



DREAM FINDERS
THE MARK OF A QUALITY HOME

Dream Finders Homes

Homeowner Use
Maintenance
Limited Warranty Details
And
Performance
Guidelines

Dream Finders Homes Limited Warranty Details and Performance Guidelines

Table of Contents

Caring for Your Home	4
Use and Maintenance Guidelines	5
One Year Limited Warranty Guidelines	6
Warranty Service Requests	7
• Roof Leak	8
• Other Emergencies	8
• Anniversary List (11 months)	8
• Interim Warranty Items	9
• Inspection and Repair Hours	9
• Access to Your Home	9
• Renters	10
• Warranty Contact Information	11
Warranty Repairs	11
• Warranty Decisions	11
• Trade Day Appointment	11
• Exterior Items	12
• Children	12
• Pets	12
• Personal Belongings	12
• Surfaces	12
• Signatures on Work Orders	13
• Completion Time	13
• Missed Appointments	13
	14

Warranty Visit Details	
• Anniversary List (11 months)	14
Dream Finders Warranty Information Package	15
Dream Finders Home's 1/10 Home Limited Warranty	16
Home Care Recommendations	19
• Appliances	19
• Storm Damage or Other Natural Disaster	19
• Fire Prevention	19
• Train Family Members	19
• Practice Prevention	19
• Extended Absences	20
• Plan in Advance	20
As You Leave	21
Energy and Water Conservation	22
• Heating and Cooling	22
• Water and Water Heater	22
• Appliances	23
• Electrical	23
• Maintenance	23
Dream Finders Homes Homeowner Reference Manual	24
Appliance Service	25
Home Care Supplies	26
Maintenance Schedule	27
Irrigation Breakdown and Water Consumption	28
Department of Agriculture	29
Dream Finders Homes Limited Warranty Details and Performance Guidelines	30

Caring for Your Home

Dream Finders Homes constructs your home with carefully selected materials and the effort of experienced craftsmen and laborers under the supervision of our field personnel. Although, this group works from detailed plans and specifications, a home is one of the last hand-built products left in the world, each one is unique, and over time each functions differently.

Similar to an automobile, your home requires care from the beginning. To maintain a quality home for lifetime frequent attention is essential. This chapter of our guide is to assist you in that effort.

Use and Maintenance Guidelines

Dream Finders Homes are proud of the homes we build and the neighborhoods in which we build them. Dream Finders Homes strive to create lasting value. This is best achieved when you know and perform appropriate maintenance tasks. Periodic maintenance is necessary because of normal wear and tear, the inherent characteristics of the materials used in your home, and normal service required by the mechanical systems. Natural fluctuations in temperature and humidity also affect your home, resulting in maintenance items.

Dream Finders Homes recognize that it is impossible to anticipate and describe every attention needed for good home care.

Dream Finders Homes focused on items that homeowners commonly ask about. The subjects are listed in alphabetical order to make finding answers to your questions convenient. Because Dream Finders Homes offer a variety of floor plans and optional features, this guide may discuss components that are not present in your home.

Prompt Attention

Many times minor maintenance attention provided immediately saves you a more serious, time-consuming, and sometimes costly repair later. Neglecting routine maintenance can impact applicable limited warranty coverage on all or parts of your home.

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

Dream Finders Homes makes every effort to keep the information in this guide current. However, if any detail in our discussion conflicts with the manufacturer's recommendations, you should follow their recommendations.

Some manufacturer's warranties may extend beyond the first year and it is in your best interests to know about such coverage. Remember to mail in any registration cards you receive with manufacturer materials. Being in the manufacturer's system assures that in the event of a recall the company can contact you and arrange to provide the needed correction.

One Year Limited Warranty Guidelines

While Dream Finders Homes strive to build a flawless home, we are realistic enough to know that, with repeated use, an item in the home may fail to perform as it should. When this occurs, Dream Finders Homes will make necessary corrections so the item meets our warranty guidelines. In support of this commitment, we provide you with a one-year limited warranty. The guidelines described in the pages that follow apply to the one year time period unless otherwise stated.

If you sell your home during the warranty period, advise us of the new owner's name and the date of closing. Please pass this guide along to the new owners or suggest that they contact us to request one. Unfortunately the new home warranty is only guaranteed to the initial buyer, but Dream Finders Homes reserve the right to pass on service to a subsequent homeowner should you sell your home.

Warranty Service Requests

Providing warranty service for a new home is more complicated than for other products. When you purchased your home, you actually purchased hundreds of items and the work of 50 to 80 independent trade contractors. With so many details and people involved, a planned system is essential. Our system includes numerous types of service. If you are ever in doubt as to which applies to your situation, contact your warranty office for assistance.

- Emergency service (**the only service requests we accept by phone**)
- Appliance service (direct from the manufacturer)
- Anniversary list (typically 11 months after possession)
- Interim warranty service (**for your protection between the year-end settlement list, put all non-emergency service requests in writing**)

Emergency Service

While emergency warranty situations are rare, when they occur, prompt response is essential. Begin by checking items you can check. TROUBLESHOOTING tips appear in this guide for several of your home's mechanical components: plumbing, heating, electrical, roofing, and water heater.

Please refer to the individual categories to review these hints. An action by you may solve the problem immediately or mitigate the situation until a technician arrives. If your efforts do not cure the problem, the information you gather will be useful to the service person you contact. During business hours, call our warranty office. After hours, or on weekends or holidays, use the contact information provided on the emergency list you received during your New Home Orientation. The emergency contact phone number can also be found on your electrical panel.

Dream Finders Homes suggest that you add that emergency contacts list to the front of this guide for quick reference.

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

- Total loss of heating or air conditioning during **extreme** weather conditions
- Total loss of electricity that is not service related
- Total loss of water that is not service related
- Toilet stoppage occurring within 30 days of closing that involves ALL toilets
- Plumbing leak that requires the water supply to the house to be shut off to avoid serious damage
- Gas leak (If you suspect a gas leak, leave the home immediately and call the gas company from another location to request emergency service.)

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

If you have contacted one of the mechanical trades directly outside our normal business hours, please inform our warranty office on the next business day so that we can document the situation and follow up as appropriate.

- **Roof Leak**

While we agree with homeowners that a roof leak is indeed an emergency, the reality is that repairs cannot safely or effectively be performed while the roof is wet. During business hours, contact our warranty office with the information, take all possible steps to mitigate damage, and we will follow up when conditions improve enough to make repairs possible.

- **Other Emergencies**

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

- **Anniversary List (11 months)**

Contact us by sending in your list of warrantable settlement items at the beginning of month eleven from your closing date. Should we have any questions about the items on the list, we might schedule a visit for us to come evaluate some of the items. The anniversary visit, if requested, typically takes less than an hour. Again, please keep notes about items you wish us to review with you. (Please note that if there is ever an item that you are not sure if it should go on your anniversary list, please contact us when it is discovered and we can make the determination if it is something that should be fixed sooner or later).

- **Interim Warranty Items**

If you need to initiate non-emergency warranty service during the 1 year warranty period, you are welcome to do so by sending in a warranty request by via email, letter or at our website in the “CONNECT” section. The recommended and easiest way to submit a request is through appropriate warranty e-mail contact listed on the contacts page.

- Put It In Writing!
- Written report of items provides you with the maximum protection by documenting each issue for your warranty file. This also allows us to operate efficiently, thereby providing faster service to all homeowners.
- Help Us to Serve You
- We can provide service faster and more accurately if we have all the necessary information. With any interim warranty request, please include:
 - Your name, address (or lot and community), and the phone numbers where you can be reached during business hours.
 - A complete description of the problem, for example, "guest bath—cold water line leaks under sink," rather than "plumbing problem."

- **Inspection and Repair Hours**

Many homeowners ask whether evening and weekend appointment times are available. We understand the desire for appointments outside normal business hours. In investigating how such appointments could be arranged, we discovered many factors that make extended service hours impractical.

- A significant portion of repairs require daylight for proper execution. This applies to drywall, paint, and exterior work of almost any type.
- We also found that most of the 50 to 80 independent trade contractors who helped us build your home— many of whom operate as small companies—were unable to work all week and also be available for extended hours. Therefore, the few repairs that could be performed in off-hours failed to eliminate the need for repair appointments during normal hours.
- Administrative staff and supervisors would need to be available to answer questions. Having some personnel work extended hours meant being short staffed during normal business hours. Until we discover satisfactory solutions to these challenges, we appreciate your understanding and cooperation with the warranty hours listed on your community contact sheets which you will find in the Purchasing Your Home chapter of this guide. If these hours change, we will notify you by mail or email.

- **Access to Your Home**

Whether for inspection or repair appointments, we refrain from accepting keys and entering your home in your absence—as do our trade contractors. While we recognize that this means that resolving warranty items may take longer, we believe your peace of mind and security should be our first concern.

We conduct warranty visits when an adult is available to accompany our representative and point out the items you have listed. Our in-house service technicians and those of our trades or suppliers will perform repairs only when an adult is available to admit them to your home. An adult is a person 18 or older who has your authorization to admit service personnel and sign completed work orders.

- **Renters**

If you rent your home, a written authorization will permit us to work directly with your renter or property management company representative. You will receive copies of all correspondence and work orders. Without such authorization, we can only accept requests for warranty service directly from you.

Warranty Contact Information

Active Adult - warranty@dreamfindershomes.com

Austin Texas - warranty.aus@dreamfindershomes.com

Capital Division (Maryland/Virginia) - warranty.cap@dreamfindershomes.com

Charlotte North Carolina - charlottewarranty@dreamfindershomes.com

Denver Colorado - warranty.co@dreamfindershomes.com

Fayetteville North Carolina - fayettevillewarranty@dreamfindershomes.com

Hilton Head South Carolina - warranty.sav@dreamfindershomes.com

Jacksonville Florida - warranty@dreamfindershomes.com

Luxury Homes Division - warranty@dreamfindershomes.com

Myrtle Beach South Carolina - myrtlebeachwarranty@dreamfindershomes.com

Orlando Florida - warranty.ori@dreamfindershomes.com

Raleigh North Carolina - Warranty.ral@dreamfindershomes.com

Savannah Georgia - warranty.sav@dreamfindershomes.com

Triad North Carolina - Warranty.tri@dreamfindershomes.com

Wilmington North Carolina - wilmingtonwarranty@dreamfindershomes.com

Warranty Repairs

Items listed on warranty requests fall into one of three categories:

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

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

- **Warranty Decisions**

In addition to the information contained in the limited warranty itself, this guide includes details about the criteria we will use to evaluate concerns you report. The purpose is to let you know what our warranty commitment is for the typical concerns that can come up in a new home. The guide describes the corrective action we will take in many common situations.

We Sometimes Break Our Own Rules—in Your Favor

Our criteria for qualifying warranty repairs meet or exceed established guidelines as defined by your warranty program's requirements and normal industry practices. We reserve the right, at our discretion, to exceed these guidelines if common sense or individual circumstances make that appropriate, without being obligated to exceed all guidelines to a similar degree or for other homeowners whose circumstances are different.

We Sometimes Say No

With a product as complex as a home, differences of opinion can occur regarding which tasks are homeowner maintenance responsibilities and which are our warranty responsibilities. If you request warranty service on a maintenance item, we will explain the steps you should take to care for the item. We are available to answer your home-care questions during and after your warranty period. Providing normal maintenance for your home is your job.

- **Trade Day Appointment**

Depending on the number and nature of items that need attention, we may ask you to designate a Trade Day Appointment—typically a date a minimum of 7 days from the inspection date—for repairs to be made. 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. Although on occasion work must occur in sequence and more than one appointment may be needed, this system works well in the majority of situations. Please be sure that you are available

the entire time that the trades are working in your home. This creates an opportunity to have as many trades as possible attend your home to complete their warranty work. If a particular trade is unavailable or if the work needs to be completed in sequence, other arrangements will be made with you.

- **Exterior Items**

Exterior items can usually be inspected or repaired without an adult present provided access is available. (Example: Gate is unlocked and pets are restrained).

- **Children**

Children are naturally curious about tools and work in progress on your home. However, to protect them from possible injury and to allow repair personnel an uninterrupted opportunity to work we ask that youngsters be cared for away from ongoing work. This policy is for the protection of your children and our employees and trades personnel. We have instructed all repair personnel to reschedule the appointment if children are in or around the work area.

- **Pets**

We recognize that many homeowners count their pets as members of their households. To prevent the possibility of a pet becoming injured or lost, or giving in to its natural curiosity about tools and materials used for repairs we ask that you restrict all pets to a comfortable location during any warranty visit, whether for inspection or warranty work. This policy is also for the protection of our employees and trades personnel. Again, we have instructed all personnel to reschedule the appointment if pets have access to the work area.

- **Personal Belongings**

In all work that we perform we are concerned that your furniture, appliances, and personal items be protected. When warranty work is needed in your home, we will ask that you remove vulnerable items or items that might make performing the repair difficult. This includes furniture, appliances, or personal items in or near the work area. We will reschedule the repair appointment rather than risk damaging your belongings.

- **Surfaces**

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, protecting your home from damage and catching the dust or scraps from the work being performed. Similarly, all personnel should clean up the work area, removing whatever excess materials they brought in. Prior to beginning any work, we require that repair personnel check the work area for any existing damage to surfaces. 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 occurred.

- **Signatures on Work Orders**

Signing a work order acknowledges that a technician worked in your home on the date shown and with regard to the items listed. Your signature on a work order does not negate any of your rights under the warranty nor does it release us from any confirmed warranty obligation. If you prefer not to sign the work order, the technician will note that, sign the work order and return it to us for our records. We routinely contact homeowners at random by phone or email to ask for feedback about the repair process. If you have suggestions on how we can improve the service we provide we want to hear them. If you are dissatisfied with any service we provide, you can note that on the work order or call the warranty office with your feedback. We are available to review your concerns and determine whether our requirements have been met. And naturally if we exceeded your expectations, the service personnel of our company and the trades with whom we work sincerely appreciate your compliments on their efforts.

- **Completion Time**

Regular review of outstanding work orders is part of our office routine. Checking with trades and homeowners alike, we strive to identify the cause for delays and get all warranty work completed within an appropriate and reasonable amount of time. We intend to complete warranty work orders within 15 workdays of the inspection unless you are unavailable for access. If a back-ordered part or similar circumstance causes a delay, we will let you know. Likewise, when weather conditions prevent the timely completion of exterior items, we track those items and follow up to ensure that they are addressed when conditions are right. This can mean a wait of several months.

- **Missed Appointments**

Good communication is one key to successful completion of warranty items. We strive to keep homeowners informed and to protect them from inconvenience. One of our challenges in this regard is when unexpected events sometimes result in missed appointments. If an employee or a trade person will be late, he or she should contact you as soon as the delay is recognized, offering you a choice of a later time the same day or a completely different appointment. If you must miss an appointment, we appreciate being alerted as soon as you realize your schedule has changed. In the event you are unable to provide access to your home within 7 days or we have been unable to contact you, your warranty request will be closed. You can open a new warranty request at a later date, during your the warranty period, when your schedule offers a better opportunity to arrange access to the home. We reserve the right to deny any claims made outside the warranty period.

Our contractor's time is valuable too. Be aware that if you miss multiple confirmed appointments, we reserve the right to close out your claim(s) and/or waive the return to your home for service without a charge/fee associated with the return costs for the contractor.

Warranty Visit Details

When: By appointment, between 8:30 a.m. and 5:00 p.m. Monday through Friday

Where: Your new home

Attendees: Homeowner(s) & Warranty Representative or Sub-Contractor

Length 30 minutes to over an hour, depending on your items or questions

Purposes: Review agenda or your list of items and to discuss any home care questions you have

Preparation: Note any questions or items you wish to mention

- **Anniversary List (11 months)**

1. Inspect (if necessary) and review the routine scheduled maintenance items
2. Review the homeowner's submitted warranty items list. Any additional items noted during the warranty visit should be submitted in writing to the appropriate warranty inbox
3. Schedule any Trade visits that might be necessary
4. Buyer's Questions and Answers

Congratulations on the purchase of your new home. Dream Finders Warranty Information Package

We thank you for choosing a Dream Finders Homes community. An important feature of your new home is the warranty 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:

- Defined Terms
- The Limited Warranty
- Warranty Exclusions
- Dream Finders Homes Homeowner Use, Maintenance, Limited Warranty Details and Performance Guidelines

It is important that you protect the investment that you have made in your home. By following these procedures, your new home will be well cared for and the experience of living in a Dream Finders Home, LLC community will be enhanced.

Dream Finders Home's 1/10 HOME LIMITED WARRANTY

Definitions:

- "Builder" means Dream Finders Homes, LLC.
- "Building Standards" means (i) standards contained in the building code, mechanical code, plumbing code, and electrical code in effect in the city or local political subdivision where your home is located, or, (ii) if the city or local political subdivision has not adopted such codes, the International Residential Code applicable at the time of construction, together with the Dream Finders Homes Homeowner Use, Maintenance, Limited Warranty Guidelines and Performance Guidelines (the "DFH Guidelines") or (if an item is not specifically addressed in the DFH Guidelines) the National Association of Home Builders (NAHB) Residential Construction Performance Guidelines (<http://www.nahb.org/>).
- "Home" means your new home designed and to be used only for residential use.
- "Major Structural Defect" means actual physical damage to the following designated load-bearing portions of a home caused by the failure of the load-bearing portions which affects their load-bearing functions but only to the extent the home becomes unsafe, unsanitary, or is otherwise uninhabitable:
 - Foundation systems and footings
 - Load bearing beams, girders, lintels
 - Load bearing columns
 - Load bearing walls and partitions
 - Floor systems
 - Roof framing systems
- "Owner" means the original Purchaser(s) of the Home.
- "Warranty Commencement Date" means the closing date as defined in the New Home Construction Agreement.

General Terms and Conditions:

- This warranty is provided exclusively to the Owner named herein. It is not transferable or assignable to any person or entity, including mortgage holders, lien holders and subsequent purchasers of the Home.
 - In the event materials or equipment have been discontinued, Builder will use similar and like materials and equipment. Builder cannot guarantee exact color shades in performing warranty work and Owner shall hold Builder harmless for any color, texture, size or other variances that may occur when repairs are made.
 - All warranty work shall be scheduled during normal weekday working hours (Monday through Friday from 8:30am to 5:00pm) except in emergencies.
 - Dream Finders Homes requires a 24 hour notice of cancellation on an appointment. Dream Finders Homes reserves the right to charge the owner a service fee should it be assessed by the contractor performing the repair on a missed appointment that requires a return trip.

Warranty Coverage:

Subject to the exclusions provided herein, Builder warrants the following to the Owner:

- One year following the Warranty Commencement Date, the Home will be free from any defect due to non-compliance with the standards set forth the official building code applicable to the design and construction of the Home or due to other material defects in materials or workmanship not regulated by building standards.

- Ten years following the warranty commencement date, the home will be free from Major Structural Defects due to non-compliance with the building standards or due to other defects in materials or workmanship not regulated by building standards.
- Dream Finders Homes assigns to buyer and buyer accepts, to the extent they are assignable, all rights under any manufacturer's warranties on equipment, fixtures and consumer products included with the home.

Warranty Exclusions:

BUILDER EXPRESSLY EXCLUDES FROM THIS WARRANTY AND ALL OTHER WARRANTIES, WHETHER EXPRESS OR IMPLIED BY LAW, THE FOLLOWING ITEMS:

- Fences, landscaping and vegetation of any nature, including but not limited to sod, seeding, shrubs, existing and new trees, and plantings, as well as off-site improvements, all driveways and walkways, and any other improvement that is not a part of the Home.
- Washing out of sod or seeding before it has taken root.
- After the first year, the concrete floor of a basement and the concrete floor of an attached or unattached garage that is built separate from a foundation wall or other structural element of the Home.
- Damage to real property which is not part of the Home covered by the Warranty and which is not specifically included in the purchase price of the Home.
- Any damage to the Home that is caused or made worse by any of the following:
 - Negligence, improper maintenance, neglect or improper operation by Owner or anyone other than Builder
 - Failure by Owner or anyone other than Builder to comply with the Warranty requirements of the manufacturers of appliances, equipment, fixtures or other building components.
 - Failure by the Owner to give reasonable written notice to Builder of conditions subject to this Warranty.
 - Any change of the grading of the ground by Owner or anyone other than the Builder.
 - Any change, alteration, or addition made to the Home by Owner or anyone after Warranty Commencement Date, except any change, alteration, or addition performed by Builder.
 - Dampness, condensation, or expansion and contraction of materials or other damage due to the failure of the Owner to maintain adequate ventilation or drainage or exterior maintenance of caulking or other water tight components.
- Any loss or damage which the Owner has not taken timely action to mitigate or repair.
- Any defect in, or any defect caused by, materials or work supplied by anyone other than Builder.
- Normal wear and tear or customary deterioration such as, but not limited to, caulking, drywall cracks.
- Loss or damage which does not constitute a material defect in the construction of the Home
- Loss or damage resulting from war, accident, riot and civil commotion, falling objects, aircraft, vehicles, acts of God, lightning, windstorm, hail, flood, mudslide, earthquake, volcanic eruption, wind driven water, hurricane, tropical storm, any "named storm", fire and changes in the level of the underground water table.
- Any damage caused by soil conditions, soil movement and/or "sinkhole" conditions.
- Animal, insect or rodent damage, including termite damage.
- Any mold or mildew damage.
- Any loss or damage which arises while the Home is being used for a nonresidential purpose.
- Any condition which does not result in actual physical damage or deficiency to the Home. This includes, but not limited to, locations of constructed items and options not specifically agreed upon in writing (i.e. locations of light fixtures, switches and outlets, walls, fences, etc.) including field corrections related to site conditions or other unforeseeable or uncontrollable events.

- Bodily injury, death or damage to personal property.
- Any cost of shelter, transportation, food, moving, storage, or other incidental expense related to relocation during repair or replacement.
- Defects which are the result of characteristics common to the materials used, such as (but not limited to) warping and deflection of wood; mildew and fading, chalking and checking of paint due to sunlight; cracks or discoloration due to drying and curing of concrete, stucco, plaster, bricks and masonry, drying shrinking and cracking of caulking and weather stripping.
- Defective design or materials supplied or purchased by Owner or installed under his/her direction, or defects caused by anything not built into, or installed in the Home pursuant to the contract between Builder and Owner.
- Utility service lines installed by developer, municipality or service company and settling, back filling or slumping thereof.
- Offsite improvements, which include the following: the street, road, driveway, sidewalk, drainage utilities, or any other improvement or structure that is not located on or under the lot on which the Home is constructed, or any other improvement or structure that is located on or under the lot but that does not immediately and directly support the fitness and merchantability or habitability of the Home itself.
- Incidental, consequential or secondary damages, including but not limited to electrical and water utility bills.
- **Floor squeaks**
- **Cosmetic or aesthetic flaws of any nature or origin in any location on any surface, including but not limited to color and/or batch differences, chips, scratches, nicks, mars, or cracks on windows, glass (including light fixtures), mirrors, bathtubs and toilets, walls, pavers and bricks, driveways, garage floors, patios, shower enclosures, cabinets, sinks, countertops, appliances, woodwork, grout and flooring.**

Home Care Recommendations

- **Appliances**

Many of your appliances will offer an extended manufacturer's warranty if you register them within the first 30 days of closing on your new home. Contact the manufacturer directly with model and serial number, closing date. If you have a problem with an appliance, they will require this same information and a description of the issue. Refer to your Appliance Service information sheet. Appliance warranties are managed directly by the manufacturers. Please contact the manufacturer directly should service be required on your appliances.

- **Storm Damage or Other Natural Disaster**

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

- **Fire Prevention**

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

- **Train Family Members**

- Ensure that all family members know what escape routes exist in your home.
- Conduct a fire drill with family members.
- Test the smoke detectors to assure they function and so that everyone recognizes the sound. Follow the manufacturer's directions for cleaning and servicing all of your smoke detectors.
- As soon as possible, teach young children how and why to dial 911.
- Have a general use fire extinguisher and instruct all family members in its location and use.
- Teach children the safe use of appliances such as irons and toasters.

- **Practice Prevention**

- Store matches away from children and heat sources.
- Avoid smoking in bed.
- Avoid leaving small children home alone, even for a short time.
- Maintain appliances in clean and safe working condition.
- Avoid overloading electrical outlets.
- Ensure that all electrical cords are in good repair.
- Clean the dryer lint filter and chase pipes annually
- Avoid having any flammable objects or materials near the stove.
- Keep the range hood filter clean to prevent a build-up of grease.

- Allow space for cooling around electrical equipment.
- Use electric blankets with care, following manufacturer directions.
- Store volatile materials (paint, gasoline for the lawn mower, and so on) in appropriate containers, away from flames (such as pilot lights) or heat sources. Many trash collection services offer a means for you to dispose of hazardous items. Check with your service provider for details.
- Keep the barbeque clear of flammable objects and materials.
- If your home includes a gas fireplace follow all directions and do not leave the fireplace unattended when it is on. If you have a wood burning fireplace:
 - ❖ Arrange for professional cleaning of the chimney annually.
 - ❖ Maintain the spark arrester on the chimney.
 - ❖ Never use liquid fire starters (ex. charcoal barbeque) in an indoor fireplace.
 - ❖ Use a screen or glass doors when a fire is burning.
 - ❖ Confirm the fire is out before closing the flue.
 - ❖ Do not leave the fireplace unattended while a fire is burning.
- During holidays, ensure that all cords and connections are in good condition and of appropriate capacity for electrical decorations.
- If you decide to remodel, finish the basement, or add onto your home, obtain a building permit and work with trained professionals. Ensure that all building department inspections occur and that the work complies with all applicable codes. This also applies to installing a gas line for an outdoor barbeque, a gas fireplace, clothes dryer, and so on.

- **Extended Absences**

Whether for a vacation, business travel, or other reasons, nearly all of us occasionally leave our homes for days or weeks at a time. With some preparation, such absences can be managed uneventfully. Keep these guidelines in mind and add additional reminders that are appropriate to your situation.

- **Plan in Advance**

- Ask a neighbor to keep an eye on the property. If possible, provide them with a way to reach you while you are away.
- If you will be gone an especially long time (over two weeks) consider arranging for a house sitter.
- Arrange for someone to mow the lawn or shovel snow.
- Notify local security personnel or police of the dates you will be away.
- Stop mail, newspapers, and other deliveries.
- Use lighting timers (available at hardware stores for \$10 to \$20).

- Confirm that all insurance policies that cover your property and belongings are current and provide sufficient coverage.
- Mark valuable items with identifying information. Consider whether you have irreplaceable items that should be stored in a bank vault or security box.

- **As You Leave Your Home for a Vacation**
 - Forward phone calls to a relative or close friend.
 - Unplug computers and other electronic devices that might be harmed in an electric storm.
 - Leave window coverings in their most typical positions.
 - Confirm that all doors and windows are locked and the deadbolts are engaged.
 - Shut off the main water supply. Set the thermostat on the water heater to "vacation."
 - Disengage the garage door opener (pull on the rope that hangs from the mechanism). Use the manufacturer's lock to bolt the overhead door. *Caution:* Attempting to operate the garage door opener when the manufacturer's lock is bolted will burn out the motor of your opener. Upon your return, unlock the garage door first, then re-engage the motor (simply push the button to operate the opener and it will reconnect) to restore normal operation.
 - Leave a second car in the drive.-Summer: Turn your air conditioner fan to "Auto". Set the thermostat to 78.
 - Winter: Set the thermostat to a minimum of 55. Leave doors on cabinets that contain plumbing lines open. Leave room doors open as well. This allows heat to circulate.
 - Arm your security system, if applicable.

Your Additional Reminders and Notes:

Energy and Water Conservation

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

- **Heating and Cooling**

- Maintain all your home's systems in clean and good working order to prevent inconvenience and maximize efficiency. Arrange for a professional to service heat and air conditioning systems a minimum of once every year.
- Replace air filters every month.
- Learn how to use your day/night thermostat for comfort and efficient energy use.
- If you have a zoned system (more than one furnace and separate controls) think through operating schedules and temperature settings to maximize comfort and minimize energy consumption.
- Limit use of your gas fireplace in extremely cold or windy weather when the chimney draft will draw room air out at an extreme rate.
- Ceiling fans cost little to operate and the moving air allows you to feel comfortable at temperatures several degrees higher.
- On hot days, close all windows and the window coverings on windows facing the sun to minimize solar heating and reduce demands on your air conditioner.
- Keep the garage overhead doors closed.

- **Water and Water Heater**

- Follow the steps outlined in the manufacturer's directions for draining water from your water heater in order to remove accumulated hard-water scale that builds up inside the tank. Timing will depend on the nature of your water supply.
- Correct plumbing leaks, running toilets, or dripping faucets ASAP.
- Keep aerators clean.
- If you have a swimming pool, consider using solar heating power.

- **Appliances**

- Use cold water when operating your disposal. This not only saves hot water you pay to heat, it preserves the disposal motor.
- When baking, preheat your oven just five minutes before you use it.
- Use the microwave rather than using the range when possible, especially during hot weather.
- Run the dishwasher when it has a full load and use the air-dry cycle.

- **Electrical**

- Use compact fluorescent bulbs or fluorescent tubes where possible. Incandescent bulbs are the least efficient source of light.
- Turn lights and other electric items off when you finish using them or leave the room.

- **Maintenance**

- Caulk in dry weather when temperatures are moderate. Check all locations, such as:
 - Foundation penetrations (electrical, phone, water, cable TV, and gas line entrances)
 - Around fans and vents
 - Joints between door or window frames and siding
 - Check weather stripping on all exterior doors and adjust as needed. Ensure that door thresholds are a good fit—most are adjustable. If necessary, install a corner pad as needed to prevent dust and light from entering the home at exterior doors.
 - After any activity in the attic, check that the insulation is evenly distributed.

Your Additional Reminders and Notes:

Dream Finders Homes Homeowner Reference Manual

Location	Category	Description	Frequency	Why	Comments
Inside	Air Quality	Inspect furnace and air conditioning filters and electronic air cleaners	Monthly	To help maintain indoor air quality	If you don't know where these are located or how to access them, ask your builder to demonstrate
Inside	Appliances	Operation and inspection	Yearly	To help ensure proper operation	Schedule an inspection of major appliances by a professional especially if gas fueled
Inside	Attic	Inspect attic	6 Months	To help prevent problems	View your attic to identify anything that looks out of the ordinary, especially anything that looks like a water stain Items to examine include air duct work, animal nests, exhaust vents, etc. Be careful not to step through a ceiling
Inside	Cabinets	Monitor and maintain	6 Months	To help ensure their good looks and performance	For cabinets check out hardware including knobs, hinges, latches, rollers, drawer guides, etc. Maintain surfaces per manufacturer's suggestions for wax, washing, polishing, etc.
Inside	Countertops	Monitor and maintain	6 Months	To help ensure their good looks and performance	For laminate tops check caulk and redo as required; do not place hot items on the laminate as it can damage the glue; do not use the top as a cutting board. For tile, replace any cracked tile and re-grout as required.
Inside	Doors	Inspect for proper operation and weather resistance	6 Months	To help ensure energy efficiency and security	Energy costs can increase substantially from loose or missing weather stripping or openings that do not seal well.

Appliance Service

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

Closing Date _____

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

Home-Care Supplies

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

For	Item	Color / Style	Size	Brand	Source	Notes

Maintenance Schedule

Begin care of your home with organized records, including information about all of its components and your furnishings. This information will make caring for your home easier. The records may be useful in completing tax returns, and will be valuable when you sell your home. Another beneficial step is to inventory all equipment, appliances, furnishings, personal belongings, and take photos of everything. In addition to normal daily and weekly care, develop a schedule of preventative routines based on the information in this manual and the manufacturer literature you receive.

Task/Notes	Frequency	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC

Irrigation Breakdown and Water Consumption

We should have demonstrated at the orientation the irrigation system. On a new yard installation, we typically water the yard every day initially and recommend (depending on weather and soil conditions) this practice for the first 30 days for it to take root and survive the initial shock since it is new sod. The irrigation clock should be working and have been demonstrated as well. There is an instruction manual included and an online tutorial if needed.

There are typically 4 zones in our standard yard size. There are usually 2 types of sprinkler heads, rotors in the yard and sprays over the plants. Rotors release about half as much water as a spray head in the same amount of time. When the zones get set we typically water for 40 min a rotor zone and 20 min a spray zone. Typically a single rotor zone uses 12 gal/min-15 gal/min.

With these numbers the calculation of water usage looks like this:

$12 \text{ gal/min} \times 40 \text{ min a zone} \times 4 \text{ zones} = 1920 \text{ gallons per cycle of the irrigation.}$

Local water costs are approximately \$5.60 per 1000 gallons.

So the cost to run this system is approximately $1.920 \text{ kgal} \times \$5.60/\text{kgal} = \$10.75$ a cycle.

Dream Finders sometimes schedules the yard to be watered twice a day to ensure the success of the yard (equivalent to $1.920 \text{ kgal a cycle} \times 7 \text{ days} \times 2 \text{ times a day} = 26,880$ gallons a week). At closing, we leave the irrigation clock as it was scheduled by our construction team because it is our responsibility to ensure that the yard doesn't die. Be aware of these added expenses in your first month of homeownership and make sure you are adjusting the irrigation system properly to support the growth of your new lawn.

You can calculate the water consumption on your yard with the formula provided if you know the following information:

- 1. How many zones do you have?**
- 2. How much does the utility company charge per gallon of water?**
- 3. How many times do you run your irrigation system daily? Weekly? Monthly?**

$12 \text{ gal/min} \times \text{zone time length (40 min)} \times \# \text{ of zones} = \text{gallons used per cycle}$

Department of Agriculture Florida

The Department of Agriculture offers a lot of information online for homeowner's use and reference:

<http://www.freshfromflorida.com/>

There are also local public contact numbers for specific questions regarding plantings, yard maintenance and wildlife activity:

Nassau – 904-879-1019

Duval – 904-255-7450

St Johns – 904-209-0430

Clay – 904-284-6355

Yulee – 904-491-7340

Baker – 904-259-3520

The local universities offer their services for questions about sod and turf. The University of Florida Agricultural Departments website is listed below for services:

http://solutionsforyourlife.ufl.edu/agriculture/turf_and_sod.shtml

The University of North Florida also offers their Agricultural Department for information:

Becky Jordi - 904-879-1019

Department of Agriculture North Carolina

The Department of Agriculture offers a lot of information online for homeowner's use and reference <http://www.ncagr.gov/>

There are also local public contact numbers for specific questions regarding plantings, yard maintenance and wildlife activity: 919-707-3000

The local universities offer their services for questions about sod and turf. North Carolina state university Agricultural Departments website is listed below for services:

<https://www.ces.ncsu.edu/categories/agriculture-food/>

North Carolina state also offers their Agricultural Department for information: 919-515-2668

Department of Agriculture South Carolina

The Department of Agriculture offers a lot of information online for homeowner's use and reference: <https://agriculture.sc.gov/>

There are also local public contact numbers for specific questions regarding plantings, yard maintenance and wildlife activity: 803-734-2210

The local universities offer their services for questions about sod and turf. The University of South Carolina Agricultural Departments website is listed below for services: 803-734-2210

The University of South Carolina also offers their Agricultural Department for information: Main Line- 803-734-2210

Dream Finders Homes Limited Warranty Details and Performance Guidelines

Table of Contents

<u>Air Conditioning</u>	44
Homeowner Use and Maintenance Guidelines	44
Adjust Vents	44
Compressor	45
Compressor Level	45
Coolant	45
Manufacturer's Instructions	45
Non-Emergency	45
Temperature Variations	45
Troubleshooting Tips: No Air Conditioning	45
Dream Finders Homes Limited Warranty Guidelines	46
<u>Alarm System</u>	46
Homeowner Use and Maintenance Guidelines	46
Dream Finders Homes Limited Warranty Guidelines	47
<u>Appliances</u>	47
Homeowner Use and Maintenance Guidelines	47
Dream Finders Homes Limited Warranty Guidelines	
<u>Asphalt</u>	47
Homeowner Use and Maintenance Guidelines	47
Chemical Spills	47
Hot Weather	47
Nonresidential Traffic	48
Sealcoating	48
Dream Finders Homes Limited Warranty	48

<u>Attic Access</u>	48
Homeowner Use and Maintenance Guidelines	48
Dream Finders Homes Limited Warranty Guidelines	49
<u>Brick</u>	49
Homeowner Use and Maintenance Guidelines	49
Efflorescence	49
Tuck-Pointing	49
Weep Holes	49
Dream Finders Homes Limited Warranty Guidelines	49
<u>Cabinets</u>	50
Homeowner Use and Maintenance Guidelines	50
Cleaning	50
Hinges	50
Moisture	50
Wood Grain	50
Dream Finders Homes Limited Warranty Guidelines	50
<u>Carpet</u>	51
Homeowner Use and Maintenance Guidelines	51
Burns	51
Cleaning	51
Crushing	52
Edges	52
Fading	52
Filtration	52
Fuzzing	52
Pilling	52
Rippling	53
Seams	53
Shading	53
Shedding	53
Snags	53
Sprouting	53
Stains	53
Static	54
Dream Finders Homes Limited Warranty Guidelines	54
<u>Caulking</u>	54
Homeowner Use and Maintenance Guidelines	54
Colored Caulk	54
Latex Caulk	54

Silicone Caulk	55
Dream Finders Homes Limited Warranty Guidelines	55
<u>Concrete Flatwork</u>	55
Homeowner Use and Maintenance Guidelines	55
Cleaning	55
Color	55
Cracks	55
Expansion Joints	56
Heavy Vehicles	56
Ice, Snow, and Chemicals	56
Level Floors	56
Sealer	56
Dream Finders Homes Limited Warranty Guidelines	56-57
<u>Condensation</u>	58
Homeowner Use and Maintenance Guidelines	58
New Construction	58
Normal Activities	58
Temperature	58
Ventilation	58
Dream Finders Homes Limited Warranty Guidelines	59
<u>Countertops</u>	59
Homeowner Use and Maintenance Guidelines	59
Caulking	59
Cleaning	59
Granite	59
Marble or Manufactured Marble	60
Mats	60
Wax	60
Dream Finders Homes Limited Warranty Guidelines	60
<u>Damp Proofing</u>	61
Homeowner Use and Maintenance Guidelines	61
Dream Finders Homes Limited Warranty Guidelines	61
<u>Decks</u>	61
Homeowner Use and Maintenance Guidelines	61
Color Variation	61
Effects of Exposure	61
Foot Traffic	61
Outdoor Furniture	61

Replacement Boards or Rails	62
Sealing or Water Repellent	62
Snow and Ice	62
Dream Finders Homes Limited Warranty Guidelines	62
<u>Doors and Locks</u>	62
Homeowner Use and Maintenance Guidelines	62
Failure to Latch	62
Hinges	63
Keys	63
Locks	63
Slamming	63
Warping	63
Weather Stripping	63
Dream Finders Homes Limited Warranty Guidelines	63
<u>Drywall</u>	64
Homeowner Use and Maintenance Guidelines	64
Ceilings	64
Lighting Conditions	64
Related Warranty Repairs	64
Repairs	65
Warning: Touch-ups May Be Visible	65
Dream Finders Homes Limited Warranty Guidelines	65
<u>Easements</u>	65
Homeowner Use and Maintenance Guidelines	66
Dream Finders Homes Limited Warranty Guidelines	66
<u>Electrical System</u>	66
Homeowner Use and Maintenance Guidelines	66
Breakers	66
Breakers Tripping	66
Buzzing	67
Designed Load	67
Fixture and Switch Location	67
GFCI (Ground-Fault Circuit-Interrupters)	67
Grounded System	68
Light Bulbs	68
Luminous Light Panels	68
Modifications	68
Outlets	68

Power Surge	69
Recess Can Light Not Working	69
Troubleshooting Tips: No Electrical Service	69
Under or Over Cabinet Lights	70
Underground Cables	70
Dream Finders Homes Limited Warranty Guidelines	70
<u>Expansion and Contraction</u>	70
Homeowner Use and Maintenance Guidelines	70
Dream Finders Homes Limited Warranty Guidelines	70
<u>Fencing</u>	71
Homeowner Use and Maintenance Guidelines	71
Drainage	71
Homeowner Association Design Review	71
Variation	71
Vinyl Fencing	71
Wood Fences	71
Wrought Iron Fencing	72
Dream Finders Homes Limited Warranty Guidelines	72
<u>Foundation Walls</u>	72
Homeowner Use and Maintenance Guidelines	72
Cosmetic Imperfections	72
Cracks	72
Dampness	72
Drainage	73
Future Construction in Basement	73
Leaks	73
Dream Finders Homes Limited Warranty Guidelines	73
<u>Garage Overhead Door</u>	73
Homeowner Use and Maintenance Guidelines	73
Garage Door Radio Frequency Code Change	73
Light Visible	73
Lock	73
Lubrication	74
Painting	74
Remotes	74
Safety	74
Sag	74
Sag	74
Wall Mounted Opener	74

<u>Gas Shut-Offs</u>	75
Homeowner Use and Maintenance Guidelines	75
Gas Leak	75
Dream Finders Homes Limited Warranty Guidelines	75
<u>Grading and Drainage</u>	75
Homeowner Use and Maintenance Guidelines	75
Backfill Settlement	75
Drainage	76
Erosion	76
Existing Vegetation is Damaged By Construction	76
Exterior Finish Materials	76
New Sod	76
Recommendations	76
Roof Water	77
Rototilling	77
Settling	77
Soil Information	77
Standing Water	77
Subsurface Drains	77
Swales	78
Under Concrete	78
Winter Grading	78
Dream Finders Homes Limited Warranty Guidelines	78
<u>Gutters and Downspouts</u>	78
Homeowner Use and Maintenance Guidelines	78
Extensions or Splash Blocks	79
Ladders	79
Leaks	79
Overflow	79
Snow and Ice	79
Staining and Erosion Caused by Gutters	79
Standing Water	79
Dream Finders Homes Limited Warranty Guidelines	80
<u>Hardware</u>	80
Homeowner Use and Maintenance Guidelines	80
Dream Finders Homes Limited Warranty Guidelines	80

<u>Hardwood Floors</u>	80
Homeowner Use and Maintenance Guidelines	80
Cleaning	80
Dimples	80
Filmy Appearance	80
Furniture Legs	81
Humidity	81
Mats and Area Rugs	81
Separation	81
Shoes	81
Spills	81
Splinters	81
Sun Exposure	82
Traffic Paths	82
Variation	82
Warping	82
Wax	82
Dream Finders Homes Limited Warranty Guidelines	82

<u>Heating System: Heat Pump</u>	83
Homeowner Use and Maintenance Guidelines	83
Air Circulation Across Coils	83
Air Conditioning and Heating	83
Air Handler Sounds	83
Air Temperature at Vents	83
Auxiliary Heat System	84
Condensate Line is Clogged	84
Condensation on the Outside of the Air Handlers, Refrigerant Lines/Ducts	84
Defrost Cycle	84
Duct Placement	85
Ductwork	85
Ductwork Noise	85
Filter	85
Furnished Home	85
Odor	85
Programmable Thermostats and Schedules	86
Refrigerant Lines Leak	86
Register Adjustment Adjust and Balance Vents	86
Replacement Parts	86
Return Air Vents	86
Shut Off Box	87
Temperature	87
Temperature Variation	87

The System is Cooling Inadequately	87
Thermostat Accuracy	87
Troubleshooting Tips: No Heat or A/C	87
Dream Finders Homes Limited Warranty Guidelines	88
<u>Insulation</u>	88
Homeowner Use and Maintenance Guidelines	88
Dream Finders Homes Limited Warranty Guidelines	88
<u>Landscaping</u>	88
Homeowner Use and Maintenance Guidelines	88
Additions	89
Agricultural Department	89
Backfill	89
Edgings Around Bark or Rock Beds	89
Erosion	89
Hired Contractors	90
Irrigation System	90
Landscaping and Plant Materials	90
Natural Areas in Your Yard	90
Planning	90
Plant Selection	90
Requirements	91
Seeded Lawns	91
Sod	91
Soil Mix	91
Sprinkler System	91
Stones	92
Trees	92
Upland Buffers, Wetlands and Preserve Areas Surrounding Your Yard	92
Utility Lines	92
Waiting to Landscape	93
Weeds	93
Dream Finders Homes Limited Warranty	93
<u>Mildew</u>	93
Homeowner Use and Maintenance Guidelines	93
Dream Finders Homes Limited Warranty Guidelines	93
<u>Mirrors</u>	93
Homeowner Use and Maintenance Guidelines	93
Dream Finders Homes Limited Warranty Guidelines	94

<u>Paint and Stain</u>	94
Homeowner Use and Maintenance Guidelines	94
Colors	94
Cracking	94
Exterior	94
Fading	95
Severe Weather	95
Stain	95
Touch-Up	95
Touch-Up Visibility	95
Wall Cracks	95
Wood Grain	96
Dream Finders Homes Limited Warranty Guidelines	96
<u>Pavers (Flatwork)</u>	96
Homeowner Use and Maintenance Guidelines	96
Cleaning	96
Cracks	96
Heavy Vehicles	97
Ice, Snow and Chemicals	97
Sealer	97
Dream Finders Homes Limited Warranty Guidelines	97
<u>Pests and Wildlife</u>	97
Homeowner Use and Maintenance Guidelines	97
Dream Finders Homes Limited Warranty Guidelines	97
<u>Phone Jacks</u>	98
Homeowner Use and Maintenance Guidelines	98
Dream Finders Homes Limited Warranty Guidelines	98
<u>Plumbing</u>	98
Homeowner Use and Maintenance Guidelines	98
Additional Shut-Offs	98
Aerators	98
Back Up at One Toilet	98
Cleaning	99
Clogged Drain	99
Clogs	99
Cosmetic Damage	99
Dishwashers	99
Dripping Faucet	100

Extended Absence	100
Exterior Faucets	100
Fiberglass /Acrylic Tubs and Shower Surrounds	100
Freezing Pipes	100
Gold or Brass Finish	100
Jetted Tubs	101
Leak Involving a Main Line	101
Leak Involving One Sink, Tub, or Toilet	101
Leaks	101
Low Flush Toilets	101
Low Pressure	102
Main Shut-Off	102
Noise	102
Outside Faucets	102
Porcelain	102
Running Toilet	103
Sewer Back Up Affecting Entire Home	103
Stainless Steel Sinks	103
Supply	103
Tank Care	104
Toilet Seats	104
Tub Drains Slowly	104
Water Filter or Softener	104
Well System	104
Dream Finders Homes Limited Warranty Guidelines	105
<u>Pollution Discoloration (Pollution Staining on Surfaces)</u>	105
Homeowner Use and Maintenance Guidelines	105
Dream Finders Homes Limited Warranty Guidelines	105
<u>Property Boundaries</u>	105
Homeowner Use and Maintenance Guidelines	105
Dream Finders Homes Limited Warranty Guidelines	106
<u>Railings</u>	106
Homeowner Use and Maintenance Guidelines	106
Dream Finders Homes Limited Warranty Guidelines	106

<u>Resilient Flooring - Vinyl and LVT/LVP</u>	106
Homeowner Use and Maintenance Guidelines	106
Discoloration	105
Popping, cracking and deflection on LVT/LVP	107
Raised Nail Heads	107
Seam Lifting	107
Ridging of Underlayment	107
Floor Squeaks under glue down flooring	107
Visible seams on LVT/LVP	107
Visible seams on Resilient Flooring	107
Limit Water	108
Yellowing and Warping	108
Dream Finders Homes Limited Warranty Guidelines	108
<u>Roof</u>	108
Homeowner Use and Maintenance Guidelines	108
Clean Gutters	108
Ice Dam	108
Inclement Weather	109
Leaks	109
Limit Walking	109
Severe Weather	109
Trouble Shooting Tips: Roof Leak	109
Dream Finders Homes Limited Warranty Guidelines	109
<u>Rough Carpentry</u>	110
Homeowner Use and Maintenance Guidelines	110
Floor Deflection	110
Floor Level	110
Plumb Walls	110
Plumb Columns	111
Dream Finders Homes Limited Warranty Guidelines	111
<u>Screen Enclosures</u>	111
Homeowner Use and Maintenance Guidelines	111
Screen Door and Lock	111
Dream Finders Homes Limited Warranty Guidelines	112

<u>Septic Tanks</u>	112
Homeowner Use and Maintenance Guidelines	112
Drain Field	112
Dream Finders Homes Limited Warranty Guidelines	112
<u>Shower Doors or Shower Enclosures</u>	113
Homeowner Use and Maintenance Guidelines	113
Dream Finders Homes Limited Warranty Guidelines	113
<u>Siding</u>	113
Homeowner Use and Maintenance Guidelines	113
Cement Based Products (Hardie Board)	113
Cracks	113
Wood and Wood Products	113
Dream Finders Homes Limited Warranty Guidelines	114
<u>Smoke Detectors</u>	114
Homeowner Use and Maintenance Guidelines	114
Battery	114
Cleaning	114
Locations	114
Dream Finders Homes Limited Warranty Guidelines	114
<u>Stairs</u>	115
Homeowner Use and Maintenance Guidelines	115
Wrought Iron Spindles	115
Dream Finders Homes Limited Warranty Guidelines	115
<u>Stucco</u>	115
Homeowner Use and Maintenance Guidelines	115
Efflorescence	116
Sprinklers	116
Dream Homes Limited Warranty Guidelines	116
<u>Termites</u>	116
Homeowner Use and Maintenance Guidelines	116
Regular Inspections	116
Dream Finders Homes Limited Warranty Guidelines	117

<u>Tile (Ceramic & Porcelain)</u>	117
Homeowner Use and Maintenance Guidelines	117
Chipped Tile	117
Cleaning	117
Cracked Tile	117
Grout Discoloration	117
Lippage	118
Grout Cracking	118
Sealing Grout	118
Separations	118
Dream Finders Homes Limited Warranty Guidelines	118
<u>Ventilation</u>	118
Homeowner Use and Maintenance Guidelines	118
Attic Vents	119
Daily Habits	119
Dream Finders Homes Limited Warranty Guidelines	120
<u>Water Heater: Electric</u>	120
Homeowner Use and Maintenance Guidelines	120
Drain Tank	120
Element Cleaning or Replacement	120
Safety	120
Waiting for Hot Water	120
Temperature	120
Trouble Shooting Tips: No Hot Water	121
Dream Finders Homes Limited Warranty Guidelines	121
<u>Water Heater: Gas</u>	121
Homeowner Use and Maintenance Guidelines	121
Condensation	122
Drain Tank	122
Pilot	122
Safety	122
Temperature	122
Waiting for Hot Water	122
Trouble Shooting Tips: No Hot Water	123
Dream Finders Homes Limited Warranty Guidelines	123

<u>Wells</u>	123
Homeowner Use and Maintenance Guidelines	123
Pump	123
Well Depth	124
Dream Finders Homes Limited Warranty Guidelines	124
<u>Windows, Screens, and Sliding Glass Doors</u>	124
Homeowner Use and Maintenance Guidelines	124
Aluminum	124
Condensation	124
Infiltration	125
Scratches	125
Screen Storage and Maintenance	125
Screens	125
Sills	125
Sticking Windows	125
Tinting	126
Weep Holes	126
Dream Finders Homes Limited Warranty Guidelines	126
<u>Wood Trim</u>	126
Homeowner Use and Maintenance Guidelines	126
Exterior	127
Raised Grain	127
Dream Finders Homes Limited Warranty Guidelines	127

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 hints and suggestions are provided to help you maximize your air conditioning system.

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

Your home air conditioning is a closed system, which means that the interior air is continually recycled and cooled until the desired air temperature is reached. Warm outside air disrupts the system and makes cooling impossible. Therefore, you should keep all windows closed. 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 p.m. the air conditioning unit starts cooling the air, but the walls, carpet, and furniture release heat and nullify this cooling. By the time the air conditioning unit has cooled the walls, carpet, and furniture, you may well have lost patience.

If evening cooling is your primary goal, set the thermostat at a moderate temperature in the morning while the house is cooler, allowing the system to maintain the cooler temperature. The temperature setting may then be lowered slightly when you arrive home, with better results. Once the system is operating, setting the thermostat at 65 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**

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

- **Compressor Level**

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

- **Coolant**

The outside temperature must be 70 degrees F or higher for the contractor to add coolant to the system. If your home was completed during winter months, this charging of the system is unlikely to be complete and will need to be performed in the spring.

- **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.

- **Non-Emergency**

Lack of air conditioning service is not an emergency unless extreme weather conditions exist. Air conditioning contractors in our region respond to air conditioning service requests during normal business hours and in the order received. If you are willing to pay the after-hours fee from the air conditioning company, then service can be provided during non-working hours.

SEE ALSO "HEATING"

- **Temperature Variations**

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

- **Troubleshooting Tips: No Air Conditioning**

Before calling for service, check to confirm that the:

- Thermostat is set to "cool" and the temperature is set below the room temperature.
- 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
- 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.

Dream Finders Homes Limited Warranty Guidelines

Dream Finders 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. Dream Finders 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 (see tolerances and cooling expectations below)
- 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 Dream Finders Homes guarantee this.

Alarm System

Homeowner Use and Maintenance Guidelines

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

Dream Finders Homes Limited Warranty Guidelines

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

Appliances

Homeowner Use and Maintenance Guidelines

Please complete your Appliance Reference Sheet for future reference that includes model & serial numbers of each appliance for easy retrieval should a service call be necessary.

Dream Finders Homes Limited Warranty Guidelines

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

Asphalt

Homeowner Use and Maintenance Guidelines

Asphalt is a flexible and specialized surface. Like any other surface in your home, it requires protection from things that can damage it. Over time, the effects of weather and earth movement will cause minor settling and cracking of asphalt. These are normal reactions to the elements and do not constitute improperly installed asphalt or defective material. Avoid using your driveway for one week after it is installed. Keep people, bicycles, lawn mowers, and other traffic off of it.

- **Chemical Spills**

Asphalt is a petroleum product. Gasoline, oil, turpentine, and other solvents or petroleum products can dissolve or damage the surface. Wash such spills with soap and water immediately, and then rinse them thoroughly with plain water.

- **Hot Weather**

Avoid any concentrated or prolonged loads on your asphalt, particularly in hot weather. High-heeled shoes, motorcycle or bicycle kickstands, trailers, or even cars left in the same spot for long periods can create depressions or punctures in asphalt.

- **Nonresidential Traffic**

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

- **Sealcoating**

Exposure to sunlight and other weather conditions will fade your driveway, allowing the surface gravel material to be more visible. This is a normal condition and not a material or structural problem. You do not need to treat the surface of your asphalt driveway. However, if you choose to treat it, wait a minimum of 12 months and use a dilute asphalt emulsion, rather than the more common coal tar sealant. Hairline cracks will usually be filled by the sealing process. Larger cracks can be filled or patched with a sand and sealer mixture prior to resealing.

Dream Finders Homes Limited Warranty

We perform any asphalt repairs by overlay patching. Dream Finders Homes is not responsible for the inevitable differences in color between the patch and the original surface. Sealcoating can eliminate this cosmetic condition and is your responsibility. Certain conditions can occur during the Limited Warranty period that Dream Finders Homes will correct.

- If cracking that resembles the skin of an alligator develops under normal residential use, Dream Finders Homes will repair it. If improper use, such as heavy truck traffic, has caused the condition, repairs will be your responsibility.
- Your driveway will exhibit thermal cracking, usually during the first 12 months. These cracks help your driveway adapt to heating and freezing cycles. Cracks should be evaluated in the hottest months—July or August. We will repair cracks that exceed ½ inch in width.
- Settling next to your garage floor of up to 1.5 inches across the width of the driveway is normal. Settling or depressions elsewhere in the driveway of up to one inch in any 8-foot radius are considered normal. We will repair settling that exceeds these measurements.
- Cracks greater than 1/16-inch width or vertical displacement.
- Standing water in excess of 1/8 inch depth for longer than 24 hours after rain.
- Aggregate of asphalt paving is raveling.

Attic Access

Homeowner Use and Maintenance Guidelines

The attic space is neither designed nor intended for storage unless specified during construction. 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.

Dream Finders Homes Limited Warranty Guidelines

Dream Finders 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**

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

- **Weep Holes**

You may notice small holes 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.

Dream Finders Homes Limited Warranty Guidelines

We check the brick-work during the orientation to confirm correct installation of designated materials. Dream Finders 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 the contractor.
- Variation in cut bricks below openings in masonry walls where variation from one brick to another in thickness is more than 1/4-inch.
- 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 the contractor.
- Mortar stains on exterior brick or stone.

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**

Products such as lemon oil or polishes that include scratch cover are suggested for wood cabinet care. Follow container directions. Use such products a maximum of once every 3 to 6 months to avoid excessive build-up. Avoid paraffin-based spray waxes and washing cabinets with water, as both will damage the luster of the finish. Consult your cabinet care guide or cabinet manufacturer for further details.

- **Hinges**

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

- **Moisture**

Damage to cabinet surfaces and warping can result from operating appliances that generate large amounts of moisture (such as a crock pot) too near the cabinet. When operating such appliances, place them in a location that is not directly under a cabinet.

- **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. Knots are a natural part of wood as well, knotting does not justify replacement.

Dream Finders Homes Limited Warranty Guidelines

During the orientation, we will confirm that all cabinet parts are installed and that their surfaces are in acceptable condition. Dream Finders Homes will correct issues that are a result of faulty installation. Following are some issues that will be corrected:

- Gaps greater than ¼-inch when cabinets do not meet the ceiling or walls.

- Adjustments when cabinets do not line up with each other, cabinet faces more than 1/8-inch out of line, and cabinet corners more than 3/16-inch 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 3/16-inch.
- Replace or repair cabinet doors that are warped more than 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 1/8-inch.

Carpet

Homeowner Use and Maintenance Guidelines

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

- **Burns**

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

- **Cleaning**

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

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

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

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

- **Crushing**

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

- **Edges**

Edges of carpet are held down with wooden tack strips that have small nails in them that cling to the carpet to hold it in place. The same is true along moldings and edges of stairs; these tack strips should hold the carpet firmly in place. Sometimes along the inside of the stairs, these nails can be felt through the carpet and poke you. This can easily be fixed with a hammer by dulling down the point off the nails back into the carpet thickness. In some areas, metal or other edging material may be used where carpet meets another floor covering.

- **Fading**

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

- **Filtration**

If interior doors are 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 or sometimes heavy furniture pushed around on the floor without proper glides. If the carpet remains rippled after the humidity has left, have a professional re-stretch the carpeting using a power stretcher or 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 more dense and uniform the carpet texture, the more visible the seams will be.

Carpet styles with low, tight naps result in the most visible seams. Seams are never more visible than when the carpet is first installed. Usually with time, use, and vacuuming the seams become less visible. You can see examples in the model homes of how carpet seams diminish after they have been vacuumed repeatedly and have experienced traffic.

- **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, paints, and India ink. 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.

Dream Finders Homes 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. Dream Finders Homes is not responsible for dye lot variations if replacements are made. Installation of carpet is handled by professional carpet installers. Dream Finders 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.

Dream Finders Homes Limited Warranty Guidelines

During the orientation, we confirm that appropriate areas are adequately caulked. Because caulking is considered a wear and tear item, it is excluded from coverage under the workmanship and materials warranty. This becomes a homeowner maintenance item once the home has closed.

Concrete Flatwork

Homeowner Use and Maintenance Guidelines

By maintaining good drainage, you protect your home's foundation and the concrete flatwork which includes the basement floor, porch, patio, driveway, garage floor, and sidewalks. Exterior concrete slabs (except the entry patio and rear patio) 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.

- **Cleaning**

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

- **Color**

Concrete slabs vary in color. One truck can even vary from the next upon delivery when multiple trucks are pouring the same driveway. Due to different mixes of concrete, curing temperatures and humidity conditions, Dream Finders Homes provides no correction for this condition when concrete colors do not match.

The same is true in the case of making a patch or repair to concrete. The patch typically will not match because the time difference in curing from the original product to the new patch is completely different. We cannot guarantee that a patch to concrete will match in color or texture so it is not warranted.

- **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 in certain locations, typically sidewalks and garages. 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.

- **Ice, Snow, and Chemicals**

Driving or parking on snow creates ice on the drive, which magnifies the effects of snow on the concrete surface. Remove ice and snow from concrete slabs as promptly as possible after snow storms. 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.

- **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.

- **Sealer**

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

Dream Finders Homes 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.

During the initial one-year warranty, Dream Finders Homes Limited Warranty will correct the issues below that arise from faulty installation:

- Cracks in a concrete footing that are greater than 1/2-inch in width.
- Dream Finders Homes will correct separation of concrete slabs from the home if separation exceeds one inch.
- Dream Finders Homes will repair slabs that have settled or heaved excessively or if such movement results in negative drainage (toward the house) or hazardous vertical displacement.
- Cracks, settling, or heaving that rupture finish floor materials that we installed as part of the home as you originally purchased it within the first year.
- A concrete floor or slab that is uneven except where the floor or a portion of the floor has been designed for specific drainage purposes.
- 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 Dream Finders Homes will patch or repair them one time during the warranty year.
- Exposed concrete wall that has pits, surface voids, or similar imperfections larger than 1 inch in diameter or 1 inch in depth will be filled or parged.
- Interior concrete work that is pitting or spalling.
- Interior concrete slab surface that has a loose, sandy surface.
- Conditions that cause water to remain in excess of 1/8" for longer than 24 hours (unless it is from yard drainage or roof run-off of melting snow or ice).
- Cracks in concrete block basement or crawl space walls that exceed 1/4-inch in width.
- Concrete block basement wall that is out of plumb greater than 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.
- Concrete block basement wall that is bowed in excess of 1 inch in 8 feet. If the wall meets building codes and is to remain unfinished, then no corrective action is required.
- 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.
- 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 1/4-inch in width
- The contractor will cosmetically repair any cold joint on exposed poured concrete foundation wall that exceeds 1/4-inch in width.
- Dream Finders Homes will repair any basement leak unless the leak is determined to be the result of the homeowner's actions or negligence.

Condensation

Homeowner Use and Maintenance Guidelines

When warm, moist air comes into contact with cooler surfaces, the moisture condenses. Outside we see this as dew; inside you may see it as a layer of moisture on window glass, aluminum or vinyl window frames and metal doors. This condensation comes from high humidity within the home combined with low outside temperatures and inadequate ventilation. Family lifestyle significantly influences the humidity in a home. An example of this would be setting the HVAC below 75°F. Operating the HVAC at lower temperatures in more humid climates can cause undesired performance issues such as excessive condensation.

- **New Construction**

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

- **Normal Activities**

As you live in your home, your daily lifestyle contributes to the moisture in the air also. Contributing factors include the number of occupants that generate sweat and moisture that gets evaporated, steam in showers, household plants, cooking tendencies (steaming and boiling food), running the dishwasher and using the dryer. Likewise, your daily routine can mitigate the amount of moisture in your home and reduce condensation on interior surfaces. **Note: In climates that are more humid, running the HVAC system in “Fan Only” mode can cause a buildup of excessive humidity in the home.**

- **Temperature**

Avoid setting your thermostat at extreme temperatures. “Over-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. “Over-Cooling” your home can cause excessive condensation with the potential for water damage.

- **Ventilation**

Develop the habit of using exhaust fans in bathrooms and over the stove. Running the air conditioner acts as a dehumidifier for the home. The air passing across the cooling unit causes condensation to form on the coil pulling the moisture out of the air which then flows out through the condensation line. Be mindful that weather conditions can contribute as well; opening windows in humid environments like Florida and Georgia, can contribute humidity back into the home. In dryer regions of the country, the dry fresh air can circulate through your home and actually assist with the drying process. Keep the dryer exhaust hose clean and securely connected.

Dream Finders Homes Limited Warranty Guidelines

Condensation results from weather conditions and a family's lifestyle. Dream Finders 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. Do not use countertops as ironing boards and do not set lighted cigarettes on the edge of the counter.

- **Caulking**

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

- **Cleaning**

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

- **Granite**

Granite is a natural stone that is not created in a laboratory, but rather in the earth through pressure and heat. The granite rock is cut from the earth and has many imperfections that are filled through a resin penetrating process and multiple levels of buffing and polishing. Often cracks are found naturally (called fissures) or caused during the construction cutting and transporting process. These cracks are filled with resins or epoxies and are part of the process of constructing a granite countertop. Finding a crack does not constitute the replacement of a countertop.

There are many different types of minerals in granite and they come in many different proportions and combinations (Quartz, Feldspar, Biotite, Amphibole, Ferrous Titanium Oxides, etc.) giving each top its uniqueness. Some tops get sealed with a penetrating sealer coat for filling pits and imperfections while others are in relatively smooth condition and simply buffed and polished.

Liquids and products left on granite must be responsibly managed. Never leave cooking oil, wines, and fruit juices or other colored liquids sitting on a granite countertop, the top is porous and will absorb the product into it and stain. Just because your granite has been sealed, it doesn't mean it is impenetrable. The sealer coat is meant to minimize the adhesion to the stone itself should the product get down into the pores. Water, or even a wet sponge, can leave water marks on granite. Over time these marks will evaporate away. The local

manufacturer/supplier can help you remove more difficult stains that won't come out. They also have access to more powerful sealers that are industrial and commercial grade. These higher end sealers are recommended and are not offered at local hardware stores.

- **Marble, Quartz or Manufactured Marble**

Marble, Quartz and manufactured marble will not chip as readily as porcelain enamel but can be damaged by a sharp blow and easily scratched by abrasive cleaning agents and substrates. Avoid abrasive cleansers or razor blades on manufactured marble; both damage the surface. Edges should be smooth and even. Where backsplash joints occur at corners, the top edges should be even within 1/16 inch.

- **Mats**

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

- **Wax**

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

Dream Finders Homes 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. The following list of items will be repaired prior to closing if they are found:

- High-pressure laminate on a countertop that is delaminated unless the delaminating was caused by homeowner's misuse or negligence.
- Countertop is not level (1/4" in 4' is the required tolerance).
- Tile countertop has uneven grout lines greater than 1/16 inch.
- Cracked countertop grout lines.
- Granite, marble, stone, or solid surface countertop that is chipped excessively.
- Countertop tile that has excessive lippage of adjoining tile greater than 1/8 inch.
- Solid surface or laminate countertop that has a bubble, burn, stain, or other damage.
- Laminated countertops will have one or more discernible seams. Dream Finders Homes will repair gaps or differential at the seams that exceed 1/16 inch.
- Granite, Quartz, marble, stone, or solid surface countertop that is cracked will be repaired or replaced **prior to closing** (after closing cracks and chips are not covered).

Damp Proofing

Homeowner Use and Maintenance Guidelines

There are applications where 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.

Dream Finders Homes Limited Warranty Guidelines

Dream Finders 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.

- **Color Variation**

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

- **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. Dream Finders Homes recommends that you treat or re-stain your decks annually to keep them looking their best.

- **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.

- **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 Dream Finders Homes provides replacement of boards or rails, the new material will not match existing pieces that have been exposed to elements and use. Dream Finders Homes does not provide corrections when problems occur due to lack of normal maintenance.

- **Sealing or Water Repellent**

To prolong the life and beauty of your deck, treat it periodically 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.

- **Snow and Ice**

Heavy snow or ice that remains on the deck over long periods increases wear and tear on the deck. Prompt removal can reduce adverse effects. Use caution in shoveling to avoid needless scratching of the deck boards.

Dream Finders Homes 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 Warranty period Dream Finders Homes will correct conditions listed below that may result in the materials not meeting stiffness and strength standards.

- A wood deck that is springy (flexes vertically by 1” in vertical displacement with 100lbs) or shaky (sways horizontally 1” in displacement with 100lbs).
- Spaces between decking boards are not generally uniform (variation of ½ inch or more).
- Wood deck is considerably out of level (1 inch in 4 ft).
- Wood deck railings that lack rigidity and are loose.

Doors and Locks

Homeowner Use and Maintenance Guidelines

Natural fluctuations caused by humidity and the use of forced air furnaces, showers, dishwashers and interior doors may occasionally require minor adjustments.

- **Failure to Latch**

If a door will not latch because of minor settling, you can correct this by making a new opening in the jamb for the latch plate (re-mortising) and raising or lowering the plate accordingly. This does not require replacing or removing the jamb and resetting the door in most instances.

- **Hinges**

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

- **Keys**

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

- **Locks**

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

- **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.

- **Warping**

Dream Finders Homes will repair doors that warp in excess of 1/4 inch in 4 feet during the one-year warranty.

- **Weather Stripping**

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

Dream Finders Homes Limited Warranty Guidelines

During the orientation we confirm that all doors are in acceptable condition and correctly adjusted. Dream Finders 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 Warranty Period, Dream Finders Homes will correct the following conditions during the one-year warranty:

- Exterior door that is warped (1/4" in 4').
- Exterior door sticks.
- Exterior door that will not shut completely due to lock not activating.
- Door swings open or closed by the force of gravity (often called "ghosting").
- Doorknob, deadbolt, or lockset that does not operate smoothly. Abuse not covered.
- Door that rubs on jambs or contractor-installed floor covering.

- Door edge is not parallel to the door jamb (1/4" in 4').
- Door knobs or latches that do not operate smoothly and are not damaged by abuse.

Drywall

Homeowner Use and Maintenance Guidelines

Drywall finishes are rated on a scale of 1 to 5 in finishing detail. The more “perfect” the finish, the higher the level and more expensive the costs due to the additional trips to skim the walls. Dream Finders provides a Level 3 finish in order to deliver a beautiful home but also offer a competitive price. The quality and sheen of paint used on the walls will also affect the visibility of the drywall finish. Flat paint reduces the light reflection off the walls and hides many imperfections. Higher glossed sheens will refract light more, accentuating imperfections. Slight cracking, nail pops, or seams may become visible in walls and ceilings. These are caused by the shrinkage of the wood and normal deflection of rafters to which the drywall is attached.

- **Ceilings**

The ceilings in your home are easy to maintain: periodically remove dust or cobwebs as part of your normal cleaning and repaint as needed. There are several different textures and patterns offered for ceilings. The most common are “single knock down”, “double knock down”, “pop-corn” texture and slick finish.

- **Lighting Conditions**

Dream Finders Homes does not repair drywall flaws that are only visible under particular lighting conditions. Generally, flaws are evaluated from a distance of six feet under normal lighting. Artifacts noted under indirect lighting conditions are not considered defects.

- **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), Dream Finders 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. The effects of time on paint and wallpaper, as well as possible dye lot variations, mean touch-up may not match the surrounding area. Builder assumes no responsibility for variations in color or texture.

If a textured wall or ceiling repair is required, the entire room will **NOT** be required to be re-sprayed for texture. Industry standard will repair the area to match the existing room. No textured repair will ever match perfectly because the texture is man-made in specific working conditions as well as layers of textures vary.

- **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.

- **Warning: Touch-Ups May Be Visible**

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

Dream Finders Homes Limited Warranty Guidelines

During the Orientation, we confirm that drywall surfaces are in acceptable condition. No warranty coverage will be provided for cosmetic deficiencies noted after closing.

Normal settling of the home can cause cracks or nail heads to be visible. Dream Finders Homes will provide the following types of repairs **prior** to closing:

- Visible joint cracks that exceed 1/32-inch in width in a finished wall or ceiling.
- Nail pop, blister, or other blemish that is visible on a finished wall or ceiling that is visible from 6' away in natural light. Indirect lighting conditions excluded.
- The contractor is not required to repair defects covered by wallpaper.
- Cracked corner bead, excess joint compound, trowel marks, or blisters in tape joints.
- Joint that protrudes from the surface.
- Angular gypsum wallboard joints are uneven.

Easements

Homeowner Use and Maintenance Guidelines

Easements are areas where such things as utility supply lines can pass through your property. They permit service to your lot and adjacent lots, now and in the future. Your lot may also 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 Dream Finders 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 Dream Finders Homes informed of such changes, we are unable to predict specific sites that will include such equipment.

Dream Finders Homes Limited Warranty Guidelines

In many cases, telephone and cable companies will not run wiring prior to home occupancy and service requests to prevent costly infrastructure expenses. In these instances, these companies will dig up your yard after closing. The damage created by these third parties are not the responsibility of Dream Finders and the repairs are not covered by the Warranty.

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. A common example of this is when a vacuum is turned on in the home. 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.

- **Buzzing**

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

- **Designed Load**

Dream Finders 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, Dream Finders Homes will repair or replace them. Dream Finders 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.
- Receptacle or switch covers protrude from the wall over 1/8" in depth.
- 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.

- **Fixture and Switch Location**

We install light fixtures and switches in the locations indicated on the plans and as the wall and ceiling framing allows. Sometimes framing won't allow us to place the fixture or switch exactly where it is called out on the plan due to another structural item being in the same location that can't be moved. Moving fixtures to accommodate specific furniture arrangements or room use is your responsibility. If a location is incorrect, this issue must be brought up prior to drywall installation. After Closing, locations and of switches and fixtures will remain in their installed locations.

- **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. Typically all upstairs bathrooms will be on the same circuit as the GFCI outlet located in the downstairs bathroom. Check this downstairs location first

should the upstairs bathroom outlets not work. Dream Finders Homes is not responsible for food spoilage that results from your plugging refrigerators or freezers into a GFCI outlet.

- **Grounded System**

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

- **Light Bulbs**

Light bulbs are a commodity item, meaning they are manufactured in bulk. Sometimes there are a couple “bad bulbs” that will burn out prior to the rated life expectancy. Dream Finders will replace these bulbs if they are found prior to closing. You are responsible for replacing burned-out bulbs other than those noted during your Orientation.

- **Luminous Light Panels**

Translucent panels covering ceiling lights are generally made of polystyrene plastic. To clean, gently push up, tilting the panel slightly and remove it from the fixture frame. Wash with a diluted (1 to 2 percent) solution of mild detergent and warm water. Do not rinse; the soap film that remains reduces static electricity that attracts dust.

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

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

- **Modifications**

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

- **Outlets**

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

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

- **Power Surge**

Power surges are the result of local conditions beyond the control of Dream Finders 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.

- **Recess Can Light Not Working**

Recess can fixtures have a safety mechanism to prevent them from over-heating. The safety feature turns them off when getting too hot. Make sure the correct wattage bulb is used in the fixture. Oversizing the wattage of the bulb will over heat the fixture and cause it to shut off. Alternatively, sometimes insulation in the attic can cover them and “insulate” the fixture causing a similar response.

- **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.

- **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. There are sometimes switches on them for adjusting the dim setting.

- **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.

Dream Finders Homes Limited Warranty Guidelines

During the Orientation, we confirm that light fixtures are in acceptable condition and that all bulbs are working. Dream Finders Home's limited warranty excludes any fixture you supplied. Functionality of the electrical system as noted below is covered for 1 year from closing. Fixtures are only covered by their one year Manufacturer's Warranty.

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.

Dream Finders Homes Limited Warranty Guidelines

Dream Finders Homes provides one-time repairs to many of the effects of expansion and contraction. See individual categories or additional 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 Dream Finders 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. Dream Finders 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.

- **Variation**

Height and location of Dream Finders Homes installed fences will vary with lot size, topography, and shape. Dream Finders Homes must meet the requirements of the Design Review process just as any homeowner would. The fence should follow the contour of the property and is not perfectly level.

- **Vinyl Fencing**

Vinyl Fencing can develop mildew over time. It is recommended to pressure wash the fence once a year to keep it clean.

- **Wood Fences**

The lumber used to construct wood fences may be treated pine or rough cedar. Over time both may crack, warp, and split. Unless extreme, these conditions require no action. As the wood ages and shrinks, nails may come loose and require attention. Also check the posts and any gates twice a year and tighten hardware or make needed adjustments.

- **Wrought Iron Fencing**

Wrought iron is subject to rusting, if it is not maintained. Use touch-up paint on any scratches or chips. Inspect the fence twice a year and touch-up as needed, then plan to repaint the entire fence every one to two years to keep it looking its best. As with wood fencing, prevent sprinklers from spraying your wrought iron fence or rails. Check monthly to confirm that water does not stand around the fence posts. Make corrections to drainage as needed to prevent this.

Dream Finders Homes Limited Warranty

If fencing is part of your home purchase, we will confirm the acceptable condition of the fence during your Orientation. Dream Finders 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.

- **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**

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. Shrinkage or backfill cracks are not unusual in foundation walls, especially at the corners of basement windows. Dream Finders Homes will seal cracks that exceed 1/4 inch in width.

- **Dampness**

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

- **Drainage**

Dream Finders Homes will correct areas that have settled in excess of 6 inches and are affecting proper drainage.

- **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. Dream Finders Homes does not warrant that you will be able to obtain such a permit because of the possibility that building codes may change.

- **Leaks**

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

Dream Finders Homes Limited Warranty Guidelines

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

Garage Overhead Door

Homeowner Use and Maintenance Guidelines

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

- **Garage Door Radio Frequency Code Change**

Occasionally, two nearby garage doors can be set to the same radio frequency code and the garage door will appear to open by itself when a neighboring door has been activated. It is recommended to change the frequency code on your garage in this instance. Instructions are provided in the paperwork on the door on how to reset the frequency code on the door. It is a very easy process.

- **Light Visible at Edges of Door**

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.

- **Painting**

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

- **Remotes**

Often our garage doors will come with 2 remotes for the opener. These remotes are provided at closing. The remotes are not covered by Warranty by Dream Finders. If the remotes are lost or not received after closing, we will not replace your missing remotes if they are not noted on the Orientation paperwork.

- **Safety**

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

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

- **Sag**

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

- **Wall Mounted Opener**

To prevent damage to a garage door opener, be sure the door is completely unlocked and the rope-pull has been set properly 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 Dream Finders Homes installs 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. Sometimes solar light (the sun beams) can affect the functionality of the lasers and they won't work at certain times of the day when the sun is angled to prevent their reading. Expect to replace the battery in the garage door opener remote controls about once a year.

Dream Finders Homes Limited Warranty Guidelines

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

Gas Shut-Offs

Homeowner Use and Maintenance Guidelines

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

- **Gas Leak**

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

Dream Finders Homes Limited Warranty Guidelines

The gas company is responsible for leaks up to the meter. Dream Finders 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.

- **Backfill Settlement**

Backfilled or excavated areas around the foundation and at utility trenches (installed by Dream Finders) should not interfere with the drainage away from your home. If these areas settle 6" or greater during the first year, Dream Finders Homes will fill the areas one time.

- **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.

- **Erosion**

Dream Finders Homes is not responsible for weather-caused damage to un-landscaped yards after the final grade has been established or the closing date, whichever occurs last. If a yard is landscaped, the grade will be correct prior to closing. Sometimes new sod has not taken root prior to a rain event and “wash outs” can occur. If a washout occurs after closing, it is not covered by the warranty and it is the homeowner’s responsibility to correct.

- **Existing Vegetation is Damaged By Construction**

If existing trees, shrubs or other vegetation has been damaged in the course of construction, Dream Finders will make a reasonable and cost-effective effort to preserve existing landscaping as predetermined by the agreement between Dream Finders and the Buyer, but the survival of existing landscaping cannot be guaranteed.

- **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.

- **New Sod**

New sod installation and the extra watering that accompanies it can cause temporary drainage problems, as can unusually severe weather conditions. Grass and other landscaping are integral components of the storm water management practice needed to minimize erosion from the property. It is the homeowner’s responsibility to maintain grass and other landscaping to help ensure the property drainage system functions properly. The homeowner is responsible for maintaining such grades and swales once the property has been properly established.

- **Recommendations**

Dream Finders 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 and water to make these determinations. Once final grades are set, Dream Finders 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.

- **Roof Water**

Sometimes roof run off can create erosion around the home. It is recommended to install gutters to prevent these types of situations. 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. If erosion does occur from roof water, it is the homeowner's responsibility to repair the soil and landscaping.

- **Rototilling**

Rototilling can significantly change drainage swales. You can minimize this by rototilling parallel to the swales rather than across them.

- **Settling**

The area we excavated for your home's foundation was larger than the home to allow room to work. In addition, some trenching is necessary for installation of utility lines. Although 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.

- **Soil Information**

Landscaping recommendations are designed based on soils and engineering reports and thus may vary slightly. Dream Finders ensures proper dirt is used for fill inside the building envelope of the home to minimize settlement and ensure structural integrity, but Dream Finders does not perform any testing on the surrounding planting conditions of the existing soil or added structural fill. With this being the case, it is recommended after closing to test the home's soil conditions for proper fertilization. Dream Finders does not warranty the conditions of the soil.

- **Standing Water**

To ensure proper drainage within 10 feet around the home, Dream Finders will establish necessary grades and swales within the property. Where space allows standing water will not remain for extended periods of time (generally 24 hours) within 10 feet of the home after a rain, except in swales that drain to other areas or in areas where sump pumps receive discharge. In these areas a longer period can be anticipated (typically 72 hours but conditions vary). Areas with low permeability soils, including, but not limited to clay, and high clay content soils, can also experience extended periods of standing water outside of 72 hours. Water may stand longer during periods of heavy rains, especially when heavy rains occur on successive days. Standing water associated with soil conditions is not considered a defect. No grading determination will be made while frost or snow is on the ground or while the ground is saturated.

- **Subsurface Drains**

Occasionally Dream Finders 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. It is the homeowner's responsibility to keep these areas clean of debris.

- **Swales**

Dream Finders 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. An example of this would be Fencing installation at swales. This can alter the designed drainage scheme voiding the limited warranty. Dream Finders Homes cautions against making such changes. After heavy rain or snow, water may stand in swales up to 72 hours or longer depending on circumstances.

- **Under Concrete**

Dream Finders Homes will fill visible sunken areas under concrete during the first year if it is settlement related. This does not include erosion created by gutters not carrying water away from the home a proper distance.

- **Water from an Adjacent Property**

Dream Finders is responsible for providing a reasonable means of draining water from rain, melting snow, or ice on the property and in the immediate area of the home, but Dream Finders is not responsible for water flowing from a nearby or adjacent property.

- **Winter Grading**

Due to weather conditions, especially during winter and early spring, the final grade may not have been established at the time of closing. We document the status of your grading at the time of delivery. When conditions permit, grading work will continue. Confirm that we have completed your grading before beginning landscaping.

Dream Finders Homes Limited Warranty Guidelines

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

Gutters and Downspouts

Homeowner Use and Maintenance Guidelines

Dream Finders offers gutters as an option on all homes and recommends them to displace water away from problematic areas of the roof and away from entry ways as well as preventative measures that may result in erosion if not added. If gutters are installed, check them 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. Often gutters will dispose of water on

driveways that can get stained from repeated contaminants in the water or from algae that will grow due to the on-going moisture.

- **Extensions or Splash Blocks**

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

- **Ladders**

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

- **Leaks**

If a joint between sections of gutter drips, caulk the inside joint using a commercial gutter caulking compound available at hardware stores. We correct leaks that occur during the first year.

- **Overflow**

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

- **Snow and Ice**

Clear excess snow from downspouts as soon as possible to allow the gutter to drain and to prevent damage. Severe ice or snow build-up can damage gutters, and such damage is not covered by the limited warranty.

- **Staining and erosion caused by Gutters**

Staining on drives and walkways caused by continuous water flow is not covered by the Warranty. Cleaning of flatwork is a homeowner maintenance item. Erosion that is caused by the washout from storm waters through gutters is not covered by the Warranty. Splash blocks should be maintained and kept in place to reduce the velocity of the water. In some instances, it is recommended to add extensions to divert water further away from the home, this is not part of the Warranty.

- **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.

Dream Finders Homes Limited Warranty Guidelines

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

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.

Dream Finders Homes 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.

Dream Finders 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. Dream Finders offers many brands and types of hardwood flooring, both manufactured and engineered wood types. It is recommended to use the flooring manufacturer's maintenance specifications to prevent voiding the warranty or damaging the floor when cleaning.

- **Cleaning**

Sweep on a daily basis or as needed. It is recommended to not wet-mop a hardwood floor. Excessive water causes wood to expand and can possibly damage the floor. When polyurethane finishes become soiled, damp-mop the floor with a mixture of 1 cup vinegar to one gallon of warm water. When damp-mopping, remove all excess water from the mop. Check with the hardwood company if your floor has a water-based finish.

- **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. Especially during winter months the individual planks or pieces expand and contract as water content changes. A humidifier helps but does not eliminate this reaction. This is not considered a defect and the builder will take no action.

- **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. Over the course of the year, shrinkage can result in separations between the members of hardwood floors. If these exceed 1/4 inch, Dream Finders Homes will make a repair one time. Dream Finders 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.

- **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. Use a vinegar-and-warm-water solution for tough food spills.

- **Splinters**

When floors are new, small splinters of wood can appear. A touch up kit can be purchased from the local hardware stores that will match the colors of your floors. These splinters can be filled with this touch up kit and is industry standard for the repairs.

- **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.

- **Variation**

Hardwood flooring is a natural product and consequently can be expected to exhibit variations in color, knotting, grain and stain acceptance. Relative variation is expected and provides beauty to the floor and therefore is not considered warrantable.

- **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, recoating is difficult because the new finish will not bond to the wax. The preferred maintenance is preventive cleaning and recoating annually or as needed to maintain the desired luster.

Dream Finders Homes 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. Dream Finders Homes Limited Warranty period will cover flaws in workmanship and materials as follows:

- Gaps that exist between strip hardwood floor (not engineered wood) boards greater than ¼” in displacement.
- Cups in strip hardwood floor boards (cupping will not exceed 1/16” in height in a 3 inch span measured perpendicular to the long axis of the board).
- Excessive lippage (vertical displacement) greater than 1/16” 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 splinters or splinters prior to closing.

- Excessive knots and color variation are observed beyond the tolerances of the manufacturer (the manufacturer representative will make this determination).

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 a year for maintenance.

- **Air Circulation across Coils**

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

- **Air Conditioning and Heating**

A heat pump system operates differently from a gas forced-air furnace. The same system provides both heat and air conditioning. This is possible because a refrigerant flows back and forth in the coils of the heat pump, controlled by a reversing valve. In the heating mode, the heat pump removes heat from the outside air and transfers it to the inside air. In the cooling mode, it does just the opposite, removing heat from the inside air and discharging it outside of the home. The thermostat inside your home controls this heating or cooling activity.

- **Air Handler Sounds**

Expansion or contraction of metal ductwork/registers results in ticking or popping sounds. While eliminating all these sounds is impossible, Dream Finders 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.)

- **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. Be mindful that the auxiliary heat strips are warmed by running an electrical current through them. This requires a large amount of electricity and will affect the utility bill. It is encouraged to keep a home at a single comfortable temperature all day long to prevent the auxiliary heat strips from activating frequently to supplement additional heat required to reach large changes in temperature. Also make sure that you don't actively run your system in the Auxiliary heat setting unless it is an emergency and the heat pump is not functioning. This setting will result in exceptional utility usage and high costs.

- **Condensate Line is Clogged**

The condensation line should be free of all clogs at the time of your Orientation. If a condensation line is clogged prior to closing, we will fix it. After closing, it is the responsibility of the homeowner to maintain this condensation line by adding a 1/4 cup of vinegar followed by a cup of water once a month (each time you check your air filter) to keep it clean of mildew that can grow and clog the line. If the line gets clogged and backs up from lack of homeowner maintenance, this is not warrantable and will be a billable charge from the air conditioning company if they are required to fix it.

- **Condensation on the Outside of the Air Handlers, Refrigerant Lines or Ducts**

Condensation is most likely to occur when air handlers, refrigerant lines, or ducts are located in unconditioned locations such as a crawl space, attic, or exterior locations. Condensation usually results from conditions beyond Dream Finder's control. Moisture in the air can condense to form water and collect on cold duct surfaces, particularly in the summer months when the humidity is high. No corrective action is required unless the condensation is directly attributed to faulty installation.

- **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. When this fan kicks on, it makes a very loud noise often mistaken as a functionality issue. 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.

- **Duct Placement**

The exact placement of air ducts may vary from those positions shown in similar floor plans due to truss layouts and structural members in the ceilings.

- **Ductwork**

The ductwork should remain attached and securely fastened. If it becomes unattached, Dream Finders Homes will repair as needed.

- **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 year-round. A clogged filter can slow airflow and result in the coil freezing up. Although it takes less than one minute to change the filter, this is one of the most frequently overlooked details of normal air conditioning 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 air handler. You can typically order filters correctly sized for your unit from the air conditioning contractor that installed the unit in your home. Their contact information should be on a sticker on your unit.

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 hotter part of the year and have not yet acquired all of your draperies and furnishings, the home may seem hotter than you would expect. Installing window coverings helps with reducing the latent heat load on the home.

- **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.

- **Programmable Thermostats and Schedules**

A programmable thermostat is designed to allow the home's temperature to be adjusted when the homeowner is away, but it is not recommended to schedule the thermostat to make large fluctuations to attempt to save on energy costs. Systems have come a long way in the past 5 years and energy efficiency is the biggest improvement. The system is now designed to run 80-90% of the time. By continuously running, the system saves energy by avoiding the additional energy consumption used in the "start-up" load pull. A similar comparison is the use of a vehicle – it is recommended to leave a car running to save gas as opposed to turning off the motor every time you make a frequent stop. The temperature setting in the home should be set at a constant comfortable setting and left there so the system runs most efficiently. The old idea of turning the system off while away, and then turning it on when arriving home no longer works with the design of today's systems regulated by the State. Systems used to be sized by square footage, but now the State has strict regulations governed by additional criteria including soffit over-hangs, window specifications, insulation and home orientation. Keep in mind, the system has to cool down (or heat up) not only the air in the home, but also all furnishings, flooring materials, cabinets, countertops, and walls in the home which takes a significant amount of time when they are not at a temperature similar to the requested comfortable condition.

- **Refrigerant Lines Leak**

Dream Finders will repair leaking refrigerant lines and recharge the air conditioning unit, unless the damage was caused by the homeowner's actions or negligence or was the result of a manufacturing defect.

- **Register Adjustment Adjust and Balance Vents**

Experiment with the adjustable registers in your home to establish the best heat and air flow for your lifestyle. Generally, you can reduce the heat/air in seldom-used interior rooms to provide more heat/air flow to rooms of occupancy. This is an individual matter and you will need to balance the system for your own family's needs. A good technique is to completely close all the vents, and then gradually move the air until the room is comfortable. Once the hottest room is comfortable, gradually open the vents in the warmer rooms until all rooms are comfortable as well.

- **Replacement Parts**

Refer to the manufacturer's limited warranty for information regarding warranty coverage. In most cases the parts have an extended warranty between 5-10 years if the warranty paperwork is filled out and submitted to the manufacturer in the first 30 days from closing on your home. Please take the time to fill this information out and submit to the manufacturer.

- **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.

- **Shut Off Box**

On the exterior of the home, there is a black box beside the outside condenser that allows a technician to shut off the unit for maintenance work that works similar to a fuse. This fuse should remain inside the box to ensure the system will function.

- **Temperature**

Depending on the style of home, temperatures can normally vary from floor to floor as much as 5 degrees on extremely cold/hot days but should be within 5 degrees on rooms on the same floor. The air handler will typically cycle on and off more frequently and for shorter periods during severe cold/heat spells.

- **Temperature Variation**

Temperatures may vary from room to room by several degrees Fahrenheit. This is due to such variables as floor plan, orientation of the home with relationship to the sun and tree coverage, windows, use of window coverings, and number of people in a room. Only if a room has a temperature difference from an adjacent room great than 5 degrees Fahrenheit from the temperature shown on the thermostat will the system require service.

- **The System is Cooling Inadequately**

The system is required to be able to cool to 78 degrees internally when the outside air temperature is less than 95 degrees. When the temperature is above 95 degrees, then the system must adequately bring the temperature down by 15 degrees below the outside temperature.

- **Thermostat Accuracy**

The furnace will come on automatically when the temperature at the thermostat registers below the setting you have selected. Once the system is on, setting the thermostat to a higher temperature will not heat the home faster. Thermostats are calibrated to within plus or minus 3 degrees. If it is not functioning within this tolerance, it will be replaced.

- **Troubleshooting Tips: No Heat or A/C**

Before calling for service, check to confirm that the:

- Thermostat is set to the correct setting (Heat or A/C) and the temperature is set above or below 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.
- The float switch is not tripped and condensation line is not full of water. ***This is very common.***

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

- **Dream Finders Homes Limited Warranty Guidelines**

We will install cooling/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 heating temperature of 70 degrees F and a cooling temperature of 78 degrees F, as measured in the center of the room, 5 feet above the floor. In the case of outside temperatures exceeding 95°F, the system will keep the inside temperature 15°F cooler than the outside temperature.

Insulation

Homeowner Use and Maintenance Guidelines

There are two main types of insulation: batt insulation and blown insulation. Batt insulation is installed in the walls and blown insulation can be used in either the walls and is almost always used in the ceilings. 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. Sometimes insulation has to be moved away from the recess can lighting to prevent them from over-heating and causing the safety feature on them to turn off. Otherwise, insulation should cover all aspects of the ceiling.

If insulation gets wet from a wind driven rain or a roof leak, it is typically a fiberglass based material that doesn't absorb moisture and is in-organic preventing the growth of mold or mildew. Do not step on drywall ceilings, because this can result in personal injury or damage to the drywall.

Dream Finders Homes Limited Warranty Guidelines

Dream Finders 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

Homeowner Use and Maintenance Guidelines

Providing complete details on landscape design is beyond the scope of this manual. Many excellent books, videos, and computer software programs are available that offer your this information. Local nurseries and landscape professionals can also assist you.

In planning your landscaping, think of proportion, texture, color, mature size, maintenance needs, soft and hard surfaces, lighting, fencing, edging, and water requirements. A beautiful yard requires considerable planning and regular attention. Most homeowners take years to achieve the yard they want. Planning to install items in stages can spread the cost and work over several seasons.

Whatever the design source, install basic components of your landscaping as soon after closing as weather permits. In addition to meeting your homeowner association requirements to landscape in a timely manner, well-designed landscaping prevents erosion and protects the foundation of your home.

- **Additions**

Before installing patio additions or other permanent improvements, consider soil conditions and drainage plans in the design and engineering of your addition.

- **Agricultural Department**

It is highly recommended to reach out to your local agricultural department for recommendations on how to care for your yard and living landscape. Various plants require different levels of nutrients, sunlight and water. These specifics can be found from local professionals that offer these services. Some phone numbers are offered at the beginning of this manual.

- **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 erosion, cracks in foundation walls, and floor slab movement. Avoid this through proper installation of landscaping, gutters if necessary to divert large amounts of running water, and a 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. Some homes may benefit from additional water management measures such as French drains or underground drain pipes. Especially in areas where houses are in close proximity to each other. Routine inspection of downspouts, backfill areas, and other drainage components is an excellent maintenance habit.

- **Edgings around 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. In addition, care must be taken when installing fences on property lines that coincide with swale locations as this can adversely affect the function of the swale. 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 and third party activities**

You are responsible for changes to the drainage pattern made by any landscape, concrete, deck, fencing 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 Dream Finders Homes. Drainage issues resulting from homeowner or third party activities are not covered by the limited warranty.

- **Irrigation Piping**

The irrigation piping should not come apart at any glue fittings. Dream Finders will repair the irrigation piping should it separate from a poor connection.

The irrigation clock and solenoids should function properly. Dream Finders will repair or replace parts as necessary should these systems not function as intended. However, an act of God, like a lightning strike to the home, is not covered by warranty should the system get struck. Sprinkler heads are not covered after closing since the majority of issues associated with these heads are caused by a third party once the system is actively working. Damage caused to the irrigation system by lawn maintenance crews, homeowners, passers-by using local sidewalks, or any other third party is not covered by the warranty.

- **Natural Areas in Your Yard**

During construction, we remove construction debris from natural areas that are on the lot. Removing dead wood, dead trees, tree limbs, fallen trees, or other natural items is your responsibility after closing.

- **Planning**

Locate plants and irrigation heads out of the way of pedestrian or bicycle traffic and car bumpers. Groves of trees or single trees should be spaced to allow for efficient mowing and growth. Group plants with similar water, sun, and space requirements together.

- **Plant Selection**

When planting, take your local climate into consideration. Favor native over exotic species. Consider ultimate size, shape, and growth of the species.

- **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. Often the Home Owners Association (HOA) has restrictions of what plants can be installed in a community.

- **Seeded Lawns**

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

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

- **Sod**

Newly placed sod requires extra water for several weeks. It is ideal to water in the cool part of the day, just before sunrise to prevent the sun's evaporation and at regular intervals for the first 30 days. 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. There is no warranty coverage on sod or landscaping after closing as many of the factors that can affect sod and landscaping after closing are out of the builder's control.

- **Soil Mix**

Dream Finders does not pre-mix the final soil on the lot unless included in the Contract. You should provide good soil mixes with sufficient organic material when adding soil to the yard for low spots or in areas of gaps in the sod. Apply appropriate fertilizer and weed and pest controls as needed for optimal growth. Investigate organic compounds for additional protection of the environment. Sometimes Dream Finders will use sand to bring up low lying areas or in parts of a yard that have poor percolation to improve the drainage of water. Grass will quickly grow through these areas (similar to a golf course repair).

- **Sprinkler System**

During your Orientation, we will demonstrate the system and make final adjustments. Dream Finders will note and correct any deficiencies in the system prior to closing. The following items are important to keep in mind:

You are responsible for routine cleaning and adjusting of sprinkler heads as well as shutting the system down to a minimal schedule in the fall. Failure to drain the system before freezing temperatures occur can result in broken lines, which will be your responsibility to repair. Conduct weekly operational checks to ensure proper performance of the system. Direct sprinkler heads away from the home.

Automatic timers permit you to water at optimum times whether you are at home, away, awake, or asleep. The amount of water provided to each zone can be accurately and consistently controlled and easily adjusted with a timed system. Check the system after a power outage and keep a battery in place if your system offers that as a backup.

- **Stones**

The soil in your area may have stones and rocks. Removing these naturally occurring elements is a maintenance activity. If Dream Finders 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**

Trees require more water during their initial installation than the grass and it is recommended to run a slow drip hose to provide approximately 40 gallons of water a day to them during the first 30 days to ensure their success. The irrigation is designed to evenly distribute water to all portions of the yard and plants, but a tree sometimes requires extra attention up-front to develop its root system. Many trees will go into shock when transplanted and will drop most of their leaves. A good way to check the life of a tree is by scraping a small section of bark and seeing if the tree is green on the inside. Hiring a professional landscaper is highly recommended to ensure proper fertilization and watering. At the Homeowner Orientation the condition of the landscaping is verified to be in acceptable condition. Because the builder is unable to control many of the factors that effect landscaping and trees, Dream Finders Homes is unable to provide any warranty coverage after closing.

- **Upland Buffers, Wetlands and Preserve Areas Surrounding Your Yard**

These beautiful natural areas surrounding your home are protected by the State, Water Management District and local municipalities. It is against the law for Dream Finders or the homeowner to remove dead wood, dead trees, tree limbs, fallen trees or alter any natural grade as existing.

- **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**

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

Dream Finders Homes Limited Warranty Guidelines

Landscape materials we install are not warranted after closing. Once the home is turned over to the owner, we are unable to monitor the amount of water provided to the plants, the fertilization and the maintenance schedules. This prohibits Dream Finders from being able to ensure the survival of the plantings. We will confirm the healthy condition of all plant materials during the Orientation. Maintaining landscaping is your responsibility.

Mildew

Homeowner Use and Maintenance Guidelines

Mildew is a fungus that spreads through the air in microscopic spores. They love moisture and feed on surfaces or dirt. On siding, they look like a layer of dirt. To determine whether you are dealing with mildew or dirt, wipe the surface with a cloth or sponge dampened with bleach. If the bleach causes the surface to lose its dark appearance, you are most likely seeing mildew. Cleaning mildew from your home is your responsibility. Solutions that remove mildew are available from local paint or home improvement stores. Wear protective eyewear and rubber gloves for this task; the chemicals that remove mildew are unfriendly to humans.

Dream Finders Homes Limited Warranty Guidelines

We will remove any mildew noted during the orientation. Dream Finders 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. This is most commonly seen where the mirror rests on the backsplash. Sometimes water can get stuck between the backsplash and the mirror and cause

delamination of the silver. Acidic cleaners are usually those that contain ammonia or vinegar. Avoid getting glass cleaners on plumbing fixtures as some formulas can deteriorate the finish.

Dream Finders Homes Limited Warranty Guidelines

We will confirm that all mirrors are in acceptable condition during the orientation. Dream Finders Homes will correct scratches, chips, or other damage to mirrors noted during the orientation. Damages noted after closing are excluded from the limited warranty.

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. There are different “sheens” of paint, the most common are flat, egg-shell, satin and gloss. Flat paints show washing marks more easily than gloss paints do. However, flat paints touch up better than higher sheen paints. Often better results come from touching up rather than washing the paint. Dream Finders typically uses a “flat” paint to allow easy touch ups at year end after settlement repairs have been completed.

- **Colors**

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

- **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.

- **Exterior**

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

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

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

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

- **Fading**

Expect fading of exterior paint or stain caused by the effects of sun and weather. Dream Finders Homes limited warranty excludes this occurrence.

- **Severe Weather**

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

- **Stain**

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

- **Touch-Up**

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

- **Touch-Up Visibility**

Paint touch-up is visible under certain lighting conditions. As additional layers of paint are applied, the finish gets thicker and can be seen. This is not warrantable. Other issues also affect the paint such as UV light, indirect lighting and aging. For this reason, we cannot guarantee color matching of paints.

- **Wall Cracks**

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

- **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. Dream Finders Homes does not provide corrections for this condition.

Dream Finders Homes Limited Warranty Guidelines

During your Orientation we will confirm that all painted or stained surfaces are in acceptable condition. Dream Finders 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.

- Exterior paint or stain has peeled, blistered, or developed an alligator pattern.
- Paint or stain overspray on surfaces that are not intended for paint or stain.
- Paint, stain or refinish any interior surface that is required because of repair work created by the Builder that painted the home as a part of the original contract.

Pavers (Flatwork)

Homeowner Use and Maintenance Guidelines

By maintaining good drainage, pavers can be preventatively protected. Paver walks (except the entry patio and rear patio) 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.

- **Cleaning**

Pressure washing your pavers is recommended to prevent mildew build up yearly, especially where gutters might displace water often on them. In some instances, white calcium deposits from the subsurface can leach up when water stands for an extended period of time on pavers. We recommend cleaning regularly to prevent this build up. Overtime, the sand between the pavers can deteriorate and wash away. We recommend re-sanding in these circumstances and simply sweeping it between the pavers to ensure the paver surface stays in its best condition.

- **Cracks**

Cracking of pavers results from heavy compression loads or temperature changes that cause expansion and contraction. In winter, this moisture forms frost that can lift the pavers or get between them and create enough compression to crack pavers. Maintaining drainage away from all pavers will minimize cracking from this cause.

- **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 pavers for conventional residential vehicle use only: family cars, vans, light trucks, bicycles, and so on.

- **Ice, Snow and Chemicals**

Driving or parking on snow creates ice on the drive, which magnifies the effects of snow on the paver surface and in between pavers. Remove ice and snow from pavers as promptly as possible after snow storms. Protect pavers 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 pavers.

- **Sealer**

A paver sealer, available at many hardware stores, will help keep pavers clean. Should oil stains end up on pavers, sometimes cat litter can be used to soak up the mineral to reduce damage.

Dream Finders Homes Limited Warranty Guidelines

The limited warranty coverage is for one year for excessive settlement and separation on internal pavers if they are from the soil settlement below. Any perimeter paver on a walk or drive that result in separation created by vehicle or any other external source of weight compression that creates the settlement is not covered by the Warranty. Cracked and cosmetic paver damage is not covered after closing and should be evaluated at the Orientation. Dream Finders Homes Limited Warranty will correct the issues that arise from faulty installation. The tolerance between pavers should be no greater than ¼” in vertical displacement measured on the flat center between two pavers.

Pests and Wildlife

Homeowner Use and Maintenance Guidelines

Insects such as ants, spiders, wasps, roaches and bees, and animal life such as woodpeckers, armadillos, squirrels, rats, mice, deer and snakes, may fail to recognize that your home belongs to you. Some animals like squirrels, can create openings to the attic and wall spaces. This is not covered by the warranty. 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.

Dream Finders Homes Limited Warranty Guidelines

Dream Finders Homes does not warranty against wildlife or damage created by wildlife.

Phone Jacks

Homeowner Use and Maintenance Guidelines

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

Dream Finders Homes Limited Warranty Guidelines

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

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

Plumbing

Homeowner Use and Maintenance Guidelines

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

- **Additional Shut-Offs**

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 sinks.

- **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.

- **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.

- **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.

- **Clogged Drain**

Dream Finders Homes will correct clogged drains that occur during the first 30 days after closing being that the clog is caused by construction debris in the lines. 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.

- **Clogs**

The main causes of toilet clogs are domestic items such as "Flushable wipes", 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 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. Clogs that occur after first 30 days are not covered by the limited warranty.

- **Cosmetic Damage**

Dream Finders 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 and is excluded from coverage.

- **Dishwashers**

Read all of the dishwasher manufacturer recommendations prior to using the appliance. Some dishwashers recommend higher water temperatures to activate dish detergents properly. The water heater might not be set to the required temperature to adequately function. This is a customer's responsibility to adjust. In some areas, due to hard water conditions, sometimes detergents with higher phosphate levels are required to soften the water enough to break down

food during cleaning. If the dishwasher isn't working properly, consider raising the temperature of the water and finding a detergent with a phosphate content higher than 7.5%.

- **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.) It is recommended to use a plumber for these repairs if you are uncomfortable with the procedures.

- **Extended Absence**

If you plan to be away for an extended period, you should drain your water supply lines. To do this, shut off the main supply line and open the faucets to relieve pressure in the lines. You may also wish to shut off the water heater. Do this by turning off the cold water supply valve on top and the gas control at the bottom or flipping the electrical breaker in the panel. Drain the tank by running a hose from the spigot on the bottom to the outside. When working with a gas heater, if you leave the tank full, keep the pilot on and set the temperature to its lowest or "vacation" setting. With an electrical water heater, make sure you DO NOT drain the heater while there is still power to the heating elements, it will burn them up. Check manufacturer's directions for additional hints and instructions.

- **Exterior Faucets**

Dream Finders 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.

- **Fiberglass/Acrylic Tubs and Shower Surrounds**

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

- **Freezing Pipes**

Under normal conditions pipes should not freeze; however, in extreme conditions preventative measures should be taken to prevent freezing pipes. 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.

- **Gold or Brass Finish**

Avoid using any abrasive cleaners on gold or antique brass fixtures. Use only mild detergent and water or a cleaning product recommended by the manufacturer.

- **Jetted Tubs**

If your home includes a jetted tub follow manufacturer directions for its use and care. Never operate the jets unless the water level is at least one inch above the jets. Be cautious about using the tub if you are pregnant or have heart disease or high blood pressure; discuss the use of the tub with your doctor. Tie or pin long hair to keep it from away from the jets where it might become tangled—a potentially dangerous event.

Clean and disinfect the system every one to two months, depending on usage. To do this, fill the tub with lukewarm water and add one cup of liquid chlorine bleach. Run the jets for 10 to 15 minutes, drain and fill again. Run for 10 minutes with plain water, drain. Auto wax will help seal and preserve your tub's surface. Avoid abrasive cleansers.

- **Leak Involving a Main Line**

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

- **Leak Involving One Sink, Tub, or Toilet**

Caulking and grout is maintained properly.

Confirm shower door or tub enclosure was properly closed.

Turn water supply off to that item.

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

- **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. Please keep in mind there is a water shut-off on the exterior side of your home usually beside the hose bib closest to the garage. If worst-case scenario, you can shut the water off to the home at the water meter. This typically requires a wrench. Then contact the plumber.

Dream Finders Homes will repair leaks in the plumbing system. If a plumbing leak caused by a warranted item results in drywall or floor covering damage, Dream Finders 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). Homeowners Insurance should cover these items.

- **Low Flush Toilets**

We want to draw your attention to a water-saving regulation that went into effect in 1993, which prohibits the manufacture of toilets that use more than 1.6 gallons of water per flush. In the search for a balance among comfort, convenience, and sensible use of natural resources, the

government conducted several studies. The 1.6-gallon toilet turned out to be the size that overall consistently saves water.

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

- **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 and the sizing of your water meter.

- **Main Shut-Off**

The water supply to your home can be shut-off entirely in two locations. The first is usually outside the garage at a ground pipe beside the hose bib at a ball valve. The second is at the water meter. We will point both of these out during your Orientation.

- **Noise**

Changes in temperature or the flow of the water itself will cause some noise in the pipes. Typical expansion and contraction heard on CPVC pipes during running hot water is common when fastened to wooden structures. This is normal and requires no repair. Dream Finders Homes will repair persistent water hammer that knocks against structural members creating “hammering and shaking”, not “ticking” from expansion. Expect temperatures to vary if water is used in more than one location in the home at the exact same time.

- **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 Dream Finders 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. Damage to tubs is not covered after closing due to fallen shower rods that occur frequently. During your Orientation, if there is damage in the tubs or showers, dings or gouges will be repaired.

- **Running Toilet**

Open the toilet tank lid. Check the chain on the flush handle. Sometimes it falls down and obstructs the seal at the rubber stopper. It can also sometimes be too tight, which will prevent the rubber stopper at the bottom of the tank from sealing, resulting in running water.

- **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.

- **Stainless Steel Sinks**

Never pour ice and leave it sitting in a stainless steel sink. Stainless steel sinks are poorly insulated and sitting ice will create condensation on the underside of the sink. This condensation will drip down on to the cabinet and cause water damage. This is not covered by the Warranty. If ice is poured into a sink, run the water and melt it down to dissolve.

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.

- **Supply**

Dream Finders 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 or subcontractors not hired by Dream Finders 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.

- **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.

- **Toilet Seats**

The toilet seat should be in good condition at day of closing. If the toilet seat is broken or gets cracked after closing, the seat is not covered by warranty being that normal wear and tear is indeterminable from excessive force. It is recommended to keep the toilet seats clean, bodily fluids will stain a toilet seat and this is not covered by the warranty.

- **Tub Drains Slowly**

Over time, hair and soap particles can become lodged under the tub drain stopper. The stopper might need to be removed and cleaned in order to allow water to pass through in a timely manner. To remove the tub stopper, put the stopper in a down closed position and then use some pliers to turn the stopper in the counter-clockwise direction (lefty-loosy) and it will screw loose. Once cleaned, screw back on clockwise and then pick up and put in the open position.

- **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. Some water softeners can have an adverse effect on a refrigerator water supply system. Please discuss with a professional prior to installation.

- **Well System**

If your home is hooked up to a well provided by Dream Finders, make sure you the system is thoroughly explained. Wells vary in depth and configuration with aerators, water pumps, and softening systems. It is important to understand how the system functions and the maintenance requirements associated with your specific system. (Also see Wells for further information)

- **Troubleshooting Tips: Plumbing**
- **No Water Anywhere in the Home**

Before calling for service, check to confirm that the:

- Shut off at the exterior of 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

Dream Finders Homes 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. The plumbing pipes and shut offs, represented as “the system” are covered for 1 year. The fixtures are covered by the Manufacturer’s Warranty which varies depending on the brand of fixtures selected. Water heaters and water softeners are also governed by the Manufacturer’s Warranty.

Pollution Discoloration (Pollution Staining on Surfaces)

Homeowner Use and Maintenance Guidelines

Recent feedback from homeowners (in both old and new homes) regarding black sooty stains which develop on surfaces in homes (on carpet, walls, ceilings, appliances, mirrors, and around area rugs—to list a few examples) have caused much investigation and research.

The conclusion of the research and laboratory tests has been that the majority of this staining or "ghosting" results from pollution of the air in the home caused by burning scented candles. Incomplete combustion of hydrocarbons as these candles burn contributes a considerable amount of soot to the air. This sooty substance then settles or accumulates on surfaces of the home. The sooty deposits are extremely difficult to remove; on some surfaces (light-colored carpet, for instance), they are impossible to clean completely away.

Dream Finders Homes Limited Warranty Guidelines

The popularity of scented candles has increased many-fold in recent years. If this is an activity that is part of your lifestyle, we caution you about the potential damage to your home. When this condition results from homeowners burning candles or other lifestyle choices, the resulting damage is excluded from our limited warranty coverage.

Property Boundaries

Homeowner Use and Maintenance Guidelines

At closing you will receive a copy of a survey that shows your lot and the location of your home on the lot. To construct the home Dream Finders 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. Builder makes no representation on the location accuracy of the property stakes. Stakes are an

approximation of the property lines. It is the homeowner's responsibility to provide new survey's if additional structures are added to the property after closing.

Dream Finders Homes Limited Warranty Guidelines

Dream Finders Homes provides a survey at closing that should be accurate to the home we provided you. This survey will be corrected within the first year if it is found to be inaccurate.

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.

Dream Finders Homes Limited Warranty Guidelines

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

Resilient Flooring - Vinyl and LVT/LVP

Homeowner Use and Maintenance Guidelines

Refer to manufacturer's recommendations for additional information on the care of all floor covering products. Color selection sheets (which you received at the Design Studio) provide a record of the brand, style and color of the floor coverings in the home. Please retain this information for future reference. Although resilient floors are designed for minimum care, they do vary in maintenance needs. Some resilient floors require regular application of a good floor finish while LVT/LVP will have different maintenance requirement. Follow all manufacturers' specific recommendations for care and cleaning of all your hard surface floors. Do not use abrasive cleaners or full strength bleach on vinyl flooring. Abrasives will dull the finish and can cause permanent damage. Full strength bleach can etch and destroy the surface of the flooring.

- **Discoloration**

Water or moisture that penetrates under vinyl at bathtub and shower areas, for example, will discolor vinyl. This usually occurs because of cracking or shrinkage of caulking. Builder will not warrant this condition because of the lack of homeowner maintenance.

- **Popping, cracking and deflection on LVT/LVP**

Due to the nature of the product slight popping, cracking, snapping sounds can be heard while walking across the flooring. This is caused by deflection of the flooring as weight is applied and is a typical characteristic of floating floors especially when installed over a wood subfloor. This condition is excluded from the warranty.

- **Raised Nail Heads**

These are caused by movement of the floor joists due to shrinkage and deflection. Dream Finders Homes has attempted to minimize this problem by using special underlayment fasteners.

- **Seam Lifting**

This is caused by water seepage through the seam. It usually occurs in the bathroom near the shower or tub. It is your responsibility to take precautionary measures to avoid getting water on the floor from the baths and showers.

- **Ridging of Underlayment**

Ridge lines may appear beneath resilient flooring due to slight subfloor irregularities. These are cosmetic in nature and result from butt joints in the underlayment telegraphing through the surface of the flooring material. They are not structural defects and as such will not be warranted by Dream Finders Homes. If the resilient flooring lifts, bubbles or becomes unglued due to install related issues, Dream Finders Homes will repair, patch or replace the affected area during the 1 year period at builders discretion.

- **Floor Squeaks under glue down flooring**

Dream Finders Homes will not repair floor squeaks located under glue-down flooring.

- **Visible seams on LVT/LVP**

Seams between individual planks may be visible under certain lighting conditions and vary in visibility depending on the type and style of product installed. This is a typical characteristic of floating floors and not considered a defect. This condition is excluded from the warranty.

- **Visible seams on Resilient Flooring**

Ridge lines may appear beneath resilient flooring due to slight subfloor irregularities. These are cosmetic in nature and result from butt joints in the underlayment or slight imperfections in the slab telegraphing through the surface of the flooring material. They are not structural defects and as such will not be warranted by Dream Finders Homes. If the resilient flooring lifts, bubbles or becomes unglued due to install related issues, Dream Finders Homes will repair or replace the affected area during the 1 year period at builders discretion.

- **Limit Water**

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

- **Yellowing and Warping**

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

Dream Finders Homes Limited Warranty Guidelines

During the Orientation we will confirm that the flooring is in acceptable condition. We will correct any readily noticeable cosmetic defects listed during the Orientation. Any cosmetic deficiencies noted after closing is excluded from coverage. Dream Finders Homes Limited Warranty period will cover flaws in workmanship and materials as follows:

- Gaps that exist between flooring planks that exceed the manufacturers specification for that product.
- Excessive lippage (vertical displacement) greater than 1/16” at the junction of the flooring products.

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.

- **Ice Dam**

On occasion, depending on conditions and exposure, as rising heat from inside your home melts snow on the roof, the water runs down and when it reaches the cold eaves, it may freeze. An accumulation of this type of ice dams the subsequent runoff and the water begins to back up, sometimes working its way up and under shingles, ultimately leading into you home through windows or ceilings.

If your home design or Orientation makes it vulnerable to this occurrence, you may want to install an electric gutter heater strip in the susceptible areas. An ice build-up (ice dam) may

develop in the eaves during extended periods of cold and snow. Your homeowner insurance may cover this damage which is excluded from warranty.

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

- **Inclement Weather**

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

- **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. Leaks are covered by Warranty during the first year. A leak in a roof is not considered a “Structural Defect” and is not part of the Structural Warranty.

- **Limit Walking**

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

- **Severe Weather**

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

- **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. Ensure it isn't caused by one of the following:
 - Open window on a higher floor
 - Ice dam
 - Clogged gutter or downspout
 - Blowing rain or snow coming in through 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 Dream Finders Homes during first available business hours.

Dream Finders Homes Limited Warranty Guidelines

Dream Finders Homes will repair roof leaks during the 1 year warranty period. However, if the leak is caused by severe weather, such as a named storm or hail damage, wind driven rain, or some action you have taken to damage the shingles, leaks from such causes will not be warranted. Leaks, defects in installation or material will be repaired by Dream Finders Homes as follows:

- Roof or flashing leaks that are not caused by ice build-up, 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 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.
- Water is trapped under roll roofing.
- Water is standing on a flat roof for more than 24 hours after a rain event.

For Safety reasons, roof repairs are made only when the roof is dry.

Rough Carpentry

Homeowner Use and Maintenance Guidelines

Rough carpentry are the bones and structure that give your home its shape and strength. These items are not typically visible at completion of the home because the drywall and flooring finishes cover these items up.

- **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 Dream Finders 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. Dream Finders Homes will correct floor slope that exceeds L/360 of the room.

- **Plumb Walls**

During the first year warranty Dream Finders 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**

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

Dream Finders Homes Limited Warranty Guidelines

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

- Visible sag in the floor system (Flooring must meet APA guidelines and performance standards based off sheathing and joist system used).
- Exposed wood column, post or beam is split badly (sawn wood columns, posts or beams will meet the grading standard for the species used).
- Exposed wood beam or post is twisted or bowed badly (Exposed wood columns will not bow or be out of plumb more than 3/4" in 8' at substantial completion of the project).
- Exposed wood beam or post is cupped badly (cups exceeding 1/4" in 5 1/2" are considered excessive).
- Sub-floor loose, uneven, out of square or level (Tolerances stated below).
- Wood floor system where deflections are observed in a floor system constructed of wood I-joists, floor trusses, or similar products (All manufactured structural components in the floor system will be sized and installed as provided in the manufacturer's instructions and applicable building codes).
- Framed wall is excessively out of plumb or bowed (Tolerances stated below).

Screen Enclosures

Homeowner Use and Maintenance Guidelines

The screen enclosure was installed to allow a pleasant out door experience. However, the screen enclosure does not guarantee that there won't be any bugs, lizards or other creatures that can find their way inside. The screens should all be well splined and tight. However, sometimes screen can become loose from a heavy wind, a person or object falling into them, or they can get cut by a lawn maintenance appliance. Being that these items are difficult to determine, after closing the re-splining of a screen wall or door is not covered by warranty.

- **Screen Door and Lock**

The screen enclosure door has a sweep on the bottom but it is not bug proof. Sometimes the sweep can sit too close to the floor and not allow the door to open and close as intended. If kept high enough to function well, outside creatures can enter from beneath. We can't guarantee a perfect fit in this application. Please make sure you keep the door locked when not in use. Sometimes a door will be left open and a gust of wind will pull the door past the working position and bend the pneumatic pressure arm. This type of damage to the arm is not covered by warranty. If the lock fails in the first year, it will be replaced assuming function was not compromised by abusive use.

Dream Finders Homes Limited Warranty Guidelines

The screen enclosure frame should not fall down, become loose or become unfastened from its intended location during the first year.

Septic Tanks

Homeowner Use and Maintenance Guidelines

The septic system consists of the sewer line, septic tank, distribution tank and drain field. The system works on gravity. First let me describe these components. The main sewer line running to the tank is generally a three or four inch line that slopes, allowing flow by gravity of the waste from the house to the septic tank. Smaller lines, typically one and one half inch for sinks, two inch for showers and three inch for toilets would feed into the main line. The pipe, on systems installed within the past thirty years, is Polyvinyl Chloride, commonly called PVC. This pipe typically requires little or no maintenance. Modern septic tanks are made of concrete. There are two hatches, square opening, in the top of the tank used for clean out. The size of the tank required is determined by the number of bedrooms in the house. The local Health Department dictates the requirements, size, location and depth. Older systems, thirty years or older, may have steel tanks which will require replacement when they rust out. Bio-degradable waste breaks down to mostly liquid and slugs in the septic tank. CAUTION: DISPOSING OF ANY NON BIO-DEGRADABLE MATERIALS, I.E. CIGARETTE BUTTS AND FEMININE HYGIENE PRODUCTS WILL ADVERSELY AFFECT THE SYSTEM BY DAMAGING THE DRAIN FIELD. The liquid rises to the top and overflows through a pipe near the top of the septic tank and flows to the distribution tank. The distribution tank has several ports which the drain field pipes are connected. The liquid waste water then flows, again by gravity, out into the drain field pipes.

- **Drain Field**

The drain field consists of a number, generally two to four pipes, three inches in diameter. These pipes have holes in the side along their length to allow the waste liquid to escape. As stated earlier, the requirements, i.e. the size, location, length and depth of the system is determined by the local Health Department. The Health Department conducts a perk test on the property. This

determines the soils ability to absorb the waste water. The waste water must be absorbed and go down into the ground. Being allowed to come to the surface of the ground would result in a health hazard. A trench is dug, perhaps three feet deep, two feet wide and thirty feet long. The trench will be partially filled with coarse gravel. The field drain pipe is installed and the trench and pipe are covered with additional coarse gravel to a level approximately eight inches below grade. The gravel is covered with a material to prevent dirt from leaching into the gravel from rain water. The remaining eight inches is filled with dirt. As the waste water enters the drain field runs out through the holes, into the gravel and down into the ground. Some homes require one additional component in the septic system. As stated earlier, the Health Department dictates the location of the septic system including the drain field. In some cases the location of the drain field will be higher than the pipe from the septic tank. The septic system described above stated that the system relies on gravity.

Dream Finders Homes Limited Warranty Guidelines

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

Shower Doors or Shower Enclosures

Homeowner Use and Maintenance Guidelines

Shower doors and tub/shower enclosures require minimal care. Using a squeegee to remove water after a bath or shower will keep mineral residue and soap film to a minimum. A coating of wax or "Rain-X" can also help prevent buildup of minerals and soap. Use cleaning products suggested by the Manufacturer to avoid any damage to the trim and hardware.

Avoid hanging wet towels on corners of shower enclosure 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.

The door sweeps will wear out over time and either break down or come off. These are covered in the first year but afterwards will be replaced at the owner's expense.

Dream Finders Homes Limited Warranty Guidelines

During your Orientation we will confirm the good condition of all shower doors and tub enclosures. Dream Finders Homes warrants that shower doors and tub enclosures will function according to manufacturer specifications. Scratches or chips in glass if not found during the Orientation walk, will not be covered after closing.

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.

- **Cement Based Products (Hardie Board)**

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

- **Cracks**

Dream Finders 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. Dream Finders Homes will correct delaminating siding.

- **Wood and Wood Products**

Wood and 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.

Dream Finders Homes Limited Warranty Guidelines

Dream Finders 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 the Orientation and corrected by Dream Finders Homes at builders discretion:

- Gaps between adjacent pieces of siding or siding panels that are out of manufacturers specifications.
- Lap siding not parallel with the course above or below.
- Face nails are driven below the surface of hardi board siding exceeding manufacturers tolerances.
- Cedar shakes or shingles have bled through paint or stain applied by the contractor.
- Siding that has delaminated and is not covered under the manufacturer's warranty.
- Joints between siding have separated greater than 1/2".
- Siding has bowed greater than 1/2" in 8 feet.
- Nail rust stains are visible on siding or ceiling boards.
- Cement board siding is cracked or chipped.
- Cement board siding is improperly fastened per manufacturer specifications.

All subsequent damage noted after closing to the siding will be your responsibility to repair.

Smoke Detectors

Homeowner Use and Maintenance Guidelines

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

- **Battery**

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

- **Cleaning**

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

- **Locations**

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

Dream Finders Homes Limited Warranty Guidelines

Dream Finders 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 electrical start up to confirm that they are working. Properly functioning smoke detectors will be covered for one year. If batteries go bad, they are part of homeowner maintenance and are not covered by the Warranty. 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.

- **Wrought Iron Spindles**

Wrought iron spindles have ends that can be loosened with a hex tool. Sometimes the painters loosen these to paint beneath them. They are covered in the first year to be tightened and secure. If they come loose, they are easy to tighten with a hex head tool.

Dream Finders Homes Limited Warranty Guidelines

Although Dream Finders Homes does not warrant against stair vibration and squeaks, a reasonable effort will be made to correct them. Dream Finders 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 over ¼”.
- Loose stair riser or tread.
- Stair railing if gaps exist between interior stair railings parts over ¼”.
- Stair railing or hand rails lack rigidity and are loose.

Dream Finders does not warranty the finish of any stair treads after closing being that damage by the homeowner is not covered.

Stucco

Homeowner Use and Maintenance Guidelines

Stucco is a brittle cement product that is subject to expansion and contraction. Minor hairline cracks will develop in the outer layer of stucco. This is normal and does not reduce the function of the stucco in any way. When a crack occurs, it is important to make repairs to the surface to prevent moisture intrusion. Prolonged cracks in stucco can result in moisture entry that potentially reactivates the pH level of stucco and can deteriorate the exterior paint faster. In southern regions more prone to high temperatures and higher humidity periodic repainting every 5-10 years is recommended with regular yearly maintenance.

- **Efflorescence**

The white, powdery substance that sometimes accumulates on stucco 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.

- **Sprinklers**

Avoid spraying water from irrigation or watering systems on stucco surfaces to avoid possible leaks. Check the spray from the lawn and plant irrigation system frequently to make certain that water is not spraying or accumulating on stucco surfaces.

Dream Finders Homes Limited Warranty Guidelines

One time during the warranty period, Dream Finders Homes will repair stucco cracks as defined below. The repair will not exactly match the surrounding area. Defects resulting from installation

will be corrected by Dream Finders Homes as follows during the first year:

- Exterior stucco wall surface is cracked greater than 1/8 inch in displacement.
- Coating has separated from the base on an exterior stucco wall.
- Lath is visible through stucco.
- Rust marks are observed on the stucco finish coat.
- Water damage to interior walls as a result of a leak in the stucco wall.

Termites and Termite Bond

Homeowner Use and Maintenance Guidelines

An initial termite treatment has been performed. There is a Termite Bond associated with this work that protects the home during the first year from termite damage. There should be a sticker indicating this on your electrical panel confirming that treatment. Plan to renew this treatment annually or as directed by the literature that accompanies the certificate. Treatment for other types of insects or animal infestations is your responsibility.

- **Regular Inspections**

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

- Check for wrinkles or waves in wood trim.
- Tap wood to see if it sounds or feels hollow.
- Inspect under the carpet tack strip by lifting the edge of carpet in the corner of a room. The tack strip is untreated and provides a convenient path for termites through your home.
- Watch for tubes of dirt, called mud tubes, which extend from the soil up to your home.
- Keep soil away from any wood parts of your home.
- Be certain all roof water and precipitation moves quickly away from your home's foundation.
- Avoid storing wood on the ground and against your home.
- Before installing stepping stones, river rock, concrete, or so on, against the home, chemically treat the area that will be underneath the new material.
- If you add onto or change the exterior of your home, be sure to have the areas treated.

Termite swarms are common to Florida and Georgia. If you believe you see signs of termites or if you have any questions, contact your termite treatment company for guidance.

Dream Finders Homes Limited Warranty Guidelines

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

Tile (Ceramic & Porcelain)

Homeowner Use and Maintenance Guidelines

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

- **Chipped Tile**

If a chipped tile is found after the Orientation, it is not covered under our Warranty. A chip only occurs from damage, typically from an object being dropped on it or something banging into it very hard to create the fracture.

- **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.

- **Cracked Tile**

We do install crack suppressant beneath our tile, but sometimes there is settlement beneath the tile so great that a tile will become cracked when settling with the subfloor. Because some of the factors that can cause tile to crack are out of the Builders control cracked tile is not covered under the limited warranty.

- **Grout Discoloration**

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

After grout or mortar has cured, any color variation that is readily visible from a standing position facing the surface at a distance of 6 feet under normal lighting conditions will be assessed to determine if the condition is outside the performance standards. If builder determines the variation is workmanship related builder will perform a one-time repair the joint to meet performance guidelines. It should be noted that grout or mortar cannot be expected to match exactly in the repaired areas.

- **Lippage**

When adjacent tile edges are not even with each other, they cause a deviation called “lippage”. The Builder, during the first year warranty, will repair lippage greater than 1/16”. Irregular tiles such as travertine and chiseled edge tiles, special format tiles such as wood look plank tiles or tiles exceeding 13x13 inches, where lippage is inherent by design or manufacturing process with irregular height are excluded from this performance standard.

- **Grout Cracking**

Cracks appearing in grouting of ceramic tiles at joints or junctions with other materials are commonly due to shrinkage. Cracks noted after closing are excluded from the limited warranty. Grouting or caulking is a homeowner responsibility and is part of home maintenance. We are not responsible for color variations in grout or discontinued colored grout.

- **Sealing Grout**

Sealing grout is your decision and responsibility. Once grout has been sealed, ongoing maintenance of that seal is necessary and limited warranty coverage on grout that has been sealed is void. We can't match grout that has been sealed because it changes slightly in color and time affects the curing rate.

- **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.

Dream Finders Homes 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. Any cosmetic deficiencies noted after closing are not covered by the limited warranty. Dream Finders Homes is not responsible for variations in color or discontinued patterns. New grout may vary in color from the original and is not considered a defect.

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, odors related naturally occurring decaying organic matter in surrounding soils 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:

- Develop the habit of running the hood fan when you are cooking.
- Always run the bath fans when showers and tubs are being used.
- Periodically run fans and the fan on the air conditioner to move air through the home.
- Take care NOT to run the HVAC system in “Fan Only” mode for extended periods of time. This can directly contribute to a buildup of excess moisture.

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

Dream Finders Homes Limited Warranty Guidelines

Dream Finders 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.

- **Drain Tank**

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

- **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.

- **Waiting for Hot Water**

With the introduction of water conserving plumbing fixtures and proximity of those fixtures to the water heater you can experience a lag of several minutes for hot water to reach the fixture. This lag can and will vary from house to house and is not considered a deficiency.

This condition is excluded from the warranty.

- **Temperature**

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

- Hot 120 degrees F - Very Hot 160 degrees F

The recommended setting for operation of a dishwasher can be 140 degrees. This helps in activating the soaps for softening the water and breaking down food. 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. Dream Finders Homes is not permitted to make changes to the water temperature in your home, it is a liability should someone get burned. Only the homeowner can make these changes.

- **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 correct and the reset button is reset at the thermostat.
- 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.

Never shut the water off to the water heater and leave the electrical on or the heating elements can get burned up. This is not covered by the Warranty. Make sure you shut off the breaker if you are planning to turn off the water to the water heater and it gets drained or used up.

Dream Finders Homes 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, first remove the cover panel on the tank to expose the pilot. Then rotate the on-off-pilot knob to the pilot position. When the knob is in this position, the red button can be depressed.

While depressing the red button, hold a match at the pilot. Once the pilot lights, continue to hold the red button down for 30 to 60 seconds. When you release the red button, the pilot should stay lit. If it does not, wait several minutes to allow the gas to dissipate from the tank and repeat the entire process. If it stays lit, rotate the on-off pilot knob to the on position.

Reinstall the cover panel and then adjust the temperature setting with the regulating knob on the front of the tank.

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.

- **Safety**

Vacuum the area around a gas-fired water heater to prevent dust from interfering with proper flame combustion. Avoid using the top of a heater as a storage shelf.

- **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.

- **Waiting for Hot Water**

With the introduction of water conserving plumbing fixtures and proximity of those fixtures to the water heater you can experience a lag of several minutes for hot water to reach the fixture. This lag can and will vary from house to house and is not considered a deficiency.

- **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 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.

Dream Finders Homes Limited Warranty Guidelines

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

- **See also Plumbing**

Wells

Homeowner Use and Maintenance Guidelines

The well consists of a pipe, metal or more commonly for newer wells, plastic which is driven or power washed vertically into the ground. The depth can vary depending on the area. The lower few feet of the pipe has opening to permit water to enter. The well pipe, typically two inch or four inch, will be located in your yard. It most commonly will be protruding approximately one foot above the ground. It is extremely important that this pipe is protected from damage. Should this pipe on a two inch system be damaged, i.e., fractured, thus allowing air to enter the pipe, ALL water to the system will be stopped since this type of water system must be air free to operate properly.

- **Pump**

An important part of the water supply system is the pump. One type is the submersible pump. This pump is located at the bottom of typically a four inch well pipe. This unit pushes water to the house holding tank and pipes within the house when required. The holding tank will commonly be located in the crawl space or attached garage. The other type of pump used is the suction pump. This pump is typically located within or under the house i.e. the crawl space or attached garage. The pump in fact draws the water from the well by creating a vacuum. The vacuum created by the pump allows the water to flow to the pump and to the holding tank and house hold system. The power, electricity, to the pump in both systems is controlled by a pressure switch. This switch is preset to a value by the plumber based on the house requirements, typically a range of 25 to 55 psi, pound per square inch. The pressure switch has a small water

line which senses the available water pressure in the system. When the pressure drops too low, say 25 psi, the switch will turn the pump on. When the system pressure comes up to the pre-set value, say 55 psi, the switch turns the pump off.

- **Well Depth**

The only person that knows the depth of your well is the installer. The only sure way to determine the accurate depth of a well would be to remove the top, lower a weight on a string to the bottom and measure the length of the string. The installer must register the well with the Health Department following the installation, so this is usually an accurate recorded depth but it isn't always perfect.

All wells, at least those within the last twenty years, are registered with the county Health Department. When the well is installed the county requires the well to be tested for nitrates and bacteria. This is done for your safety. Many minerals may be present in your well water that can affect taste, smell, cooking and clothes washing. Some minerals can stain toilets, tubs and sinks. A water conditioner may be required to remove many of the unwanted minerals and smells, thus improving the water quality.

Dream Finders Homes Limited Warranty Guidelines

Refer to the manufacturer's limited warranty for information regarding coverage of the well and its pump system.

Windows, Screens, and Sliding Glass Doors

Homeowner Use and Maintenance Guidelines

Contact a glass company for re-glazing of any windows that break. Glass is difficult to install without special tools.

- **Aluminum**

Clean aluminum metal 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.

- **Condensation**

Condensation on interior surfaces of the window and frame is the result of high humidity within the home and low outside temperatures. Your family's lifestyle controls the humidity level within your home. Dream Finders Homes provides no corrective measure for this condition. However, condensation that accumulates between the panes of glass in dual-glazed windows indicates a broken seal. Dream Finders Homes will replace the window or sash if this occurs during the one year warranty period.

- **Infiltration**

Some air and dust will infiltrate around windows, especially before the installation of landscaping in the general area. Dream Finders Homes warranty excludes this occurrence.

- **Scratches**

Dream Finders 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. At builders discretion Dream Finders Homes will replace windows that have scratches readily visible from a distance of 10 feet if the defects are noted prior to closing. Dream Finders Homes will not replace windows that have scratches visible only under certain lighting conditions.

- **Screen Storage and Maintenance**

Many homeowners remove and store screens for the winter to allow more light into the home. To make re-installation more convenient, label each screen as you remove it. Use caution: screens perforate easily and the frames bend if they are not handled with care. Prior to re-installing the screen, clean them with a hose and gentle spray of water. After closing, screens are not covered by the warranty for bends, damaged or missing.

- **Screens**

Screens will be checked during the Orientation. After the Orientation, the ripping of screens or the missing of screens is not covered due to the inability to determine if weather conditions or foreign objects could have hit the screens and caused damage or removal.

- **Sills**

Window sills in your home are made of wood, wood-based product, corian, or marble. The most common maintenance activity is dusting. Twice a year, check caulking and touch-up as needed. Wax is not necessary but can be used to make sills gleam. Protect wood and wood-based product sills from moisture. Be aware that window blinds can damage the sills if lowered too quickly. Blinds also shield visibility of built up condensation and limit air flow in window areas. Make sure you check the window sills during the winter for condensation and proper dusting care. If you arrange plants on a sill, include a plastic tray under the pot.

- **Sticking Windows**

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

- **Tinting**

Applying tinting or foil lining to dual pane windows can result in broken windows due to heat build-up. Some manufacturers void their warranty on the windows if you apply tinting or foil lining. Contact the manufacturer to check 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. If built up debris not cleaned out by the homeowner causes the window to back up with water and create a leak, this issue is not covered by the Warranty.

Dream Finders Homes Limited Warranty Guidelines

We will confirm that all windows, screens, and sliding glass doors are in acceptable condition during the Orientation. Dream Finders 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, Dream Finders Homes will provide adjustments during the first year.

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 re-decorating.

- **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.

Dream Finders Homes 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. Dream Finders 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 Dream Finders 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.
- Gaps where trim or molding mitered edges do not meet.
- Interior trim is split.
- Hammer marks are visible on interior trim.