



WILLOW
BRANCH
HOMES

Quality Homes Built with Honesty and Integrity

WARRANTY

program

FOR YOUR NEW WILLOW BRANCH HOME



willowbranchpartners.com

WARRANTY *program*

FOR YOUR NEW WILLOW BRANCH HOME



Congratulations on the purchase of your new home. We thank you for choosing a Willow Branch Community. An important feature to your new home is the Warranty Program described in this booklet. It is important that you understand what the warranty covers as well as the routine maintenance, inspections, and service that your home will require to remain in excellent condition.

THIS BOOKLET INCLUDES:

Willow Branch 1-Year Limited Warranty

A detailed document outlining defined terms, definitions or limited warranty, warranty periods, and warranty exclusions.

Warranty Procedure

Procedure for scheduling warranty repairs, emergency service, repair hours, and home access.

Warranty Guidelines

A listing of specific warranty issues, outlining the Homeowners Maintenance Guidelines and Willow Branch Partners' Warranty Repair Guidelines for each specific issue. Also included are troubleshooting recommendations and descriptions of specific issues in each category which may help explain normal operation and maintenance.

Routine Home Maintenance, Inspections & Service Procedures

A list of recommendations for normal inspection & procedure of your home.



**WILLOW
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Limited One Year Warranty

A WARRANTY COVERAGE

FOR GOOD AND VALUABLE Consideration, Willow Branch Homes, LLC, Hereinafter referred to as Builder, hereby warrants to

Hereinafter referred to as Owner, the residence located at

_____, against defects in materials and workmanship as hereinafter described and limited. The warranty contained herein shall be the only warranty applicable to this property. All statutory provisions, including, but not limited to, all warranties implied by state law are also expressly waived by both Builder and Owners. This warranty is in lieu of all other builder warranties, express or implied, including, without limitation, warranties of merchantability, fitness for a particular purpose, or habitability, all of which are disclaimed by the Builder and waived by the Owners.

Tennessee Code Annotated 28-3-201 et seq. is hereby waived by both Builder and Owners.

1. **LIMITED 1 YEAR STRUCTURAL AND NON-STRUCTURAL WARRANTY:** Builder hereby warrants the said residence against structural defects in materials and workmanship for a period of one (1) year from the closing date (effective date) hereof. During this period, Builder will repair, replace or pay the reasonable cost to repair or replace, at Builder's option, defects in the structure of said residence, subject to the conditions below.

B CONSEQUENTIAL DAMAGES

In the event of special, incidental, consequential, or punitive damages the builder shall not be liable. This includes but is not limited to: damage to other property caused by any defect in said residence, inconvenience, or loss of use of said residence. It is strongly suggested that Owner elect to take the lowest possible deductible on homeowner's insurance.

If a consequential damage to your home occurs due to a defect, you should take the following steps:

1. Owner will do everything possible to stabilize the home from further damage. This can include turning off the water or power to you home.
2. Owner will contact their insurance carrier immediately to report damage and file a claim.
3. Owner will contact the Builder who will then come to the home as soon as practical to assess the damages. Please refer to the electrical panel box in the garage or laundry room for the builders contact information.
4. Owners insurance company will be responsible to repair the damage caused by warranted defect and the builder will be responsible for repairing or replacing the warranted defect.
5. Willow Branch Homes, LLC will assist Owner's insurance company by providing all names and insurance information for the Builder and sub-contractors involved.

By their signatures below, Owners understand and agree with the aforementioned clause and procedures concerning consequential damages.

_____	_____	_____	_____
Buyer	Date	Buyer	Date
_____	_____	_____	_____
Seller	Date	Witness	Date

C MAINTANENCE VERSUS WARRANTY

It is the Owner's responsibility to provide general and preventative maintenance on the Owner's new home. By doing so, Owner will increase the life and efficiency of the products and systems that comprise a new home. For example, caulking inside or outside, tightening loose screws, filling slight shrinkage cracks in concrete, etc. are all examples of problems that would be considered routine Owner maintenance.

D WARRANTY REQUESTS AND NOTICE

The performance standards contained in this limited warranty provide the basis of our commitment of service to you. **We suggest that you review the Warranty Standards section before you request service. This will help you determine if your request is covered by the Willow Branch Homes Limited Warranty or is considered to be your responsibility.** All warranty requests should be reported by entering a claim through wbp.IHMSWeb.com Please create a separate claim for each issue. To create a claim, complete the following steps:

- Login to wbp.IHMSWeb.com
- Enter the username and password you created at the start of construction
- Enter a title which describes the issue for reference
- Select the category that best suits the type of claim you are requesting
- The default priority is "low" but can be changed if needed
- Type a brief description of the issue – such as "cabinet drawer will not close"
- Attaching a photo of the claim, if you have one, is a good way for us to determine how it should be handled

If you are unable to access our online portal, please contact our warranty department at 615-499-9887 or warranty@willowbranchpartners.com. All requests must be submitted before the warranty expires and additions, corrections, deletions, oral claims or other made after the expiration of said warranty will not be honored. Builder is under no obligation to repair any defect unless notice is given in accordance with this section.

E RIGHT OF ACCESS

Builder will address warranty requests between 8:00 am and 5:00 pm Monday - Friday. An Owner of record must be present at all times and will have full authority from all other owner(s) to act on their behalf. The Owner must supervise all workmen and provide protection for carpets, walls, fixtures, furniture or any other part of the house that may be affected by the repair. Owner agrees to hold the Builder harmless from any incidental or consequential damages as a result of the Builders efforts to review or repair any warranty request items.

Exclusions - The following Items are NOT covered by this limited warranty:

1. Normal wear and tear.
2. Damage to land (lot) caused by erosion.
3. Neglect, improper or inadequate maintenance, and improper operation of equipment.
4. Damage caused by loading and unloading on floors (waterbeds, freezers, safes, etc.).
5. Any consequential damage.
6. Owner's failure to prevent or minimize damage in a timely manner.
7. Damage or inconvenience caused by water seepage.
8. Damage, intrusion of, or inconvenience caused by birds, rodents, insects, wild animals, reptiles, etc.
9. Soil movement.
10. Any condition that may render the home inhabitable such as radon, formaldehyde, carcinogenic substances, mold, mildew, pollutants and contaminants, or the presence of hazardous or toxic materials resulting in a health risk inside or outside the home.
11. Damage resulting directly or indirectly from floods, high winds, driving rain, underground water, fire, smoke, explosions, blasting, falling objects, acts of God, hail, lightning, earthquake, ice, snow, falling trees, aircraft, vehicles, sinkholes, changes in underground water tables, any circumstance beyond the Builders direct control, etc.
12. Loss or damage caused or made worse by changes in grading on surrounding lots or communities.
13. Intrusion of water in crawl space.
14. Any item that can be corrected or adjusted by tightening screws, nuts, or bolts.
15. Batteries in smoke detectors.
16. Stoppage in commodes for any reason other than construction related.
17. Scratches, dents, gouges, fading, etc. on items not reported prior to closing.
18. Broken windows, mirrors, or glass of any kind not reported prior to closing.
19. Cosmetic workmanship of any kind not reported prior to closing.
20. Alignment of sensors on garage doors.
21. Any work coordinated for you by Builder but not actually provided by Builder.
22. Pressure and volume of water system provided by Owner's utility supplier.
23. Any part of the utility system provided by others.
24. Any obligation to, or responsibility for, any punch lists prepared by an independent home inspector either before or after closing your home.
25. Any potential defect caused by rust, rot, moisture, mold, or mildew.

26. Appliances and equipment warranted by the manufacturer under a separate warranty.
27. Damage caused by or made worse by the Owner's failure to give proper notice as called for in this warranty.
28. Fitness of purpose, habitability, or merchantability.
29. Removal and/or replacement of materials not originally installed by your Builder.
30. Painting of any kind. Includes painting required to restore corrective work performed by the builder.
31. Caulking inside or outside.
32. Lists for items to be changed or corrected from anyone other than the state, county, or city officials having jurisdiction over such matters.
33. Frozen burst water pipes or faucets.
34. Any moving, re-positioning, or protecting of mirrors, paintings, fixtures, cabinets, furniture or other house hold furnishings in order to do corrective work on an approved warranty item.
35. Any consequential damage that may occur as a result of Builders attempt to do corrective work on an approved warranty item.
36. Placement of all bath hardware, fixtures, lighting, etc. is at the sole discretion of the builder.



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WARRANTY

— PROCEDURES —



INTRODUCTION

Welcome to your new Home! Despite every effort to avoid it, it is a reality that your new home may fail to perform as it should. When this occurs, Willow Branch Homes, as the Administrator of your new home Limited One Year Warranty will make the necessary corrections in accordance with terms and conditions of the Limited One Year Warranty Agreement. Please follow the guidelines and procedures on the following pages if you require assistance during the Limited One Year Warranty Period.

SERVICE REQUESTS AND REPORTING PROCEDURE

Routine service requests are administered by Willow Branch Homes under your Limited One Year Warranty and may be requested at any time during the warranty term. If you are ever in doubt regarding whether a request is routine or emergency, please contact Willow Branch Homes Warranty Department at (615) 499-9887 for assistance. In general, the two primary service types are as follows:

- **Emergency Service Request** – this classification of service request is detailed below and is the only type of service request that will be accepted by telephone. All other service requests must be reported writing in accordance with the Limited One Year Warranty Agreement.
- **Routine Service Request** – this type of service request includes all non-emergency requests for service under your Limited One Year Warranty. To obtain service, written notice should be sent to Willow Branch Homes. For your convenience that notice may be submitted on the Willow Branch Homes website under the Customer Portal tab using the log-in information provided to you during construction.

HELP US TO SERVE YOU

To help us serve you as efficiently and effectively as possible, please provide us with as much information regarding the issue being reported as possible. With any service request, emergency or routing, and whether submitted via email, the Willow Branch Homes Customer Portal, or via Phone, please include the following minimum information:

- Your name, address, lot number, and the phone number(s) where you can be reached during business hours.
- A complete description of the issue you are experiencing. For example, “guest bath-cold water line leaks under sink,” rather than “plumbing problem.”
- Photos are very helpful in determining the possible cause and remedy.

This information is extremely useful to help ensure that your issue is resolved correctly, and when possible, on the first visit.

SERVICE AND REPAIR HOURS

Service and repair requests will be fulfilled on a first come first served basis between the hours of 8:00 AM and 5:00 PM central standard time, Monday through Friday (“Normal Business Hours”). Every effort will be given to accommodate specific requests during these hours, but appointment times are limited.

Many homeowners ask whether evening and weekend appointment times are available. While we understand the desire for appointments outside of Normal Business Hours, we have discovered many factors make extended service hours impractical. Namely, a significant portion of the typical service work requires daylight for proper execution. In addition, to require each of the 35 to 50 independent trade contractors who built your home – many of whom operate as small local businesses – to provide after-hours /overtime service would put extraordinary strain on their employees and be unfair. We greatly appreciate your

understanding and cooperation with the service hours set forth above, if these hours change, we will notify you by mail or email.

SAFETY FIRST!!

Gas Safety – If you ever suspect a gas leak, leave the home **IMMEDIATELY** and call the gas utility company from another location to request emergency service. If you can't reach someone within a few minutes, dial 911 and report the problem.

Electrical Safety - With the limited exception of checking the items listed in the Warranty Guidelines, never attempt to make an electrical repair or investigation on your own. If after checking the items listed in the Electrical section of the Warranty Guidelines the problem is not resolved, place a Limited One Year Warranty Service Request, **DO NOT ATTEMPT TO REPAIR ON YOUR OWN.**

Roof and Fall Hazard Safety – Ladders and rooftops can be extremely dangerous. Prior to performing any inspection or investigation of an issue with your Home you should ensure that you can do so safely. **NEVER USE A LADDER OR CLIMB ONTO YOUR ROOF UNLESS YOU ARE CERTAIN YOU CAN DO SO PROPERLY AND SAFELY.** If you are uncertain about ladder safety, call a professional.

TROUBLESHOOTING

Before making a Warranty Service Request, we ask that you begin by checking items that you can **SAFELY** check yourself, always using common sense and never performing any check that you don't feel comfortable and competent to perform safely. Subject to the foregoing, please refer to the **TROUBLESHOOTING** tips in the Warranty Guidelines attached hereto for several of your Home's mechanical components: plumbing, heating, electrical, and water heater. Please refer to the individual categories and review the suggested first steps for each of the systems. An action by you may solve the problem immediately or mitigate potential further damage until a technician arrives. If your efforts do not solve the problem, the information you gather will be useful to the technician who responds to your request.

Roof Leaks - In addition to mechanical system troubleshooting, the Warranty Guidelines also provide tips for what to do in the event of a suspected roof leak. Please read and follow these guidelines closely, as failure to do so could affect your rights and remedies under the Limited One Year Warranty Agreement.

EMERGENCY SERVICE REQUEST

While emergency situations are rare, when they occur, prompt response is essential. We ask that you begin by Troubleshooting as outlined above. If your efforts do not solve the problem, the following issues constitute an emergency that will be received by Willow Branch Homes after Normal Business Hours and via telephone rather than in writing:

- Total loss of heat affecting the entire Home during winter months (November to May)
- Total loss of air conditioning affecting the entire Home during summer months (May to October)
- Total loss of water of water to the Home (or a plumbing leak which requires the entire water supply to be shut off to the Home)
- Total loss of electricity to the Home
- Gas Leak (FOLLOW GAS SAFETY PROCEDURES ABOVE BEFORE REQUESTING SERVICE)
- PLEASE NOTE: If an entire service (electrical, water, gas) is lost, first check with the utility provider to ensure it is not the result of a local or system wide outage, Willow Branch Homes nor its trade contractors are able to help with such outages. Failure to do so could result in you incurring after hours trip charges for emergency response from Willow Branch Homes and/ or its trade contractors.
- Requests for Emergency Service can be made directly to the trade contractor corresponding with your particular issue using the contact information you received during your new Home orientation or reported directly to Willow Branch Homes by calling (615) 499-9887. If you report

directly to the trade contractor, please inform Willow Branch Homes the next business day so that the request can be properly documented and followed up as necessary.

SUSPECTED 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. As soon as possible after noticing a suspected leak, and during Normal Business Hours, contact Willow Branch Homes Warranty department at (615) 499-9887 for assistance. In the interim take all possible steps that can be taken SAFELY to mitigate the damage, and a representative will follow up when weather conditions make repairs possible.

OTHER EMERGENCIES

In addition to the emergency situations covered by the Limited One Year Warranty, you should 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 services.

ONE TIME COSMETIC REPAIRS

Your Home is constructed using hundreds of different materials. In addition, the climate in the Southeastern United States is subject to wild swings in temperature and humidity. As a result, due to thermal expansion/contraction and variation in moisture content, certain components of your Home may shift in the first year.

If needed, we will perform repairs to items listed below one-time during the first year following closing on your Home. In most cases, you will benefit by waiting for a date near the end of your Limited One Year Warranty Period to have those repairs made rather than upon first appearance. In any event, one time during the first year after closing, repairs to the following limited items will be performed free of charge:

- Patching and paint touch-up needed due to drywall separation and/or nail/screw head “pops”.
- Ceramic Tile grout repair needed due to cracks.
- Carpet stretching
- Grade settlement

These items must be reported before the expiration of the Limited One Year Warranty Period.

WHAT IS REQUIRED OF YOU

- Access – We need access to your Home, during Normal Business Hours, with an Adult Representative present, and a work area free from Children, Pets, and Belongings as described below.
- Adult Representative – Every visit (other than certain exterior issues not behind a locked gate or in proximity to pets) requires that you have an adult, 19 years of age or older, present at all times who is knowledgeable about the issue. We will not accept keys and enter your home in your absence. We have instructed all personnel to reschedule the service appointment if an adult is not present.
- Children, Pets and Belongings – We love kids, pets, and expensive stuff! However, to protect them all from possible injury or destruction we need your

help to keep them separate from our work area. This policy is for the protection of you, your family, pets and our employees and contractors. We have instructed all personnel to reschedule the service appointment if children, pets or valuables are in or around the work area.

Pets must be contained away from the work area in an area that allows access from the street to the work area without risk of interaction (or escape!) by and between our personnel and your pets.

If work to be performed puts your personal property at risk, or is positioned to impede the work, we will ask that it be removed from the work area.

- Feedback – We routinely contact homeowners for feedback, both good and bad. We strive to exceed expectations, but if we fall short, we want to hear about it. If dissatisfied, you can note it on the completion form or contact us directly. Similarly, if you are happy with the service provided, our employees and tradespeople greatly appreciate your compliments on their efforts.

WHAT YOU CAN EXPECT FROM US

- Initial Process – Upon receipt of your service request we will schedule an inspection of the reported issue with you as soon as possible during Normal Business Hours. Usually, the first inspection will involve a determination by a Willow Branch Homes representative regarding whether the request falls into one of three following categories in accordance with the terms and conditions of your Limited Warranty:
 1. Trade Contractor Item - repairs covered by the Limited One Year Warranty to be performed by the original contractor who performed the work.
 2. In-House Item - certain usually minor repairs covered by the Limited One Year Warranty that will be completed by a Willow Branch Homes employee.
 3. Home Maintenance Item - item that is outside of a Limited One Year Warranty Period or considered maintenance in nature and not covered under the Limited One Year Warranty.
- Follow-Up Repair Appointment – If the initial inspection outlined above reveals a Trade Contractor Item or In-House Item, we may ask you to designate one or more days (depending upon the nature of the repair), typically a minimum of 7 days out from the initial inspection date, for the performance of the repair of those items. This time frame allows us to notify appropriate trades people, order any needed materials or parts, and arrange for the majority of repairs to occur on the same day. Every effort will be made to ensure efficient and timely repairs, however, on occasion work must occur in sequence and more than one appointment may be needed. We will do our best to provide an estimated time for the repairs, please be sure that you or your Adult Representative are available for the entire timeslot.
- 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 work completed within an appropriate and reasonable amount of time. Sometimes, due to weather, back-ordered materials/parts or similar circumstances, delays occur. If that happens, we will let you know and follow up to ensure that the items are completed when conditions are right.
- Work Process – We expect all personnel who work in your Home to arrive on time, park on the street and have appropriate materials to cover the work area and protect other parts of your Home from damage due to the work being performed.

Prior to beginning any work, we require that repair personnel check the work area for any existing damage to surfaces, etc. They will document any scratches, chips, or other cosmetic damage with you prior to beginning repairs to avoid any later disagreement about how and when such damage occur.



WARRANTY

Guidelines

AIR CONDITIONING

HOMEOWNER USE AND MAINTENANCE GUIDELINES

Air conditioning will greatly enhance the comfort of your home, but if it is used improperly or inefficiently, wasted energy and frustration will result. These 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. 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.

Time is very important in your expectations of an air conditioning system. Unlike a light bulb, which reacts instantly when you turn on a switch, the air conditioning unit only begins a process when you set the thermostat.

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

If evening cooling is your primary goal, set the thermostat at a moderate temperature in the morning while the house is cooler, allowing the system to maintain the cooler temperature. The temperature setting may then be lowered slightly when you arrive home, with better results. Once the system is operating, setting the thermostat at 60 degrees will not cool the home any faster and can result in the unit freezing up and not performing at all. Extended use under these conditions can damage the unit.

ADJUST 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

Maintain the air conditioning compressor in a level position to prevent inefficient operation and damage to the equipment.

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 floorplan, orientation of the home on the lot, type and use of window coverings, and traffic through the home. Willow Branch Homes recommends annual servicing of HVAC units.

TROUBLESHOOTING TIPS: NO AIR CONDITIONING

Before calling for service, check to confirm that the:

- Thermostat is set to "cool" and the temperature is set below the room temperature.
- Blower panel cover is installed correctly for the furnace blower (fan) to operate.
- Similar to the way a clothes dryer door operates, this panel pushes in a button that lets the fan motor know it is safe to come on. If that button is not pushed in, the furnace will not operate.
- Air conditioner and furnace breakers on the main electrical panel are on. (Remember if a breaker trips you must turn it from the tripped position to the off position before you can turn it back on.)
- 220 switch on the outside wall near the air conditioner is on.
- Switch on the side of the furnace is on.
- 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.

WILLOW BRANCH LIMITED WARRANTY GUIDELINES

Willow Branch Homes contracts for air conditioning systems to be installed by heating and air conditioning specialist to ensure that all systems are installed according to the manufacturer's instructions and in accordance with local building codes. Willow Branch Homes will correct issues that are a result of faulty installation. Following are some issues that will be corrected as a result of faulty installation or conditions that occur during the limited warranty period:

- Water, ice or frost on windows that is not a result of atmospheric conditions that can differ depending on the season of the year
- Noisy ductwork not related to normal expansion and contraction of metal
- Airflow noise caused by faulty installation of a register
- Excessive vibration in the air handler or furnace
- Separated or unattached ductwork
- Inadequate cooling
- Leaking refrigerant line
- Protruding HVAC vent or register over 1/8 inch

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 Willow Branch Homes can guarantee this.

COMPRESSOR

The air conditioning compressor must be relatively level to operate correctly. If it settles excessively during the warranty period, Willow Branch Homes will correct this.

NON-EMERGENCY

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

ALARM SYSTEMS

HOMEOWNER USE AND MAINTENANCE GUIDELINES

If your home selections included pre-wire for an alarm system, you can arrange for the final connection and activation after you move-in. The low volt 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.

WILLOW BRANCH LIMITED WARRANTY GUIDELINES

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

APPLIANCES

WILLOW BRANCH LIMITED WARRANTY GUIDELINES

We confirm that all appliance surfaces are in acceptable condition during your orientation. All appliances are warranted by the manufacturer, Not Willow Branch Homes.

ATTIC ACCESS

HOMEOWNER USE AND MAINTENANCE GUIDELINES

The attic space is neither designed nor intended for storage. The heated and cooled part of your home should be used for storage since that portion of your home can be climate controlled. 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.

WILLOW BRANCH LIMITED WARRANTY GUIDELINES

Willow Branch Homes and the local building department inspect the attic before your closing to confirm insulation and framing is correct.

BRICK

HOMEOWNER USE AND MAINTENANCE GUIDELINES

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

EFFLORESCENCE

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

TUCK-POINTING

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 or rope ends 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.

WILLOW BRANCH LIMITED WARRANTY GUIDELINES

We check the brick-work during the orientation to confirm correct installation of designated materials. Willow Branch Homes will correct issues that are a result of faulty installation. Following are some issues that will be corrected:

- A crack in a masonry or veneer wall that is visible from distances in excess of 20 feet or that is larger than 1/4 inch in width will be repaired by the contractor by tuck pointing, patching, or painting. A color variation between the original and new mortar is not the responsibility of Willow Branch Homes.
- Masonry or brick veneer course is not straight.
- Spalling of used brick is acceptable; the contractor will repair or replace any newly manufactured bricks that have spalled. Color variation between the original and new mortar is not the responsibility of Willow Branch Homes.

CABINETS

HOMEOWNER USE AND MAINTENANCE GUIDELINES

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

CLEANING

Use a mild soap and warm water to remove any dirt or stains from the cabinet facing. **DO NOT** use any cleaning products or harsh detergents as it will remove 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 heat or moisture (such as a crock pot) too near the cabinet. When operating such appliances, place them in a location that is not directly under a cabinet.

WILLOW BRANCH LIMITED WARRANTY GUIDELINES

During the orientation, we will confirm that all cabinet parts are installed and that their surfaces are in acceptable condition. Willow Branch Homes will not cover cosmetic scratches and dents after closing. Willow Branch Homes will correct issues that are a result of faulty installation. Following are some issues that will be corrected:

- Gaps greater than $\frac{1}{4}$ -inch when cabinets do not meet the ceiling or walls.
- Adjustments when cabinets do not line up with each other, cabinet faces more than $\frac{1}{8}$ " out of line.
- Adjust or replace cabinet doors and drawers if they bind.
- Adjust or replace the door catches or closing hardware if a cabinet door will not stay closed.
- Replace or repair cracked door panels and drawer fronts. If the cracked door panel or drawer front is from abuse by the homeowner, no action is required.
- Cabinet units are not level in excess of $\frac{3}{16}$ -inch.
- Replace or repair cabinet doors that are warped more than $\frac{1}{8}$ -inch as measured diagonally from corner to corner.
- Adjust cabinet doors that do not align when closed. The variation in gaps between doors should not exceed $\frac{1}{8}$ -inch.

WOOD GRAIN

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

CARPET

HOMEOWNER USE AND MAINTENANCE GUIDELINES

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

BURNS

Take care of any kind of burn immediately. First, snip off the darkened fibers. Then use a soap-less 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 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

All carpets will slowly lose some color due to natural and artificial forces in the environment. You can delay this process by frequently removing soil with vacuuming, regularly changing air filters in heating and air conditioning systems, keeping humidity and room temperature from getting too high, and reducing sunlight exposure with window coverings.

FILTRATION

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

FUZZING

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

PILLING

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

RIPPLING

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

SEAMS

Carpet usually comes in 12-foot widths, making seams necessary in many 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.

Carpet seams will be visible. Willow Branch Homes will repair any gaps or fraying.

SHADING

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

SHEDDING

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

SNAGS

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

SPROUTING

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

STAINS

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

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

STATIC

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

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.

WILLOW BRANCH 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. Willow Branch Homes is not responsible for dye lot variations if replacements are made. Installation of carpet is handled by professional carpet installers. Willow Branch Homes will correct the following conditions resulting from faulty installation:

- Visible gaps at carpet seams if the carpet was installed by the contractor.
- Re-stretch or re-secure carpeting loose or stretched if the carpet was installed by the contractor.
- Repair/replace padding if dead spots are observed in padding areas below the carpet surface.

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 the caulking and make needed repairs. Caulking compounds and dispenser guns are available at hardware stores. Read the manufacturer's instructions carefully to be certain that you select an appropriate caulk for the intended purpose.

COLORED CAULK

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

LATEX CAULK

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

SILICONE CAULK

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

WILLOW BRANCH LIMITED WARRANTY GUIDELINES

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

CERAMIC TILE

HOMEOWNER USE AND MAINTENANCE GUIDELINES

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

CLEANING

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

The ceramic tile installed on walls or countertops in your home may be washed with any nonabrasive soap, detergent, or tile cleaner. Abrasive cleaners will dull the finish.

GROUT DISCOLORATION

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

SEALING GROUT

Sealing grout is your decision and responsibility. Once grout has been sealed, ongoing maintenance of that seal is necessary.

SEPARATIONS

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

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

WILLOW BRANCH 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. Willow Branch Homes is not responsible for variations in color or discontinued patterns. New grout and tile 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. Willow Branch Homes 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 the basement floor, porch, patio, driveway, garage floor, and sidewalks.

Exterior concrete slabs are floating—they are not attached to the home's foundation walls. These are not a structural (load-bearing) element of the home and are covered by the one year material and workmanship warranty.

CRACKS

Concrete slabs shrink as they cure. 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 concrete crack sealer, which you can purchase at most hardware stores.

HEAVY VEHICLES

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

CHEMICALS

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

WILLOW BRANCH LIMITED WARRANTY GUIDELINES

Exterior concrete slabs are generally floating—they are not attached to the home's foundation walls. Because these slabs are not a structural (load-bearing) element of the home, they are excluded from coverage under the structural warranty. The limited warranty coverage is for one year. Willow Branch Homes Limited Warranty will correct the issues below that arise from faulty installation.

- Cracks, settling, or heaving that rupture finish floor materials that we installed as part of the home as you originally purchased it.
- Cracks exceeding 3/16-inch in width or 3/16-inch in vertical displacement if the slab is in conditioned space or the crack interferes with the installation of finish flooring.
- Willow Branch Homes will patch or repair them one time during the warranty year.
- Interior concrete work that is pitting or spalling.
- Conditions that cause water to remain in excess of 3/8-inch for longer than 24 hours unless it is from roof run-off of melting snow or ice.
- Cracks in concrete block basement or crawl space walls that exceed 1/4-inch in width.
- Poured concrete basement wall that is out of plumb in excess of 1 inch in 8 feet when measured vertically. If the wall meets building codes and is to remain unfinished, then no corrective action is required.
- Exposed concrete wall that has pits, surface voids, or similar imperfections larger than 1inch in diameter or 1 inch in depth.
- Poured concrete basement wall that is bowed in excess of 1 inch in 8 feet when measured from the base to the top of the wall. If the wall meets building codes and is to remain unfinished, then no corrective action is required.
- Crack in a poured concrete basement or crawl space that exceeds 3/4-inch in width.
- The contractor will cosmetically repair any cold joint on exposed poured concrete foundation wall that exceeds 3/4-inch in width.
- Basement leaks unless the leak is determined to be the result of homeowner's actions or negligence.

COLOR

Concrete varies in color. Willow Branch Homes provides no correction for this condition.

LEVEL FLOORS

Concrete floors in the habitable areas of the home will be level to within 3/8 inch within any 32- inch measurement with the exception of an area specifically designed to slope toward a floor drain.

CONDENSATION

NEW CONSTRUCTION

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.

TEMPERATURE

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

VENTILATION

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

WILLOW BRANCH LIMITED WARRANTY GUIDELINES

Condensation results from weather conditions and a family's lifestyle. Willow Branch Homes 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.

CAULKING

The caulking between the countertop and the wall, along the joint at the backsplash and around the sink may shrink, leaving a slight gap. Maintaining a good seal in these locations is important.

CLEANING

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

WILLOW BRANCH 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 as well as certain issues that happen subsequent to your home orientation. Willow Branch Homes will not cover cosmetic scratches and dents after closing.

Willow Branch Homes will repair the following conditions:

- Countertop is not level. 3/8" in 10'
- Cracked countertop grout lines.
- Granite, marble, stone, or solid surface countertop that is cracked will be repaired or replaced if the crack is found to be caused as a result of faulty installation or product.

DAMPPROOFING

HOMEOWNER USE AND MAINTENANCE GUIDELINES

We spray your foundation walls with a waterproofing material. Although we make every effort to assure a dry basement, during times of excessive moisture, you may notice some dampness. Careful maintenance of positive drainage will help protect your basement from this condition.

WILLOW BRANCH LIMITED WARRANTY GUIDELINES

Willow Branch Homes will correct conditions that allow actual water to enter the basement unless the cause is improper installation of landscaping by the homeowner or failure to adequately maintain drainage.

DECKS

HOMEOWNER USE AND MAINTENANCE GUIDELINES

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

EFFECTS OF EXPOSURE

Wood decks are subject to shrinkage, cracking, splitting, cupping, and twisting. Nails or screws may work loose and will need routine maintenance. Plan to inspect your decks regularly, a minimum of once each year, and provide needed attention promptly to maintain an attractive appearance and forestall costly repairs.

FOOT TRAFFIC

As you use your decks, abrasives and grit on shoes can scratch or dent the wood surface. Regular sweeping and mats can mitigate this but will not completely prevent it.

OUTDOOR FURNITURE

The surface of the decking can be damaged by moving grills, furniture, or other items. Use caution when moving such items to prevent scratches, gouges, and so on.

SEALING OR WATER REPELLENT

To prolong the life and beauty of your deck, treat it with a water repellent or wood preservative. Local home centers or hardware stores offer several products to consider for this purpose. Always follow manufacturer directions carefully.

WILLOW BRANCH LIMITED WARRANTY GUIDELINES

Exposed wood decks are constructed to meet structural and functional design. During the orientation, we will confirm that the wood decks are in satisfactory condition. During the Limited One Year Warranty period Willow Branch Homes will correct conditions listed below that may result in the materials not meeting stiffness and strength standards.

- A wood deck that is springy or shaky.
- Wood deck railings that lack rigidity.

COLOR VARIATION

Color variations are a natural result of the way in which wood accepts stain and are excluded from limited warranty coverage.

REPLACEMENT BOARDS OR RAILS

Shrinkage, cracking, splitting, cupping, and twisting are natural occurrences in wood decks and are excluded from limited warranty coverage. In extreme situations where personal safety is involved, if Willow Branch Homes provides replacement of boards or rails, the new material will not match existing pieces that have been exposed to elements and use. Willow Branch Homes does not provide corrections when problems occur due to lack of normal maintenance.

DOORS AND LOCKS

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.

LOCKS

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

SLAMMING

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

WEATHER STRIPPING

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

WILLOW BRANCH LIMITED WARRANTY GUIDELINES

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

Normal settling of the home can cause minute changes in the operation of doors. Under these conditions, during the Limited One Year Warranty Period, Willow Branch Homes will correct the following conditions:

- Exterior door that is warped.

- Exterior door sticks.
- Exterior door that will not shut completely.
- Doorknob, deadbolt, or lockset that does not operate smoothly. Abuse not covered.
- Door that rubs on jambs or contractor-installed floor covering.
- Doorknobs or latches that do not operate smoothly and are not damaged by abuse.

WARPING

Willow Branch Homes will repair doors that warp during the limited warranty period 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 trusses which the drywall is attached.

REPAIRS

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

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

WILLOW BRANCH LIMITED WARRANTY GUIDELINES

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

Normal settling of the home can cause cracks or nail heads to be visible. Willow Branch Homes will provide the following types of repairs during the Limited Warranty period.

- Visible joint cracks that exceed 1/16-inch in width in a finished wall or ceiling.
- Nail pop, blister, or other blemish that is readily visible from a distance of 6 feet on a finished wall or ceiling, under normal lighting conditions.
- The contractor is not required to repair defects covered by wallpaper.
- Cracked corner bead, trowel marks, or blisters in tape joints.
- Joint that protrudes from the surface.

ONE TIME REPAIRS

One time during the materials and workmanship warranty, Willow Branch Homes 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 may be visible.

LIGHTING CONDITIONS

Willow Branch Homes does not repair drywall flaws that are only visible under particular lighting conditions. Flaws are evaluated from a distance of six feet under normal lighting.

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), Willow Branch Homes 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 the corner. You are responsible for custom paint colors or wallpaper that has been applied subsequent to closing.

EASEMENTS

HOMEOWNER USE AND CARE GUIDELINES

Your lot may include drainage easements, meaning the runoff from adjacent lots pass 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 or developer need access for repair or maintenance work.

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 Willow Branch Homes nor you as the homeowner have the authority to prevent, interfere with, or alter these installations. Plans for the location of such items are subject to change by the various entities involved. Because they have no obligation to keep Willow Branch Homes informed of such changes, we are unable to predict specific sites that will include such equipment.

ELECTRICAL SYSTEM

HOMEOWNER USE AND MAINTENANCE GUIDELINES

Know the location of the main shut-off that controls all the electrical power to the home. Individual breakers may be another panel and control separate circuits for lighting, plugs, etc.... 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 current 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 or you may have had too many items plugged in.

FIXTURE LOCATION

We install light fixtures in the locations indicated on the plans and as the ceiling framing allows. 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 several outlets.

GROUNDING SYSTEM

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

MODIFICATIONS

If you wish to make any modifications, contact the Willow Branch Homes Warranty Department for referral to the appropriate vendor. 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.

UNDER- OR OVER-CABINET LIGHTS

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

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.

WILLOW BRANCH LIMITED WARRANTY GUIDELINES

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

DESIGNED LOAD

Willow Branch Homes 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, Willow Branch Homes will repair or replace them. Willow Branch Homes will, during the warranty period address the following:

- Any noncompliant elements if a fuse blows or a circuit breaker trips.
- Component failure or incorrect installation of (GFCI) Ground Fault Circuit Interrupter or (AFCI) Arc Fault Circuit.
- Malfunctioning electrical outlets, switches and fixtures if they were supplied and installed by the contractor.
- Wiring fails to carry its designed load.
- Ceiling fan vibrates excessively and/or is noisy, the contractor shall correct any fan installation if the fan was supplied and installed by the contractor.

GFCI (GROUND-FAULT CIRCUIT-INTERRUPTERS)

Willow Branch Homes 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 Willow Branch Homes 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. Even though properly installed, caulking shrinks and cracks. Maintenance of caulking is your responsibility.

WILLOW BRANCH LIMITED WARRANTY

Willow Branch Homes 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 Willow Branch Homes 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 choose to add fencing after moving into your new home, keep in mind the need to obtain approval from the Design Review Committee of your homeowners association. Specific requirements about style, height, position on the lot are described in the current design review guidelines which you can obtain from a committee member. Special requirements apply to homes on corner lots where drivers must have adequate visibility. Additionally, in some communities, zoning laws may impact private fencing. Your responsibilities include checking on such details.

Willow Branch Homes recommends that you engage the services of professionals to install your fence. Be certain to inform a fence installer of all design review requirements.

WILLOW BRANCH LIMITED WARRANTY

If fencing is part of your home purchase, we will confirm the acceptable condition of the fence during your orientation. Willow Branch Homes 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.

FOUNDATION WALLS

HOMEOWNER USE AND MAINTENANCE GUIDELINES

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

CRACKS

Even though an engineer designed the foundation and we constructed it according to engineering requirements, surface cracks can still develop in the wall.

Surface cracks are not detrimental to the structural integrity of your home. If a crack develops in a foundation wall that allows water to come through, follow the procedures for submitting a warranty claim.

DAMPNESS

Due to the amount of water in concrete, basements may be damp. Condensation can form on water lines and drip onto the floor.

FUTURE CONSTRUCTION IN BASEMENT

If you decide to perform additional construction in the basement, obtain guidelines from a licensed engineer, obtain a building permit, and comply with all codes and safety requirements. Willow Branch Homes does not warrant that you will be able to obtain such a permit because of the possibility that codes may change.

WILLOW BRANCH LIMITED WARRANTY GUIDELINES

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

COSMETIC IMPERFECTIONS

Slight cosmetic imperfections in foundation walls, such as a visible seam where two pours meet or slight honeycombing (aggregate visible), are possible and require no repair unless they permit water to enter.

CRACKS

Shrinkage or backfill cracks are not unusual in foundation walls, especially at the corners of basement windows. Willow Branch Homes will seal cracks that exceed 1/8 inch in width.

LEAKS

Willow Branch Homes will correct conditions that permit water to enter the basement, provided you have complied with the drainage, landscaping, and maintenance guidelines.

GARAGE OVERHEAD DOOR

HOMEOWNER USE AND MAINTENANCE GUIDELINES

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

LIGHT VISIBLE

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

LOCK

If the lock becomes stiff, apply 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

To prevent damage to a garage door opener, be sure the door is completely unlocked, and the rope-pull has been removed before using the operator. If you have an opener installed after closing on your home, we suggest that you order it from the company that provided and installed the garage door to assure uninterrupted warranty coverage. Be familiar with the steps for manual operation of the door in the event of a power failure.

If Willow Branch Homes installed a door opener as one of your selections, during orientation we 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.

SAFETY

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

SAG

The garage door may sag slightly due to its weight and span.

WILLOW BRANCH LIMITED WARRANTY GUIDELINES

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

GAS SHUT OFF

HOMEOWNER USE AND MAINTENANCE GUIDELINES

You will find shut-offs on gas lines near their connection to each item that operates on gas. In addition, there is a main shut-off at the meter. We point these out during the orientation.

GAS LEAK

If you suspect a gas leak, leave the home and call the gas company immediately for emergency service.

WILLOW BRANCH LIMITED WARRANTY GUIDELINES

The gas company is responsible for leaks up to the meter. Willow Branch Homes will correct leaks from the meter into the home.

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

DRAINAGE

The grade around your home should fall away from your home. 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 about 6 inches below siding, stucco, brick, or other exterior finish materials. Contact with the soil can cause deterioration of the exterior finish material and encourages pest infestations.

ROOF WATER

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

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 the soil was replaced and compacted, 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.

SUBSURFACE DRAINS

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

WILLOW BRANCH LIMITED WARRANTY GUIDELINES

We established the final grade to ensure adequate drainage away from the home to Ensure no standing water 48 hours after a rain event. 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, Willow Branch Homes will fill the areas one time.

RECOMMENDATIONS

Willow Branch Homes 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, Willow Branch Homes 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

Willow Branch Homes does not alter drainage patterns to suit individual landscape plans. Typically, a lot receives water from and passes water on to other lots, so changes in grade often affect adjacent or nearby lots. Willow Branch Homes advises against making such changes. During a heavy rain, drainage swales will run wide and deep—this means they are fulfilling their purpose, carrying surface water away from your home. After heavy rain, water may stand in swales up to 48 hours.

UNDER CONCRETE

Willow Branch Homes will fill visible sunken areas under concrete during the first year.

GUTTERS AND DOWNSPOUTS

HOMEOWNER USE AND MAINTENANCE GUIDELINES

Check gutters periodically and remove leaves or other debris. Materials that accumulate in gutters can slow water drainage from the roof, cause overflows, and clog the downspouts.

EXTENSIONS OR SPLASH BLOCKS

Extensions should discharge outside of rock or bark beds so that water is not dammed behind the edging materials that might be used.

LADDERS

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

WILLOW BRANCH LIMITED WARRANTY GUIDELINES

Gutters over 3 feet long are installed with a slight slope so that roof water will flow to the downspouts.

LEAKS

We correct leaks that occur during the warranty period.

OVERFLOW

Gutters may overflow during periods of excessively heavy rain. This is expected and requires no repair.

STANDING WATER

Small amounts of water (up to one inch) will stand for short periods of time in gutters immediately after rain. No correction is required for these conditions.

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.

WILLOW BRANCH LIMITED WARRANTY GUIDELINES

We confirm that all hardware is in acceptable condition during orientation. The limited warranty excludes repairs for cosmetic damage subsequent to the orientation.

Willow Branch Homes will repair hardware items that do not function as intended.

HARDWOOD FLOORS

HOMEOWNER USE AND MAINTENANCE GUIDELINES

In daily care of hardwood floor, preventive maintenance is the primary goal.

CLEANING

Sweep on a daily basis or as needed. It is recommended to not wet-mop a hardwood floor. Water causes wood to expand and can possibly damage the floor.

DIMPLES

Placing heavy furniture or dropping heavy or sharp objects on hardwood floors can result in dimples.

FILMY APPEARANCE

A white, filmy appearance can result from moisture, often from wet shoes or boots.

FURNITURE LEGS

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

HUMIDITY

Wood floors respond noticeably to changes in humidity in your home. In some cases, a humidifier, or de-humidifier may be helpful to maintain acceptable humidity levels within your home. Any such equipment is a homeowner maintenance issue.

MATS AND AREA RUGS

Use protective mats at the exterior doors to help prevent sand and grit from getting on the floor. Gritty sand is wood flooring's worst enemy. However, be aware that rubber backing on area rugs or mats can cause yellowing and warping of the floor surface.

SEPARATION

Expect some shrinkage around heat vents or any heat-producing appliances, or during seasonal weather changes.

SHOES

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

SPILLS

Clean up food spills immediately with a dry cloth.

SPLINTERS

When floors are new, small splinters of wood can appear. These splinters can be repaired with a wood filler or stain.

SUN EXPOSURE

Exposure to direct sunlight can cause irreparable damage to hardwood floors. To preserve the beauty of your hardwood floors, install and use window coverings in these areas.

TRAFFIC PATHS

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

WARPING

Warping will occur if the floor repeatedly becomes wet or is thoroughly soaked even once. Slight warping in the area of heat vents or heat-producing appliances is also typical.

WAX

Waxing and the use of products like oil soap are neither necessary nor recommended. Once you wax a polyurethane finish floor, re-coating is difficult because the new finish will not bond to the wax.

WILLOW BRANCH LIMITED WARRANTY GUIDELINES

During the orientation we will confirm that hardwood floors are in acceptable condition. We will correct any readily noticeable cosmetic defects listed during the orientation. You are responsible for routine maintenance of hardwood floors. Willow Branch Homes Limited One Year Warranty period will cover flaws in workmanship and materials as follows:

- Gaps that exist between strip hardwood floor boards.
- Cups in strip hardwood floor boards.
- Excessive lippage at the junction of pre-finished wood flooring products.
- Voids (holidays) in the floor finish.
- Field-applied hardwood flooring finishes that have peeled.
- Strip flooring has crowned.
- Hardwood flooring has buckled from the substrate.
- Hardwood flooring that contains slivers or splinters.

SEPARATIONS

Shrinkage will result in separations between the members of hardwood floors. If these exceed 1/8 inch, Willow Branch Homes will fill them one time. Willow Branch Homes is not responsible for removing excess filler that appears on the surface if the boards expand due to subsequent changes in humidity and expel the filler.

HEATING SYSTEM: GAS FORCED AIR

HOMEOWNER USE AND MAINTENANCE GUIDELINES

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

ADJUST VENTS

Experiment with the adjustable registers in your home to establish the best heat flow for your lifestyle. Generally, you can reduce the heat in seldom-used or interior rooms. This is an individual matter and you will need to balance the system for your own family's needs.

AVOID OVERHEATING

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

BLOWER PANEL (FAN COVER)

You need to position the blower panel cover correctly for the furnace blower (fan) to operate. This panel compresses a button that tells the blower it is safe to operate. Similar to the way a clothes dryer door operates, this panel pushes in a button that lets the fan motor know it is safe to come on. If that button is not

pushed in, the furnace will not operate.

COMBUSTION AIR

Furnaces we install in basements or in utility closets over crawl spaces include a combustion air duct. The outside end of this duct is covered with a screen to minimize insect or animal from entering the duct. Cold air coming in through this duct means it is functioning as it should.

CAUTION: Never cover or block the combustion air vent in any way. Outside air is needed to supply the furnace with sufficient oxygen. Blocking the combustion air vent will cause the furnace to draw air down the vent pipe and pull poisonous gases back into your home.

DUCT CLEANING

Exercise caution before spending money on professional ductwork cleaning services. A study by the EPA found proof that ductwork cleaning does not improve indoor air quality, nor was evidence found that it prevents health problems. For more information contact the EPA and request document EPA-402-K-97-002. Or you can view this information on their Website: www.epa.gov/iaq/pubs/.

DUCTWORK NOISE

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

FILTER

A clean filter will help to keep your home clean and reduce dusting chores. Remember to change or clean the filter monthly during the heating season (year-round if you also have air conditioning). A clogged filter can slow airflow and cause cold spots in your home. Although it takes less than one minute to change the filter, this is one of the most frequently overlooked details of normal furnace care.

Buy filters in large quantity for the sake of convenience. You will find the size and type printed along the edge of the filter in your furnace. If you have a permanent, washable, removable filter, you need to clean this monthly. Use water only to clean the filter, tap to dry or air dry, and leave unit off for a brief period. Do not use soaps or detergents on the filter.

FURNISHED HOME

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

GAS ODOR

If you smell gas, call the gas company immediately.

ODOR

A new heating system may emit an odor for a few moments when you first turn it on. An established system may emit an odor after being unused for an extended time (such as after the summer months if you do not use air conditioning). This is caused by dust that has settled and should pass quickly.

ON-OFF SWITCH

The furnace has an on-off blower switch. This switch looks like a regular light switch and is located in an electrical box near the furnace. When turned off, this switch overrides all furnace commands and shuts down the blower. This is usually done only when maintenance service is being performed, although young children have been known to turn the furnace off using this switch. (If your furnace is a high-efficiency model, it does not have a pilot or an on-off switch.)

REGISTERS

Heat register covers are removable and adjustable. You are responsible for adjusting the dampers in these covers to regulate the heat flow within the home. Registers in the rooms farther away from the furnace will usually need to be opened wider.

RETURN AIR VENTS

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

TEMPERATURE

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

THERMOSTAT

The furnace will come on automatically when the temperature at the thermostat registers below the setting you have selected. Once the furnace is on, setting the thermostat to a higher temperature will not heat the home faster. Thermostats are calibrated to within plus or minus 5 degrees.

TRIAL RUN

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

TROUBLESHOOTING TIPS: NO HEAT

Before calling for service, check to confirm that the:

- Thermostat is set to "heat" and the temperature is set above the room temperature.
- Blower panel cover is installed correctly for the furnace blower (fan) to operate.

This panel compresses a button that tells the blower it is safe to operate. Similar to the way a clothes dryer door operates, this panel pushes in a button that lets the fan motor know it is safe to come on. If that button is not pushed in, the furnace will not operate.

- 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.)
- Switch near the furnace is on.
- Gas line is open at the main meter and at the side of the furnace.
- Filter is clean to allow airflow.
- Vents in individual rooms are open.
- Air returns are unobstructed.

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

WILLOW BRANCH LIMITED WARRANTY GUIDELINES

We will install heating systems according to local building codes, as well as to engineering designs of the particular model home.

Adequacy of the system is determined by its ability to establish a temperature of 70 degrees F, as measured in the center of the room, 5 feet above the floor.

DUCT PLACEMENT

The exact placement of heat ducts may vary from those positions shown in similar floor plans.

DUCTWORK

Although the heat system is not a sealed system, the ductwork should remain attached and securely fastened. If it becomes unattached, Willow Branch Homes will repair as needed.

FURNACE SOUNDS

Expansion or contraction of metal ductwork results in ticking or popping sounds. While eliminating all these sounds is impossible, Willow Branch Homes will correct oil canning. (Oil canning occurs when a large area of sheet metal like those found in air ducts makes a loud noise as it moves up and down in response to temperature changes.)

THERMOSTAT

Thermostats are calibrated to plus or minus 5 degrees.

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 once a month. 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 flow 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. If the light stays on when the outside temperature is more than 40 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 about every 90 minutes and lasts no longer than about 10 minutes.

NIGHT SETBACK

Unless you have a night setback thermostat designed to work with a heat pump system, do not turn the thermostat down in the evenings. Adjust the temperature a fraction of a degree at a time until a comfortable, permanent setting is found.

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, and then gradually move the temperature setting up until the coolest room is comfortable. 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 40 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.

WILLOW BRANCH LIMITED WARRANTY GUIDELINES

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

INSULATION

HOMEOWNER USE AND MAINTENANCE GUIDELINES

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

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

WILLOW BRANCH LIMITED WARRANTY GUIDELINES

Willow Branch Homes 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

BACKFILL

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

Backfill areas will settle and require prompt attention to avoid damage to your home and voiding of the structural warranty.

Keep downspout extensions in the down position to channel roof runoff away from the foundation area of your home. Routine inspection of downspouts, backfill areas, and other drainage components is an excellent maintenance habit.

BARK OR ROCK BEDS

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

EROSION

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

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

HIRED CONTRACTORS

You are responsible for changes to the drainage pattern made by any landscape, concrete, deck, or pool contractor. Discuss drainage with any company you hire to do an installation in your yard. Do not permit them to tie into existing drainage pipes without approval from Willow Branch Homes.

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.

REQUIREMENTS

Check with your local building department and homeowners association before designing, installing, or changing landscaping for any regulations that they require you to follow.

SOD

Newly placed sod requires extra water for several weeks. It is ideal to water in the cool part of the day, just before sunrise and 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.

SHADED AREAS

Occasionally plants and sod placed in shaded areas tend to grow somewhat thinner or not at all. These areas will need to be maintained by the homeowner as a part of regular homeowner maintenance. Landscaping issues due to shaded areas are not considered to be warrantable issues.

STONES

The soil in your area may have stones and rocks. Removing these naturally occurring elements is a maintenance activity. If Willow Branch Homes installs seed or sod, large rocks will be picked up and surface raking performed. You will need to provide continued attention to this condition as you care for your yard.

TREES

Remember to water trees during the summer or during warm dry periods in the winter. Mulch around trees and avoid tilling or planting flower beds around trees.

UTILITY LINES

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

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

WAITING TO LANDSCAPE

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

WEEDS

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

WILLOW BRANCH LIMITED WARRANTY

As a courtesy to our homeowner's, we will warrant all landscape materials for one year. We will confirm the healthy condition of all plant materials during the orientation. Proper maintenance of the landscaping is the homeowner's responsibility, including but not limited to frequent treatments and watering, etc. Failure to do so will void any warranty.

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 unfriendly to humans.

WILLOW BRANCH LIMITED WARRANTY GUIDELINES

We will remove any mildew noted during the orientation. Willow Branch Homes 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.

WILLOW BRANCH LIMITED WARRANTY GUIDELINES

We will confirm that all mirrors are in acceptable condition during the orientation. Willow Branch Homes 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.

COLORS

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

EXTERIOR

Plan on refinishing the exterior surface of your home approximately every three to five 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.

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.

WALL CRACKS

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

WILLOW BRANCH LIMITED WARRANTY GUIDELINES

During your orientation we will confirm that all painted or stained surfaces are in acceptable condition. Willow Branch Homes will touch up paint as indicated on the orientation list. You are responsible for all subsequent touch-up, except for the following conditions resulting from when required as a result of warranty work.

These conditions are covered for the first year:

- Exterior paint or stain has peeled, blistered, or developed an alligator pattern.
- Paint or stain over-spray on surfaces that are not intended for paint or stain.

- Interior paint does not cover the underlying surface.
- Paint spatters on an inside surface.
- Interior painted or stained surface where lap marks show
- Paint, stain or refinish any interior surface that is required because of repair work only if the contractor painted the home as a part of the original contract.

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. Willow Branch Homes Limited One Year 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. Willow Branch Homes does not provide corrections for this condition.

PETS 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.

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.

BASEMENT CONSTRUCTION

If you perform any construction in your basement, ensure that the plumbing lines in the basement or crawl space are not isolated from the heating source without insulation being added.

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.

CLOGS

The main causes of toilet clogs are domestic items such as disposable diapers, excessive amounts of toilet paper, sanitary supplies, Q-tips, dental floss, and children's toys. Improper garbage disposal use also causes many plumbing clogs. Always use plenty of cold water when running the disposal. This recommendation

WARRANTY GUIDELINES

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. (Please note that some manufacturers do not use rubber washers.)

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.

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

Since 1.6 gallons of water is used per flush, 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.

LOW PRESSURE

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

MAIN SHUT-OFF

The water supply to your home can be shut-off entirely in two locations. The first is usually in the garage near the pressure reducing valve and the second is at the meter. We will point both of these out during your orientation.

MARBLE OR MANUFACTURED MARBLE

Marble and manufactured marble will not chip as readily as porcelain enamel but can be damaged by a sharp blow. Avoid abrasive cleansers or razor blades on manufactured marble; both damage the surface. Always mix hot and cold water at manufactured marble sinks; running only hot water can damage the sink.

OUTSIDE FAUCETS

You should remove hoses during cold weather, even if the faucet is located in your garage. If a hose is left attached, the water that remains in the hose can freeze and expand back into the pipe, causing a break in the line. Repair of a broken line that feeds an exterior faucet is a maintenance item. Note that Willow Branch Homes does not warrant sill cocks against freezing.

PORCELAIN

You can damage porcelain enamel with a sharp blow from a heavy object or by scratching. Do not stand in the bathtub wearing shoes unless you have placed a protective layer 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.

SHUT-OFFS

Your main water shut-off is typically located in your garage. You use this shut-off for major water emergencies such as a water line break or build an addition to your home. Each toilet has a shut-off on the water line under the tank. Hot and cold shut-offs for each sink are on the water lines under the sink.

SPRINKLERS

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

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.

WATER FILTER OR SOFTENER

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

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

TROUBLESHOOTING TIPS: PLUMBING NO WATER ANYWHERE IN THE HOME

Before calling for service, check to confirm that the:

- Main shut off inside your home is open.
- 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.
- Turn water supply off to that item.

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.

SEWER BACK UP AFFECTING ENTIRE HOME

Remove personal belongings to a safe location. If items are soiled, contact your homeowner insurance company. Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

WILLOW BRANCH 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

Willow Branch Homes 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 and will be billed if the plumber determines the clog was caused by the Homeowner.

COSMETIC DAMAGE

Willow Branch Homes will correct any fixture damage noted on the orientation list. Repairing chips, scratches, or other surface damage noted subsequent to the orientation list is your responsibility.

EXTERIOR FAUCETS

Willow Branch Homes will repair leaks at exterior faucets noted on the orientation list. Subsequent to orientation, repair of a broken line to an exterior faucet is your responsibility.

FREEZING PIPES

Under normal conditions pipes should not freeze; however, in extreme conditions preventative measures should be taken to prevent freezing pipes. Some of those preventative measures include opening cabinet doors to allow warm air around pipes and setting plumbing fixtures to a slow drip. Both hot and cold valves should be open.

If you are away during winter months, set your heat to a minimum of 55 degrees. Keep garage doors closed to protect plumbing lines that run through the area.

LEAKS

Willow Branch Homes will repair leaks in the plumbing system. If a plumbing leak caused by a warranted item results in drywall or floor covering damage, Willow Branch Homes will repair or replace items that were part of the home as originally purchased. We do not make adjustments 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. Willow Branch Homes 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.

- Use other facilities in your home and report problem on next business day.

SUPPLY

Willow Branch Homes 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 most likely will receive a copy of a survey or plot plan that shows your lot and the location of your home on the lot. To construct the home Willow Branch Homes 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.

RAILINGS

HOMEOWNER USE AND MAINTENANCE GUIDELINES

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

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

WILLOW BRANCH LIMITED WARRANTY GUIDELINES

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

ROOF

HOMEOWNER USE AND MAINTENANCE GUIDELINES

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

CLEAN GUTTERS

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

LEAKS

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

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.

TROUBLE SHOOTING 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
- Clogged gutter or downspout
- Blowing rain or snow coming in through code required roof vents
- Gap in caulking
- Where practical, place a container under dripping water.
- If a ceiling is involved, use a screwdriver to poke a small hole in the drywall to release the water.
- Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.
- Remove personal belongings to prevent damage to them. If damage occurs, contact your homeowner insurance company to submit a claim.
- Report the leak to Willow Branch Homes during first available business hours.

WILLOW BRANCH LIMITED WARRANTY GUIDELINES

Willow Branch Homes 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 during the Limited One Year Warranty Period. Leaks, defects in installation or material will be repaired by Willow Branch Homes as follows:

- Roof or flashing leaks that are not caused by leaves, debris, abnormal conditions, or homeowner's action or negligence.
- Shingles that have blown off only if the shingles were not installed properly.
- Shingles that slide off of the roof.
- Shingles are not horizontally aligned

- Asphalt shingles that do not overhang the edges of the roof or hang too far over the edges of the roof.
- Asphalt shingles where shading or shadowing pattern is observed on a new shingle roof only if the result of failure to use the type of shingles specified in the contract.
- Asphalt shingles have developed surface buckling.
- Sheathing nails have loosened from framing and raised asphalt shingles.
- Roofing nails are exposed at the ridge or hip of a roof.
- Holes from construction activities are found in asphalt shingles.

FOR SAFETY REASONS, 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

WILLOW BRANCH LIMITED WARRANTY GUIDELINES

Some floor and stair squeaks are unavoidable. Although Willow Branch Homes does not warrant against floor squeaks, a reasonable effort will be made to correct them. Willow Branch Homes will correct defects in installation on the following:

- Visible sag in the floor system.
- Exposed wood column, post or beam is split badly.
- Exposed wood beam or post is twisted or bowed badly.
- Exposed wood beam or post is cupped badly.
- Sub-floor loose, uneven, out of square or level.
- Wood floor system where deflections are observed in a floor system constructed of wood I-joists, floor trusses, or similar products.
- Framed wall is excessively out of plumb or bowed.
- Joints in exterior walls leak because of improper caulking or failure of the caulking material.

FLOOR DEFLECTION

Floors will deflect (bend) when walked on. This will be more noticeable next to hutches, bookcases, pianos, chairs, kitchen islands and other heavy furniture. This is not a structural deficiency and Willow Branch Homes 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.

PLUMB WALLS

Willow Branch Homes 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.

PLUMB COLUMNS

Willow Branch Homes will correct exposed concrete, masonry and steel columns that are out of plumb due to a defect in installation.

SHOWER DOOR OR TUB ENCLOSURES

HOMEOWNER USE AND MAINTENANCE GUIDELINES

Shower doors and tub enclosures require minimal care. Using a squeegee to remove water after a bath or shower will keep mineral residue and soap film to a minimum. Use cleaning products suggested by the manufacturer to avoid any damage to the trim and hardware.

Avoid hanging wet towels on corners of doors; the weight can pull the door out of alignment and cause it to leak. Check and touch-up caulking on an as needed

basis.

WILLOW BRANCH LIMITED WARRANTY GUIDELINES

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

During the Limited Warranty period Willow Branch Homes will correct clogged sewer, fixture or drain if it is a result of defective installation.

SIDING

HOMEOWNER USE AND MAINTENANCE GUIDELINES

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

WOOD AND WOOD PRODUCTS

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

CEMENT BASED PRODUCTS

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

WILLOW BRANCH LIMITED WARRANTY GUIDELINES

Willow Branch Homes warrants all siding to be free of defects in material and workmanship. During orientation of your home, defects in workmanship for the following will be noted during orientation and corrected by Willow Branch Homes. Subsequent damage to the siding will be your responsibility to repair.

- Wood siding that is bowed.
- Gaps between adjacent pieces of siding or siding panels.
- Lap siding not parallel with the course above or below.
- Face nails are driven below the surface of hardboard siding. Siding boards have buckled.
- Cedar shakes or shingles have "bled" through paint or stain applied by the contractor. Siding that has delaminated, cupped or warped and is not covered under the manufacturer's warranty. Joints between sidings have separated.
- Siding has bowed.
- Nail stains are visible on siding or ceiling boards.
- Nail heads that show in aluminum or vinyl lap siding. Cement board siding is cracked or chipped.
- Cement board siding is improperly fastened.

CRACKS

Willow Branch Homes 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. Willow Branch Homes 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 or says “Low Battery”, that is a sign that the battery needs to be replaced. Follow manufacturer instructions for installing a new battery. Traditional smoke detectors use a 9 volt battery and the smoke/carbon monoxide combo use AA batteries.

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. Willow Branch Homes cannot omit any smoke detector and you should not remove or disable any smoke detector.

WILLOW BRANCH LIMITED WARRANTY GUIDELINES

Willow Branch Homes 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.

WILLOW BRANCH LIMITED WARRANTY GUIDELINES

Although Willow Branch Homes does not warrant against stair vibration and squeaks, a reasonable effort will be made to correct them. Willow Branch Homes will warrant the installation defects that result in the following:

- Interior stair tread that deflects too much.
- Gaps between interior stair risers, treads, and/or skirts.
- Loose stair riser or tread in order to minimize squeaks.
- Stair railing if gaps exist between interior stair railing parts.
- Stair railing lacks rigidity.

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.

WILLOW BRANCH LIMITED WARRANTY GUIDELINES

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

VENTILATION

HOMEOWNER USE AND MAINTENANCE GUIDELINES

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

ATTIC VENTS

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

DAILY HABITS

Your daily habits can help keep your home well ventilated:

- Do not cover or interfere in any way with the fresh air supply to your furnace.
- Develop the habit of running the hood fan when you are cooking.
- Run 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.

WILLOW BRANCH LIMITED WARRANTY GUIDELINES

Willow Branch Homes 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.

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.

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.

TEMPERATURE

Temperature settings on an electric water heater will produce approximately the temperatures listed below:

Hot	120 degrees F
A	130 degrees F
B	140 degrees F
C	150 degrees F
Very Hot	160 degrees F

The recommended setting for operation of a dishwasher is B, or 140 degrees. If there are small children in the home, set the temperature to 120 degrees. Higher settings can waste energy dollars and increase the danger of injury from scalding. Hot water will take longer to arrive at sinks, tubs, and showers that are farther from the water heater.

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.

WILLOW BRANCH LIMITED WARRANTY

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

WATER HEATER: GAS

HOMEOWNER USE AND MAINTENANCE GUIDELINES

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

CONDENSATION

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

DRAIN TANK

Review and follow manufacturer’s timetable and instructions for draining several gallons of water from the bottom of the water heater. This reduces the build-up of chemical deposits from the water, prolonging the life of the tank and saving energy dollars.

PILOT

Never light a gas pilot when the water heater tank is empty. Always turn off the gas before shutting off the cold water supply to the tank.

To light the water heater pilot, follow the manufacturer’s instructions.

Water heaters sometimes collect small quantities of dirty water and scale in the main gas lines, which may put out the pilot light. While away from home for an extended period of time, set the temperature to its lowest point and leave the pilot lit.

TEMPERATURE

The recommended thermostat setting for normal everyday use is “normal.” Higher settings can result in wasted energy dollars and increase the danger of injury from scalding. Hot water will take longer to arrive at sinks, tubs, and showers that are farther from the water heater. For small children the temperature should be 120 degree F.

TROUBLE SHOOTING TIPS: NO HOT WATER

Before calling for service, check to confirm that the:

- Pilot is lit. (Directions will be found on the side of the tank.)
- 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.

WILLOW BRANCH LIMITED WARRANTY GUIDELINES

Refer to the manufacturer’s limited warranty for information regarding coverage of the water heater.

SEE ALSO PLUMBING

WINDOWS, SCREENS, AND SLIDING GLASS DOORS

ALUMINUM / VINYL

Clean surfaces with warm, clear water. Do not use powdered cleaner. After each cleaning, apply a silicone lubricant. Clean glass as needed with vinegar and water, a commercial glass cleaner, or the product recommended by the window manufacturer.

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 on their current policy before you apply such coatings. 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.

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.

WILLOW BRANCH LIMITED WARRANTY GUIDELINES

We will confirm that all windows, screens, and sliding glass doors are in acceptable condition during the orientation. Willow Branch Homes will repair or replace broken windows or damaged screens noted on the orientation list. Windows should operate with reasonable ease and locks should perform as designed. If they do not, Willow Branch Homes 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; Willow Branch Homes provides no corrective measure for this condition.

Condensation that accumulates between the panes of glass in dual-glazed windows indicates a broken seal. Willow Branch Homes will replace the window or sash 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. Willow Branch Homes warranty excludes this occurrence.

SCRATCHES

Willow Branch Homes 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. Willow Branch Homes will replace windows that have scratches readily visible from a distance of 4 feet. Willow Branch Homes does not replace windows that have scratches visible only under certain lighting conditions.

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 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 the base molding and the floor) appears to be lifting from the floor, this is probably due to slight shrinkage of the floor joists below. Again, you can correct this condition by removing the old nails and re-nailing. You may prefer to wait until after the first heating season to make any needed repairs at one time when redecorating.

WILLOW BRANCH LIMITED WARRANTY GUIDELINES

During the orientation we will confirm that wood trim is in acceptable condition. Minor imperfections in wood materials will be visible and will require no action. Willow Branch Homes will correct readily noticeable construction damage such as chips and gouges listed during the orientation. Items below resulting from defective installation will be covered under the Willow Branch Homes Limited Warranty.

- Gaps in exterior trim.
- Exterior trim boards split.
- Exterior trim board is bowed or twisted.
- Exterior trim board is cupped
- Gaps at non-mitered trim and molding joints.
- Inside corners if an inside corner is not coped or mitered.
- Gaps where trim or molding mitered edges do not meet.
- Interior trim is split.
- Hammer marks are visible on interior trim.

EXTERIOR

Willow Branch Homes 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. 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.