for details.

Fencing

Homeowner Use and Maintenance Guidelines

Depending on the community in which your home is located, fencing may be included with your home, it may be an optional item, or it may be an item you consider adding after your move-in. When Goodwyn Building Company installs fencing as part of your new home, we confirm its good condition during your orientation. All types of fencing require some routine attention.

Drainage

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

Homeowner Association Design Review

If you decide to add a fence to your property after closing, you'll need to submit your fence site plan and get written approval from Goodwyn Building before starting any work. This approval helps make sure your fence follows all protective covenants, subdivision rules, and any specific guidelines we've set.

Here are a few placement rules to keep in mind:

- Your fence should be within 12 inches of your back and side property lines.
- It shouldn't extend past the front of your house.
- If your home is on a corner lot, the side facing the street must stay behind the building line.

If a future neighbor decides to put up a fence later on, they'll be allowed to connect their fence to yours.

See also Property Boundaries.

Variation

Height and location of Goodwyn Building Company installed fences will vary with lot size, topography, and shape. Goodwyn Building Company must meet the requirements of the Design Review process just as any homeowner would.

Wood Fences

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

Goodwyn Building Company Limited Warranty

If fencing is part of your home purchase, we will confirm the acceptable condition of the fence during your orientation. Goodwyn Building Company will correct fence posts that become loose during the warranty period. Be aware that damage to fencing caused by severe weather should be referred to your homeowner insurance company and is specifically excluded from warranty coverage.

Fireplace

Homeowner Use and Maintenance Guidelines

See also Fire Prevention.

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

Look upon burning a fire as a luxury that adds much to the atmosphere but just a little to the heat in a home. About 10 percent of the heat produced by a fire is radiated into the house. In many older homes, the air used by the fireplace for combustion is replaced with cold outside air drawn in through cracks around doors and windows. However, your home is constructed so tightly that this does not happen. We install a fresh air vent to supply the fireplace with combustion air and reduce the amount of heated air the fire draws from your house. Open this vent before starting the fire as you do the damper.

Close the damper and cold air vent when the fireplace is not in use. Leaving these open is equivalent to having an open window in the house. If the fire is still burning, but you are finished enjoying it, use glass doors to prevent heated air from being drawn up the chimney until your damper can be closed.

Caution: Do not burn trash in the fireplace and never use any type of liquid fire starter.

Remove old ashes and coals from under the grate when it is completely cool. A light layer is desirable as an insulator and will help to reflect heat.

Chimney Cleaning

Creosote and other wood-burning by-products accumulate inside the flue over a period of time. This build-up can be a fire hazard. The way you use your fireplace and the type of wood you burn determines the frequency of your chimney cleanings. For instance, burning soft woods or improperly seasoned woods necessitates more frequent cleaning. Hire a qualified chimney sweep for this cleaning.

Goodwyn Building Company Limited Warranty Guidelines

Fireplaces are not intended to be a sole heat source in the home. The fireplace should function properly when Goodwyn Building Company's and the manufacturer's directions are followed.

Discoloration

Discoloration of the firebox or brick is a normal result of use and requires no corrective action. Mortar-style fireplaces may develop cracks due to temperature changes and other factors.

Downdraft

Although extremely high winds can result in a downdraft, this condition should be temporary and occasional. We will determine and correct continuous malfunction if caused by a construction or design defect.

Water Infiltration

In unusually heavy or prolonged precipitation, especially when accompanied by high winds, some water can enter the home through the chimney. The limited warranty excludes this occurrence.

Foundation

Homeowner Use and Maintenance Guidelines

We install the foundation of your home according to the recommendations of our consulting engineer. The footings of the foundation are poured concrete with steel reinforcing rods. To protect your home's foundation, follow guidelines for installation and maintenance of landscaping and drainage in this guide.

Cracks

Even though an engineer designed the foundation, and we constructed it according to engineering requirements, surface cracks can still develop in the slab. Surface cracks are not detrimental to the structural integrity of your home. If a crack develops in a foundation wall that allows water to come through, follow the procedures for submitting a warranty claim.

Goodwyn Building Company Limited Warranty Guidelines

The foundation of your home has been designed and installed according to the recommendations of an engineer. The foundation is poured concrete with steel reinforcing rods.

Cosmetic Imperfections

Slight cosmetic imperfections in foundation, such as slight honeycombing (aggregate visible), are possible and require no repair unless they permit water to enter.

Cracks

Shrinkage or curing cracks are not unusual in slabs, especially at the corners of basement windows. Goodwyn Building Company will seal cracks that exceed 1/8 inch in width.

Garage Overhead Door

Homeowner Use and Maintenance Guidelines

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

Light Visible

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

Lock

If the lock becomes stiff, apply 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.

Lubrication

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

Opener

Be familiar with the steps for manual operation of the door in the event of a power failure.

During your orientation we will demonstrate the electric eye that provides a safety stop in the event someone crosses through the opening while the overhead door is in motion. Use care not to place tools or other stored items where they interfere with the function of the electric eye.

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

Painting

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

Safety

Follow the manufacturer's instructions for safe and reliable operation. Do not allow anyone except the operator near the door when it is in motion. Keep hands and fingers away from all parts of the door except the handle. Do not allow children to play with or around the door.

For your safety, after the expiration of the one-year warranty, have any needed adjustments made by a qualified specialist. The door springs are under a considerable amount of tension and require special tools and knowledge for accurate and safe servicing. Have the door inspected by a professional garage door technician after any significant impact to the door.

Sag

The garage door may sag slightly due to its weight and span. This will stabilize after the panels have dried.

Goodwyn Building Company Limited Warranty Guidelines

The garage door should operate smoothly and with reasonable ease. The door can become misaligned and require adjustment, which Goodwyn Building Company will provide unless the problem is caused by the installation of a garage door opener subsequent to closing on the home.

Ghosting

Homeowner Use and Maintenance Guidelines

In some homes, dark or sooty stains — sometimes called "ghosting" — may appear on surfaces like carpets, walls, ceilings, mirrors, or around area rugs. Research and laboratory testing have shown that one of the main causes of this staining is the burning of scented candles.

When scented candles burn, they can release unburned hydrocarbons (soot) into the air. Over time, this soot can settle on surfaces throughout the home and may be very difficult — or even impossible — to fully remove, especially on light-colored materials.

Because scented candles have become very popular in recent years, we want to make you aware of this potential impact on your home's interior. Damage caused by burning candles or similar lifestyle choices is not covered under the Goodwyn Building Company limited warranty.

To help protect your home's finishes, we recommend using candles sparingly and ensuring good ventilation if you choose to burn them.

See also Carpet/Filtration.

Grading and Drainage

Homeowner Use and Maintenance Guidelines

The final grades around your home have been inspected and approved for proper drainage of your lot. Yards drain from one to another. You and your neighbors share an overall drainage plan

Goodwyn Building Company Homeowner Reference Guide

for the community. Use caution when installing landscaping, fencing, or additions to your home to prevent causing water problems on adjacent lots.

Drainage

Typically, the grade around your home should slope 8 inches in the first 10 feet and then tapering to a 2 percent slope at the end. In most cases, drainage swales do not follow property boundaries. Maintain the slopes around your home to permit the water to drain away from the home as rapidly as possible. This is essential to protect your foundation. Failure to do so can result in major structural damage and will void your warranty.

Exterior Finish Materials

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

Settling

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

Goodwyn Building Company Limited Warranty Guidelines

We established the final grade to ensure adequate drainage away from the home. Maintaining this drainage is your responsibility. If you alter the drainage pattern after closing, or if changes in drainage occur due to lack of maintenance, the limited warranty is void.

Backfill Settlement

Backfilled or excavated areas around the foundation and at utility trenches should not interfere with the drainage away from your home. If these areas settle during the first year, Goodwyn Building Company will fill the areas one time and subsequently will provide you with fill dirt to maintain positive drainage.

Erosion

Goodwyn Building Company is not responsible for weather-caused damage to unlandscaped yards after the final grade has been established or the closing date, whichever occurs last.

New Sod

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

Recommendations

Goodwyn Building Company documents the grades that exist at the time of delivery of your home or as soon thereafter as possible. The ground must be dry and free of frost to make these determinations. Once final grades are set, Goodwyn Building Company will inspect drainage

problems reported in writing during the warranty period, compare grades to those originally established, and advise you on corrective actions you might take.

Swales

Goodwyn Building Company does not alter drainage patterns to suit individual landscape plans. Typically, lots receive water from and pass water on to other lots, so changes in grade often affect adjacent or nearby lots. Goodwyn Building Company advises against making such changes. After heavy rain or snow, water may stand in swales up to 48 hours.

Under Concrete

Goodwyn Building Company will fill visible sunken areas under concrete during the first year.

Hardware

Homeowner Use and Maintenance Guidelines

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

Goodwyn Building Company Limited Warranty Guidelines

We confirm that all hardware is in acceptable condition during orientation. The limited warranty excludes repairs for cosmetic damage after the home orientation. We do not tighten screws on loose doorknobs after you have closed on your home.

Goodwyn Building Company will repair hardware items that do not function as intended.

Heating System: Heat Pump

Homeowner Care and Maintenance

If your home contains a heat pump system, you should be aware of the performance characteristics unique to these systems. As with any system, read the manufacturer's literature and follow all instructions for efficient operation and maintenance of your system. Clean or replace filters every two months. Provide professional service for your system at least once every two years.

Air Circulation Across Coils

Keep the outside unit clear of any materials that would interfere with air circulation. Snow, ice, landscaping materials, trash, leaves, and other accumulating items can cause inefficiency or damage the unit.

Air Conditioning and Heating

A heat pump system operates differently from a gas forced-air furnace. The same system provides both heat and air conditioning. This is possible because a refrigerant flows back and

forth in the coils of the heat pump, controlled by a reversing valve. In the heating mode, the heat pump removes heat from the outside air and transfers it to the inside air. In the cooling mode, it does just the opposite, removing heat from the inside air and discharging it outside of the home. The thermostat inside your home controls this heating or cooling activity.

Air Temperature at Vents

Do not expect dramatic temperature differences in the air coming from the vents as is common with other kinds of systems. The coils used in a heat pump system operate at lower temperatures than those common in a gas forced-air system. As a result, for example, in the heat mode, air from the supply vents will typically range from 85 to 90 degrees F. The vents will not feel hot, though the air discharged is warmer than the air in the room by as much as 20 degrees.

Auxiliary Heat System

At lower outside temperatures, less heat is available for the heat pump to draw from the exterior air. Therefore, from time to time the auxiliary heat system will come on to maintain the temperature you set at the thermostat. The auxiliary system will also come on whenever the temperature at the thermostat is moved 1.5 degrees or more at one time. If the light stays on when the outside temperature is more than 30 degrees F, contact a service person.

Defrost Cycle

When the heat pump is operating in the heat mode, the coils outside may reach below freezing temperatures. Moisture in the air will condense into frost and accumulate on the coils under these circumstances. From time to time, the system will go into defrost mode to clear accumulated frost from the coils. This is a normal part of the operation of the system and will occur automatically.

During the defrost cycle, the outside fan will stop temporarily. The temperature of airflow into the home will be a bit lower during the defrost cycle. The defrost cycle can only occur once every 90 minutes and lasts no longer than 10 minutes.

Night Setback

A night setback thermostat is a special type of thermostat that automatically lowers the temperature in your home at night to save energy, then raises it again in the morning. However, unless your home has a night setback thermostat specifically designed to work with a heat pump system, you should **not** manually lower the temperature in the evenings.

Heat pumps are most efficient when they maintain a steady temperature. Rapid temperature drops can make the system work harder and less efficiently. Instead, we recommend adjusting your thermostat a fraction of a degree at a time until you find a comfortable, consistent setting for day and night use.

Register Adjustment

Registers will require adjustment from time to time to maximize your family's comfort. Do not completely close off more than one supply register at a time. This can restrict the airflow too much and reduce the efficiency of the system. A good technique is to completely open all the vents, then gradually move the temperature setting up until the coolest room is comfortable.

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Once the coolest room is comfortable, gradually close the vents in the warmer rooms until all rooms are comfortable as well. Reverse the process for air conditioning.

Return Air Vents

As with any heating system, return air vents must be clear, so the air flows through the ducts unimpeded. Avoid placing furniture where it blocks the return air vents.

TROUBLESHOOTING TIPS: NO HEAT OR AUXILIARY HEAT STAYS ON WHEN OUTSIDE TEMPERATURE IS 30 DEGREES OR ABOVE

Before calling for service, check to confirm that the:

- Thermostat is set to "heat", and the temperature is set above the room temperature.
- Breaker on the main electrical panel is on. (Remember, if a breaker trips you must turn it from the tripped position to the off position before you can turn it back on.)
- Filter is clean to allow airflow.
- Vents in individual rooms are open.
- Air returns are unobstructed.
- Outside unit is not blocked by snow or other materials.
- Outside coil does not have an excessive ice build-up.

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

Goodwyn Building Company Limited Warranty Guidelines

Refer to the manufacturer's limited warranty for information regarding warranty coverage.

Insulation

Goodwyn Building Company Limited Warranty Guidelines

Goodwyn Building Company will install insulation to meet or exceed the building codes applicable at the time of construction and outlined as part of your purchase agreement.

Landscaping

Homeowner Use and Maintenance Guidelines

Creating a beautiful yard takes planning, regular care, and often several seasons to complete. While this guide does not cover landscape design in detail, many helpful resources are available, including books, videos, software, local nurseries, and professional landscapers.

We recommend installing the basic elements of your landscaping as soon as weather allows after closing. Timely landscaping not only helps meet homeowner association requirements but also

protects your home's foundation and helps prevent erosion. Planning your landscaping in stages can make the work and cost more manageable over time.

Additions

Before installing patio additions or other permanent improvements, consider soil conditions in the design and engineering of your addition. Check with your local building department and homeowners' association before designing, installing, or changing landscaping for any regulations that they require you to follow.

Erosion

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

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

Natural Areas

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

Seeded Lawns

If lawn seeding is part of your home purchase, consider this just the first step in establishing your yard. Remember that the forces of nature are far stronger than grass seed. You will need to overseed at some point, perhaps more than once. Heavy storms can cause washouts and erosion that you will need to correct. It generally takes at least three growing seasons to establish a good lawn, longer if weather conditions are difficult or if you do not have the time to devote to lawn care.

Before over-seeding, remember to fill any slight depressions with a light layer of topsoil. Minimize traffic of all kinds on newly seeded areas and avoid weed killer for at least 120 days. Keep the seed moist, not wet.

Sod

Newly placed sod requires extra water for several weeks. Water in the cool part of the day (ideally just before sunrise) at regular intervals for the first three weeks. Be aware that new sod and the extra watering it requires can sometimes create drainage concerns (in your yard or your neighbor's) that will disappear when the yard is established and requires normal watering.

Utility Lines

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

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

See also Easements.

Weeds

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

Goodwyn Building Company Limited Warranty

We will confirm the healthy condition of all plant materials during the orientation. Maintaining landscaping is your responsibility.

Mildew

Homeowner Use and Maintenance Guidelines

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

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

Goodwyn Building Company Limited Warranty Guidelines

We will remove any mildew noted during the orientation. Goodwyn Building Company warranty excludes mildew.

Mirrors

Homeowner Use and Maintenance Guidelines

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

Goodwyn Building Company Limited Warranty Guidelines

We will confirm that all mirrors are in acceptable condition during the orientation. Goodwyn Building Company will correct scratches, chips, or other damage to mirrors noted during the orientation.

Paint and Stain

Homeowner Use and Maintenance Guidelines

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

Exterior

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

Plan on refinishing the exterior surface of your home approximately every two to three years or as often as your paint manufacturer suggests for your area and climate. Climatic conditions control the chemical structure of the paint used on the exterior. Over time, this finish will fade and dull a bit. Depending on the exposure to weather of each surface, the paint on some parts of your home may begin to show signs of deterioration sooner than others.

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

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

Severe Weather

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

Stain

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

Touch-Up

When doing paint touch-ups, use a small brush, applying paint only to the damaged spot. Touch-up may not match the surrounding area exactly, even if the same paint mix is used. When it is time to repaint a room, prepare the wall surfaces first by cleaning with a mild soap and water mixture or a reliable cleaning product.

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

Wall Cracks

We suggest that you wait until after the first heating season to repair drywall cracks or other separations due to shrinkage.

See also Drywall.

Goodwyn Building Company Limited Warranty Guidelines

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

Cracking

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

Fading

Expect fading of exterior paint or stain caused by the effects of sun and weather. Goodwyn Building Company limited warranty excludes this occurrence.

Touch-Up Visible

Paint touch-up is visible under certain lighting conditions.

Wood Grain

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

Pests and Wildlife

Homeowner Use and Maintenance Guidelines

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

Phone Jacks

Homeowner Use and Maintenance Guidelines

Your home is equipped with telephone jacks as shown on the floor plans. Initiating phone service, additions to phone service, and moving phone outlets for decorating purposes or convenience are your responsibility.

Goodwyn Building Company Limited Warranty Guidelines

Goodwyn Building Company will correct outlets positioned so that a wall phone cannot be installed, for instance, if a kitchen phone outlet is positioned too close to a cabinet or countertop backsplash and prevents a wall phone from being connected.

Goodwyn Building Company will repair wiring that does not perform as intended from the phone service box into the home. From the service box outward, care of the wiring is the responsibility of the local telephone service company.

Plumbing

Homeowner Use and Maintenance Guidelines

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

Aerators

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

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

See also Dripping Faucet.

Cleaning

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

Clogs

The main causes of toilet clogs are domestic items such as disposable diapers, excessive amounts of toilet paper, sanitary supplies, Q-tips, dental floss, and children's toys. Improper garbage

disposal use also causes plumbing clogs. Always use plenty of cold water when running the disposal. This recommendation also applies to grease; supplied with a steady flow of cold water, the grease congeals and is cut up by the blades. If you use hot water, the grease remains a liquid, then cools and solidifies in the sewer line. Allow the water to run 10 to 15 seconds after shutting off the disposal.

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

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

Dripping Faucet

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

Extended Absence

If you plan to be away for an extended period, you should drain your water supply lines. To do this, shut off the main supply line and open the faucets to relieve pressure in the lines. You may also wish to shut off the water heater. Do this by turning off the cold-water supply valve on top and the gas control at the bottom. Drain the tank by running a hose from the spigot on the bottom to the basement floor drain. If you leave the tank full, keep the pilot on and set the temperature to its lowest or "vacation" setting. Check manufacturer's directions for additional hints and instructions.

See also Extended Absence checklist.

Fiberglass Fixtures

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

Any nicks and scrapes should be addressed during the home orientation. For nicks and scrapes that occur after closing, we recommend reaching out to Tub Doctor (office.tubmaninc@gmail.com; (334)498-4729).

Fiberglass tubs and showers are designed to support up to 350 pounds. To help prevent cracks or structural damage, we recommend staying within this weight limit. Please note that any damage caused by exceeding this limit is considered a maintenance issue and is not covered under your warranty.

Freezing Pipes

Provided the home is heated at a normal level, pipes should not freeze at temperatures above 0 degrees Fahrenheit. Set the heat at a minimum of 55 degrees F if you are away during winter months. Keep garage doors closed to protect plumbing lines running through this area from freezing temperatures.

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

Leaks

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

Low Flush Toilets

We want to draw your attention to a water-saving regulation that went into effect in 1993, which prohibits the manufacture of toilets that use more than 1.6 gallons of water per flush. In the search for a balance among comfort, convenience, and sensible use of natural resources, the government conducted several studies. The 1.6-gallon toilet turned out to be the size that overall, consistently saves water.

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

Main Shut-Off

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

Outside Faucets

Always remove hoses from outdoor faucets before freezing weather. If a hose is left attached, any water trapped inside can freeze, expand, and push back into the pipe — which can cause the pipe to crack or burst. Fixing a broken pipe like this is considered the homeowner's responsibility. Please note: Goodwyn Building Company does not cover damage to outdoor faucets (also called sillcocks) caused by freezing.

Porcelain

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

Running Toilet

To stop running water, check the shut-off float in the tank. You will most likely find it has lifted too high in the tank, preventing the valve from shutting off completely. In this case, gently bend the float rod down until it stops the water at the correct level. The float should be free and not rub the side of the tank or any other parts. Also check the chain on the flush handle. If it is too tight, it will prevent the rubber stopper at the bottom of the tank from sealing, resulting in running water.

Shut-Offs

Your main water shut-off is located near your meter. Both items will be pointed out to you during your home orientation. You use this shut-off for major water emergencies such as a water line break or when you install a sprinkler system or build an addition to your home. Each toilet has a shut-off on the water line under the tank. Hot and cold shut-offs for each sink are on the water lines under the sink.

Stainless Steel

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

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

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

Tank Care

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

TROUBLESHOOTING TIPS: PLUMBING

No Water Anywhere in the Home

Before calling for service, check to confirm that the:

- Main shut off at the street is open.
- Individual shut-offs for each water-using item are open.

No Hot Water

See Water Heater

Leak Involving One Sink, Tub, or Toilet

- Check caulking and grout.
- Confirm shower door or tub enclosure was properly closed.

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- Turn water supply off to that item.
- Use other facilities in your home and report problem on next business day.

Leak Involving a Main Line

- Turn water off at the meter in your home.
- Call emergency number for service.

Back Up at One Toilet

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

- Shut off the water supply to the toilet involved.
- Use a plunger to clear the blockage.
- Use a snake to clear the blockage.
- If you've been in your home fewer than 30 days, contact Goodwyn Building Company or the plumber listed on your Emergency Phone Numbers sheet.
- If you've been in your home over 30 days, contact a router service.

Sewer Back Up Affecting Entire Home

- If you've been in your home fewer than 30 days, contact Goodwyn Building Company or the plumber listed on your Emergency Phone Numbers sheet.
- If you've been in your home over 30 days, contact a router service.
- Remove personal belongings to a safe location. If items are soiled, contact your homeowner insurance company.

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

Goodwyn Building Company Limited Warranty Guidelines

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

Clogged Drain

Goodwyn Building Company will correct clogged drains that occur during the first 30 days after closing. If a household item is removed from a clogged drain during this time, we will bill you for the drain service. After the first 30 days, you are responsible for correcting clogged drains.

Cosmetic Damage

Goodwyn Building Company will correct any fixture damage noted on the orientation list. Repairing chips, scratches, or other surface damage noted after the orientation list is your responsibility.

Exterior Faucets

Goodwyn Building Company will repair leaks at exterior faucets noted on the orientation list. After orientation, repair of a broken line to an exterior faucet is your responsibility.

Freezing Pipes

Provided the home is heated at a normal level, pipes should not freeze. Set heat at 55 degrees F if you are away during winter months. Keep garage doors closed to protect plumbing lines that run through this area.

Leaks

Goodwyn Building Company will repair leaks in the plumbing system. If a plumbing leak caused by a warranted item results in drywall or floor covering damage, Goodwyn Building Company will repair or replace items that were part of the home as originally purchased. We do not adjust for secondary damages (for example, damage to wallpaper, drapes, and personal belongings). Insurance should cover these items.

Noise

Changes in temperature or the flow of the water itself will cause some noise in the pipes. This is normal and requires no repair. Goodwyn Building Company will repair persistent water hammer. Expect temperatures to vary if water is used in more than one location in the home at the exact same time.

Supply

Goodwyn Building Company will correct construction conditions that disrupt the supply of water to your home if they involve service from the main water supply to your home, provided actions of yours have not caused the problem. Disruption of service due to failure of the water department system is the responsibility of the water department to correct.

Property Boundaries

Homeowner Use and Maintenance Guidelines

At closing you will receive a copy of a site plan that shows your lot and the location of your home on the lot. To construct the home, Goodwyn Building Company established the property boundaries and corners.

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

See also Easements.

Vinyl Plank Flooring

Homeowner Use and Maintenance Guidelines

Although vinyl plank flooring is designed for minimum care, it does have maintenance needs. Follow any manufacturer's specific recommendations for care and cleaning. Some vinyl plank

floors require regular application of a good floor finish. This assures you of retaining a high gloss. However, avoid using cleaning or finishing agents on the new floor until the adhesive has thoroughly set. This will take about two weeks.

Limit Water

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

Moving Furniture

Moving appliances across vinyl plank floor covering can result in tears and wrinkles. Install coasters on furniture legs to prevent permanent damage. If you damage the vinyl plank floor, you can have it successfully patched by professionals.

No-Wax Flooring

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

Scrubbing and Buffing

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

Seams

Any brand or type of vinyl plank flooring may separate slightly due to shrinkage. Seams can lift or curl if excessive moisture is allowed to penetrate them. You can use a special caulk at tub or floor joints to seal seams at those locations.

Goodwyn Building Company Limited Warranty Guidelines

We will confirm that vinyl plank floor covering is in acceptable condition during your orientation. Goodwyn Building Company limited warranty does not cover damage to floors caused by moving furniture or appliances into the home. We can assist you in contacting professionals who can repair such damage if it occurs in your home. Goodwyn Building Company is not responsible for discontinued selections.

Adhesion

Vinyl plank floor covering should adhere. Goodwyn Building Company will repair lifting or bubbling and nail pops that appear on the surface.

Seams

Seams will occur and are sealed at the time of installation. Goodwyn Building Company will correct gaps in excess of 1/16 inch where vinyl plank flooring pieces meet or 1/8 inch where vinyl plank flooring meets another material. Goodwyn Building Company will correct curling at seams unless caused by excessive water.

Roof

Homeowner Use and Maintenance Guidelines

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

Leaks

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

Limit Walking

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

Severe Weather

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

TROUBLESHOOTING TIPS: ROOF LEAK

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

- Confirm the source of the water is the roof rather than from a
 - Plumbing leak
 - Open window on a higher floor
 - Blowing rain or snow coming in through code required roof vents or
 - Gap in caulking
- Where practical, place a container under dripping water.
- If a ceiling is involved, use a screwdriver to poke a small hole in the drywall to release the water.
- Remove personal belongings to prevent damage to them. If damage occurs, contact your homeowner insurance company to submit a claim.
- Report the leak to Goodwyn Building Company during first available business hours.

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

Goodwyn Building Company Limited Warranty Guidelines

Goodwyn Building Company will repair roof leaks other than those caused by severe weather, such as hail damage, or some action you have taken, such as walking on the roof. Roof repairs are made only when the roof is dry.

Inclement Weather

Storm damage is excluded from warranty coverage. Notify your homeowner insurance company if storm damage is discovered.

Rough Carpentry

Goodwyn Building Company Limited Warranty Guidelines

Some floor and stair squeaks are unavoidable. Although Goodwyn Building Company does not warranty against floor squeaks, a reasonable effort will be made to correct them.

Floor Deflection

Floors will deflect (bend) when walked on. This will be more noticeable next to hutches, bookcases, pianos, chairs, and other heavy furniture. This is not a structural deficiency and Goodwyn Building Company will take no action for this occurrence.

Floor Level

Floors will be level to within 1/4 inch within any 32-inch distance as measured perpendicular to any ridge or indentation. Goodwyn Building Company will correct floor slope that exceeds 1/240 of the room.

Plumb Walls

Goodwyn Building Company will correct walls that are out of plumb more than 1/2 inch in an 8-foot distance or walls that are bowed more than 1/4 inch in any 32-inch measurement.

Septic System (If Applicable)

Homeowner Use and Maintenance Guidelines

A septic system consists of two basic parts. First a septic tank, and second an underground disposal field. Bacteria break down solids forming a sludge which is moved by incoming water out to the disposal field where it is filtered out into the soil. To help preserve the effectiveness of the system, keep these points in mind:

- Avoid disposing of chemicals such as solvents, oils, paints, and so on, through the septic system
- Avoid using commercial drain cleaners. They can kill the bacteria that are working to break down the solid waste matter.
- Food from a disposal decomposes more slowly and adds to the solids in the tank. Coffee grounds may clog the system.
- Avoid disposing of any paper product (diapers, sanitary supplies, paper towels and so on) other than toilet paper through the system.
- Do not rely on yeast or chemical additive to digest sludge. They are not an alternative to regular pumping and may harm the system.
- Drain surface water away from the disposal field. Eliminate unnecessary sources of water in the disposal field. Plant only sod over the disposal field. Avoid fertilizers in this area.
- Conserve indoor water use to put less strain on the system. Correct leaky faucets or running toilets promptly. Keep in mind that a water softener will generate 30 to 85 gallons of water every regeneration cycle.
- Do not drive on the disposal field or build over it.

Pumping the System

Over time, the matter not broken down by the bacteria can clog the system. This will happen despite careful use and good maintenance. To prevent serious problems, regular pumping to clean out the tank is essential—usually every 3 to 5 years, more often if usage is heavy.

System Failure

Signs that your septic system is failing include:

- ▶ Black water with a foul odor backing up in drains or toilets.
- ▶ Toilets flush slowly.
- ▶ Water ponds on top of the disposal field.
- ▶ Grass stays green over the disposal field even in dry weather.

If you believe your system requires attention, call a professional to assess the situation. Have the system pumped. If a new system is required, a permit must be obtained from the county or municipality where your home is located.

Goodwyn Building Company Limited Warranty Guidelines

During the orientation we confirm that the septic system is working properly and that you are familiar with the location of the tank and disposal field.

While we install the system in accordance with codes and plans based on your soil conditions, we do not warrant that the septic system will function indefinitely. Weather, ground water, environmental conditions, topography, as well as your family's habits can all generate unpredictable effects.

Shower Doors or Tub Enclosures

Homeowner Use and Maintenance Guidelines

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

Use cleaning products suggested by the manufacturer to avoid any damage to the trim and hardware.

Avoid hanging wet towels on corners of doors; the weight can pull the door out of alignment and cause it to leak.

Check and touch-up caulking on an as needed basis.

Goodwyn Building Company Limited Warranty Guidelines

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

Siding

Goodwyn Building Company Homeowner Reference Guide

Homeowner Use and Maintenance Guidelines

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

Vinyl

Vinyl siding will occasionally require cleaning. Start at the top to avoid streaking and use a cleaning product recommended by your siding manufacturer. Follow directions carefully.

Cement Based Products

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

See also Paint and Wood Trim.

Goodwyn Building Company Limited Warranty Guidelines

Goodwyn Building Company warrants all siding to be free of defects in material and workmanship. We will confirm the good condition of the siding during your orientation. Subsequent damage to the siding is your responsibility to repair.

Goodwyn Building Company will caulk and apply touch-up paint to cracks that exceed 3/16 inch. We provide this repair one time only near the end of the first year. Paint or stain touch-up will not match.

We will correct any separation at joints or where siding meets another material if the separation allows water to enter the home. Goodwyn Building Company will correct delaminating siding.

Smoke Detectors

Homeowner Use and Maintenance Guidelines

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

Battery

If a smoke detector makes a chirping sound that is a sign that the battery needs to be replaced. Follow the manufacturer's instructions for installing a new battery. Most smoke detectors use a 9-volt battery.

Cleaning

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

Locations

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

Goodwyn Building Company Limited Warranty Guidelines

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

Stairs

Homeowner Use and Maintenance Guidelines

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

Goodwyn Building Company Limited Warranty Guidelines

Although Goodwyn Building Company does not warrant against stair vibration and squeaks, a reasonable effort will be made to correct them.

Termites

Homeowner Use and Maintenance Guidelines

We treat the foundation of your home for termites and provide you with a certificate confirming that treatment. Plan to renew this treatment annually or as directed by the literature that accompanies the certificate. Treatment for other types of insects or animal infestations is your responsibility.

Regular Inspections

Regularly inspect your home for signs of termites or conditions that would allow their attack.

- Check for wrinkles or waves in wood trim.
- Tap wood to see if it sounds or feels hollow.
- Inspect under the carpet tack strip by lifting the edge of carpet in the corner of a room. The tack strip is untreated and provides a convenient path for termites through your home.
- Watch for tubes of dirt, called mud tubes, that extend from the soil up to your home.
- Keep soil away from any wood parts of your home.
- Be certain all roof water and precipitation moves quickly away from your home's foundation.
- Avoid storing wood on the ground and against your home.
- Maintain a safe zone of at least two feet in width around the perimeter of your home. Avoid planting grass or shrubs, installing any sprinkler device, or digging of any kind in this area. If you disturb this area, have it re-treated to restore protection.

Goodwyn Building Company Homeowner Reference Guide

- Before installing stepping stones, river rock, concrete, or so on, against the home, chemically treat the area that will be underneath the new material.
- If you add onto or change the exterior of your home, be sure to have the areas treated first.

If you believe you see signs of termites or if you have any questions, contact your termite treatment company for guidance.

Goodwyn Building Company Limited Warranty Guidelines

We certify treatment of your foundation for termites at closing. This is our final action for termites. Goodwyn Building Company warranty excludes treatment for any other insect or animal infestations.

Ventilation (Over Garages)

Homeowner Use and Maintenance Guidelines

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

Attic Vents

Attic ventilation occurs through vents in the soffit (the underside of the overhangs) or on gable ends. Driving rain or snow sometimes enters the attic through these vents. Do not cover them to prevent this.

Daily Habits

Your daily habits can help keep your home well ventilated:

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

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

Goodwyn Building Company Limited Warranty Guidelines

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

Water Heater: Electric

Homeowner Care and Maintenance

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

Drain Tank

Review and follow the manufacturer's timetable and instructions for draining several gallons of water from the bottom of the water heater. This reduces build-up of chemical deposits from the water, thereby prolonging the life of the tank as well as saving energy and dollars. Also drain the tank if it is being shut down during periods of freezing temperatures. Carefully follow the instructions in the manufacturer's literature.

Element Cleaning or Replacement

The heating elements in the water heater will require periodic cleaning. The frequency is determined in part by the quality of the water in your area. Again, refer to the manufacturer's literature for step-by-step instructions and drawings, or contact an authorized service company.

Pressure Relief Valve

At least once each year, manually operate the pressure relief valve. Stay clear of the discharge line to avoid injury. See manufacturer's literature for diagrams and detailed instructions.

Safety

Keep the area around a water heater clear of stored household items. Never use the top of the water heater as a storage shelf.

TROUBLE SHOOTING TIPS: NO HOT WATER

Before calling for service, check to confirm that the

- Water heater breaker on your main electric panel is in the on position. (Remember if a breaker trips you must turn it from the tripped position to the off position before you can turn it back on.)
- Temperature setting is not on "vacation" or too low.
- Water supply valve is open.

Refer to the manufacturer's literature for specific locations of these items and possibly other troubleshooting tips.

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

Goodwyn Building Company Limited Warranty

Refer to the manufacturer's limited warranty for complete information regarding warranty coverage on your water heater.

Windows

Homeowner Use and Maintenance Guidelines

Contact a glass company for reglazing any windows that break. Glass is difficult to install without special tools.

Condensation

Condensation on interior surfaces of the window and frame is the result of high humidity within the home and low outside temperatures. Your family's lifestyle controls the humidity level within your home. If your home includes a humidifier, closely observe the manufacturer's directions for its use.

Sills

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

Sticking Windows

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

Tinting

Applying tinting or foil lining to dual pane windows can result in broken windows due to heat build-up. Some manufacturers void their warranty on the windows if you apply tinting or foil lining. Contact the manufacturer to check their current policy before you apply such coatings.

Weep Holes

In heavy rains, water may collect in the bottom channel of window frames. Weep holes are provided to allow excess water to escape to the outside. Keep the bottom window channels and weep holes free of dirt and debris for proper operation.

Goodwyn Building Company Limited Warranty Guidelines

We will confirm that all windows are in acceptable condition during the orientation. Goodwyn Building Company will repair or replace broken windows noted on the orientation list. Windows should operate with reasonable ease and locks should perform as designed. If they do not, Goodwyn Building Company will provide adjustments.

Condensation

Condensation on interior surfaces of the window and frame is the result of high humidity within the home and low outside temperatures. You influence the humidity level within your home; Goodwyn Building Company provides no corrective measure for this condition.

Goodwyn Building Company Homeowner Reference Guide

Condensation that accumulates between the panes of glass in dual-glazed windows indicates a broken seal. Goodwyn Building Company will replace the window if this occurs during the warranty period.

Infiltration

Some air and dust will infiltrate around windows, especially before the installation of landscaping in the general area. Goodwyn Building Company warranty excludes this occurrence.

Scratches

Goodwyn Building Company confirms that all window glass is in acceptable condition at the orientation. Minor scratches on windows can result from delivery, handling, and other construction activities. Goodwyn Building Company will replace windows that have scratches readily visible from a distance of 4 feet. Goodwyn Building Company does not replace windows that have scratches visible only under certain lighting conditions.

Tinting

If you add tinting to dual-glazed windows, all warranties are voided. Damage can result from condensation or excessive heat build-up between the panes of glass. Refer to the manufacturer's literature for additional information.

See also Ventilation

Wood Trim

Homeowner Use and Maintenance Guidelines

Shrinkage of wood trim occurs during the first two years or longer, depending on temperature and humidity. All lumber is more vulnerable to shrinkage during the heating season. Maintaining a moderate and stable temperature helps to minimize the effects of shrinkage. Wood will shrink less lengthwise than across the grain. Wood shrinkage can result in separation at joints of trim pieces. You can usually correct this with caulking and touch-up painting.

Shrinkage may also cause a piece of trim to pull away from the wall. If this occurs, drive in another nail close to, but not exactly in, the existing nail hole. Fill the old nail hole with putty and touch up with paint as needed. If the base shoe (small trim between base molding and the floor) appears to be lifting from the floor, this is probably due to slight shrinkage of the floor joists below. Again, you can correct this condition by removing the old nails and renailing. You may prefer to wait until after the first heating season to make any needed repairs at one time when redecorating.

See also Expansion and Contraction

Goodwyn Building Company Limited Warranty Guidelines

During the orientation we will confirm that the wood trim is in acceptable condition. Minor imperfections in wood materials will be visible and will require no action. Goodwyn Building

Goodwyn Building Company Homeowner Reference Guide

Company will correct readily noticeable construction damage such as chips and gouges listed during the orientation.

Exterior

Goodwyn Building Company will caulk and apply touch-up paint to cracks in exterior trim components that exceed 3/16 inch. We provide this repair one time only near the end of the first year. Paint or stain touch-up will not match. We will correct any separation at joints that allows water to enter the home.

Raised Grain

Because of the effects of weather on natural wood, you should expect raised grain to develop. This is normal and not a defect in the wood or paint. Warranty coverage excludes this condition.

Other Homeowner Maintenance Tips

Storm Damage or Other Natural Disaster

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

Fire Prevention

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

Train Family Members

- Ensure that all family members know what escape routes exist in your home.
- Conduct a fire drill with family members.
- Test all smoke detectors to assure they function and so that everyone recognizes the sound. Follow the manufacturer's directions for cleaning and servicing all your smoke detectors.
- Have a general use fire extinguisher and instruct all family members in its location and use.
- Teach children the safe use of appliances such as microwaves and toasters.

Practice Prevention

- Store matches and lighters away from children and heat sources.
- Avoid smoking in bed.
- Avoid leaving small children home alone, even for a short time.
- Maintain appliances in clean and safe working condition.
- Avoid overloading electrical outlets.
- Ensure that all electrical cords are in good repair.
- Use correctly sized fuses.
- Avoid having any flammable objects or materials near the stove.
- Keep the range hood filter clean to prevent a buildup of grease.
- Allow space for cooling around electrical equipment.
- Unplug the irons and hair tools when it is not in use.
- Use electric blankets with care, following manufacturer directions.
- Store volatile materials (paint, gasoline for the lawn mower, and so on) in appropriate containers, away from flames (such as pilots lights) or heat sources. Many trash collection services offer a means for you to dispose of hazardous items. Check with your service provider for details.
- Keep the barbeque clear of flammable objects and materials.
- If your home includes a fireplace follow all directions and do not leave the fireplace unattended when it is on. If you have a wood burning fireplace:

- Arrange for professional cleaning of the chimney at appropriate intervals.
 - Never use liquid fire starters (such as for a charcoal barbeque) in an indoor fireplace.
 - Use a screen when a fire is burning.
 - Confirm the fire is out before closing the flue.
 - Do not leave the fireplace unattended while a fire is burning.
- During holidays, ensure that all cords and connections are in good condition and of appropriate capacity for electrical decorations.
- If you decide to remodel, or add onto your home, obtain a building permit and work with trained professionals. Ensure that all building department inspections occur and that the work complies with all applicable codes.

Extended Absences

In the event of travel either for days or weeks, keep these guidelines in mind and add additional reminders that are appropriate to your situation.

Plan in Advance

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

As You Leave

- Forward phone calls to a relative or close friend.
- Unplug computers and other electronic devices that might be harmed in an electric storm.
- Leave window coverings in their most typical positions.
- Confirm that all doors and windows are locked, and the deadbolts are engaged.
- Shut off the main water supply. Set the thermostat on the water heater to "vacation" to save energy.
- Store items such as your lawn mower, bicycles, or ladders in the garage.
- Disengage the garage door opener (pull on the rope that hangs from the mechanism). Use the manufacturer's lock to bolt the overhead door. *Caution:* Attempting to operate the garage door opener when the manufacturer's lock is bolted will burn out the motor of your opener. Upon your return, unlock the garage door first, then re-engage the motor (simply push the button to operate the opener and it will reconnect) to restore normal operation.

- Leave a second car in the drive.
- Summer: Turn your air conditioner fan to on. Set the thermostat to 78.
- Winter: Set the thermostat to a minimum of 55. Leave doors on cabinets that contain plumbing lines open. Leave room doors open as well. This allows heat to circulate.
- Arm your security system, if applicable.

Energy and Water Conservation

Good planning and thoughtful everyday habits can save significant amounts of energy and water. In the process of conserving, you also save money as an additional benefit. Keep these hints in mind as you select and use your home's features:

Heating and Cooling

- Maintain all your home's systems in clean and good working order to prevent inconvenience and maximize efficiency. Arrange for a professional to service heat and air conditioning systems a minimum of once every two years.
- Keep filters clean or replace them regularly.
- Learn how to use your day/night thermostat for comfort and efficient energy use.
- During cold days, open window coverings to allow the sun to warm your home. Close them when the sun begins to set.
- Limit use of your fireplace in extremely cold or windy weather when the chimney draft will draw room air out at an extreme rate.
- Ceiling fans cost little to operate, and the moving air allows you to feel comfortable at temperatures several degrees higher.
- On hot days, close all windows and window coverings facing the sun to minimize solar heating and reduce demands on your air conditioner.
- Plan landscaping elements that support efficient energy use:
 - Deciduous trees provide shade during the summer and permit solar warming in winter.
 - Evergreen trees and shrubs can create a windbreak and reduce heating costs.
 - Position trees to shade the roof and still allow good air flow around the home.
 - Plant shrubs and trees to shade the air conditioner without obstructing air flow around the unit.
- Keep the garage overhead doors closed.

Water and Water Heater

- Set your water heater at 120 degrees if your dishwasher has a water booster heater. If not, set the water heater at 140 degrees.
- Follow the steps outlined in the manufacturer's directions for draining water from your water heater to remove accumulated hard-water scale that builds up inside the tank. Timing will depend on the nature of your water supply.
- Correct plumbing leaks, running toilets, or dripping faucets ASAP.

Appendices

Appliance Service

This sheet is for your convenience. For warranty service on an appliance, contact the appropriate manufacturer directly at the service number provided in the appliance literature. You will need to supply the model and serial number (usually located on a small metal plate or seal attached to the appliance in an inconspicuous location), and the date of purchase (your closing date).

Closing Date _____

<i>Appliance</i>	<i>Manufacturer</i>	<i>Model #</i>	<i>Serial #</i>	<i>Service Phone #</i>
Range				
Range Hood				
Microwave	General Electric			
Dishwasher	General Electric			
Disposal	General Electric			
Washer				
Dryer				
Refrigerator				
Freezer				

Home-Care Supplies

You will find that caring for your home is much easier if you have necessary tools and supplies on hand. As you review the maintenance information in this guide and in the manufacturer materials, note the materials and tools you will need. Note sizes, colors, brands, sources, and so on to create a convenient inventory that will make shopping for home-care products easier. You may wish to make copies of this form before filling it out.

For	Item	Color/ Style	Size	Brand	Source	Notes

Maintenance Schedule

Begin care of your home with organized records, including information about all its components and your furnishings. This information will make caring for you home easier; the records may be useful in completing tax returns and will be valuable when you sell your home. Another worthwhile step is to inventory all equipment, appliances, furnishings, and personal belongings. A photo album containing pictures of each room is an excellent supplemental item. In addition to normal daily and weekly care, develop a schedule of preventative routines based on the information in this guide and the manufacturer literature you receive. A change of season creates special maintenance needs so create a plan for your home.

Task/Notes	Frequency	J	F	M	A	M	J	J	A	S	O	N	D
Replace main level air filter	2 Months												
Replace attic air filter	6 Months												
Caulk exterior door frame	Yearly												
Clean out dryer vent pipe cap	Yearly												
Clean HVAC drain line (See video) https://m.youtube.com/watch?v=2kZ9cHQBIv0	Yearly (Springtime Only)												
Replace HVAC meter battery	Yearly												
Replace smoke detector batteries	6 Months												
Professionally clean carpet	Yearly												

