



WELCOME TO FULTON HOMES

HOMEOWNER WARRANTY AND INFORMATION MANUAL



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Dear Homeowner:

On behalf of everyone at Fulton Homes, I would like to express our sincere appreciation for your decision to purchase a new Fulton Home. We are confident that it will be a continuous source of pleasure for you and your family.

We work hard to provide the very best in new home value through the location of our neighborhoods, the design of our floor plans, the uncompromising quality of our construction, and our commitment to unsurpassed customer service.

We also know that the more that you know about your new home, the better you'll be able to take care of it. And that means you'll enjoy it more.

This Homeowner's Manual is designed to acquaint you with the variety of maintenance aspects common to home ownership. Here, you'll discover a tremendous amount of useful information that will guide you and help you handle most maintenance and service requests.

Please take the time to review the information contained in this guide. And remember, if this guide doesn't answer all of your questions about home ownership, the rest of us at Fulton Homes will be glad to.

Sincerely,
Ira A. Fulton
Chairman of the Board/CEO
Fulton Homes Corporation

Contents

To link directly to a table of content item:

1. Place your cursor over the table of content item you want to go to.
2. Hold down the **Ctrl** key.
3. While holding down the **Ctrl** key, click on your left mouse button.

To go back to the first page of this document:

1. Hold down the **Ctrl** key.
2. While holding down the **Ctrl** key, push the **Home** key.

About the Orientation	6
Customer Care Policy	7
How to Request Warranty Service	7
Emergencies	7
Limited Warranty	8
Care & Maintenance of Your Home	9
Air Conditioning, Heating and Ventilation	9
Appliances	10
Balconies and Decks	11
Cabinets	11
Caulking	12
Ceilings & Walls	12
Concrete	13
Countertops	13
Ceramic Tile	13
Cultured Marble and Granitex	14
Corian Solid Surfaces	15
Granite and Quartz Slabs	15
Plastic Laminate	16
Doors	17
Garage Doors	17
Sliding Glass Doors	17
Electrical System	18
Circuit Breaker	18
Ground Fault Circuit Interrupt Devices (GFCI)	18
Lighting	19
Outlets and Switches	19
Exterior Finishes	19
Stucco	19
Wood	19
Fencing	20
Gates	20
Wrought Iron Fencing	20
Fireplaces	20
Floors	21
Carpeting	21
Ceramic Tile Floors	21

Hardwood Flooring.....	22
Travertine Flooring.....	22
Vinyl Flooring.....	23
Garbage Disposal.....	23
Interior Walls/Drywall.....	24
Landscaping, Drainage and Grading.....	24
Patios.....	25
Plumbing System.....	25
Bathtubs.....	25
Plumbing Fixtures.....	26
Water Heater.....	26
Toilets.....	26
Kitchen Sink.....	27
Bathroom Sinks.....	27
Bathtubs and Tub-Shower Combinations.....	27
Basement Sump Pumps.....	27
Roofs.....	27
Smoke Detector.....	28
Termites.....	28
Windows.....	28
Suggested Maintenance.....	29
Every Month.....	29
Every 2 Months.....	29
Every 3 Months.....	29
Every 6 Months.....	29
Every 12 Months.....	29
Important Information.....	30
Color Variance.....	30
Concrete, Masonry, Stucco.....	30
Construction Methods.....	30
Cracks and Squeaks in Your Home.....	30
Design.....	31
Dimensions.....	31
Drainage.....	31
Easements and Utilities.....	31
Entrance and Walkways.....	31
Heating and Air Conditioning System.....	31
Important facts you should know about your heating and cooling system.....	31
Natural Gas Systems.....	32
Homeowner Maintenance Responsibility.....	33
Attic.....	33
Homeowners Association.....	34
Interior Features.....	34
Marketing.....	34
Mildew.....	34
Natural Gas.....	34
Orientation Items.....	34
Paint.....	34

Plumbing Fixtures.....	35
Soils	35
Substitution.....	35
Tiles	35
Unauthorized Options.....	35
Upgrades by Buyers	35
Views	35
Water Pressure.....	35
Glossary.....	35
Troubleshooting.....	37
Solutions to common heating & air conditioning problems.....	37
Solutions to common appliance problems.....	38
Solutions to common ceramic tile problems	38
Solutions to common cabinet problems.....	39
Solutions to common concrete problems	39
Solutions to common countertop problems.....	39
Solutions to common door problems.....	40
Solutions to common electrical problems.....	40
Solutions to common exterior finish problems.....	41
Solutions to common fireplace problems.....	41
Solutions to common window problems	42
Solutions to common roofing, gutter and downspout problems.....	42
Solutions to common plumbing fixture problems	42
Solutions to common interior wall and drywall problems	43
Solutions to common flooring and finish problems	43
Solutions to common grading problems	44
Solutions to common painting problems.....	44
Solutions to common plumbing system problems.....	44

New Home Orientation

Important: Please read carefully before your new home orientation

The purpose of this information manual is to thoroughly acquaint you with your new homes many features and to familiarize you with the maintenance and care requirements. Please take the time to read this information manual prior to your orientation.

Prior to the close of escrow, a Fulton Homes Orientation Specialist will meet with you to conduct an orientation and demonstrate the features of your new home and go over maintenance and care requirements.

The New Home Orientation is your opportunity to review the features of your new home. If any discrepancies are found during your New Home Orientation, they will be documented into the "Tablet" orientation software program that will be completed by you and the Fulton Homes Orientation Specialist. You will be able to review this documented information at any time on your "myfultonhome" web account. As the homeowner, it is your responsibility to review this orientation information to ensure that all items that you request to be addressed have been documented on your "myfultonhome" web account. Please note that after move in, we will bear no responsibility for cosmetic blemishes. Be certain that if there are any defects they are put in writing by the Fulton Homes Representative. **No verbal requests or commitments will be honored.**

Upon meeting your Fulton Homes Orientation Specialist, you'll walk through your home and we will explain and demonstrate its many operations and functions. You'll walk through each room, the garage, and the exterior of your new home. We ask that you take only as much time as necessary to examine and understand the operations of your home. Take time during the orientation to discuss the features of your new home with the Fulton Homes Orientation Specialist. This is a good time to make sure that you know how the various features operate and that you know the locations of the utility controls and shutoffs.

At the conclusion of your orientation, you will be asked to review the "Tablet" data entry information that was input into your "myfultonhome" web account and sign the document. This confirmed information is to indicate that you accept your new home, and that all items for which you request corrective action are recorded.

About the Orientation

Please plan on approximately **two hours** for your orientation. A Fulton Homes representative will demonstrate the features of your home. This is an excellent time to ask questions about the proper maintenance and operation of you home's features & components and to gain an understanding of our customer care program.

It is especially important that you know the location of the utility controls and shut-offs.

Prior to your orientation, our construction Project Manager and the local municipalities have inspected your home to ensure that your home was built to both the quality standards of Fulton Homes and current building codes.

If you or the Fulton Homes representative find any additional discrepancies, they will be recorded into your "myfultonhome" web account and the Fulton Homes computer "Tablet" orientation software program and scheduled for repair or replacement. We will make every effort to complete noted defects before move-in, however, some items may be completed following the close of escrow and after you move in.

At the end of orientation you will be asked to sign the electronic Homeowner Orientation Form in the Fulton Homes computer "Tablet" orientation software program. This will be an acknowledgement stating that you accept your home subject to any items needing attention. All items that require any service repair or replacement must be recorded into the Fulton Homes computer "Tablet" orientation software program. **No verbal requests will be honored.**

Please make certain that any damaged items that could be considered damaged during move-in are inspected and their condition noted on the Fulton Homes computer "Tablet" orientation software program. Because of the potential for damage during move-in, we will not be responsible for these items following the orientation:

- CARPET and all other flooring
- CERAMIC TILE and TRAVERTINE-Broken, scratched or chipped tiles on countertops and floors
- CONCRETE-Damaged or stained concrete
- DRYWALL-Damaged or gouged drywall
- FORMICA OR MARBLE/CORIAN TOPS OR PANELS-Marred, scratched, or chipped
- GRANITE OR GRANITEX SURFACES-Marred, scratched, or chipped
- MIRRORS-Scratched, chipped, or cracked mirrors
- PAINT-Marred or scratched paint on walls, trim and doorways; dirt stained exterior at the base of the home
- SCREENS-Torn, gouged, or missing window and door screens
- VINYL FLOORING-Marred, scratched, torn, cut, or dented vinyl
- WINDOWS-Scratched, chipped or cracked glass
- TUBS & SHOWERS-Chips, gouges or scratches
- DOORS-Gouges, scrapes or broken hardware

In order for Fulton Homes to complete all work recorded at your orientation you must be at home or make arrangements for someone to be there. You cannot leave a key for access; there must always be someone there. We will not enter your home in the presence of unattended minor children. If unattended children are present, we will attempt to reschedule the repairs. Please note that service work can be delayed due to circumstances beyond our control. When the requested work has been completed, we will contact you to make

sure that all the work has been completed in a satisfactory manner and to ask that you sign a Homeowner Orientation Sign-Off Form. The construction phase of your home is now considered complete and you will then be transferred to our Customer Care Department.

Our service department and subcontractors do not work evenings, weekends, or holidays. Please make your home available to have repairs completed during normal business hours. **Service calls are scheduled between the hours of 8:00 A.M. and 4:00 P.M. Monday through Friday. No exceptions.**

Customer Care Policy

Our Fulton Homes Customer Care Department is responsible for administering the terms of the warranty program. Our Fulton Homes representatives are trained to respond to your needs promptly and professionally.

Our customer care personnel operate on closely managed schedules in order to service all homeowners in an efficient and timely manner. Therefore, it is very important to make your home available during the scheduled time period for your service call.

To assist Fulton Homes in handling your Request for Service efficiently, we ask that you review this section of the manual carefully. If you have any questions, please direct them to a Fulton Homes representative or the Customer Care Department.

If any warranty repairs arise within the warranty period, they will be scheduled for completion within 30 days of our receipt of your written request. Occasionally, due to circumstances beyond our control, this process may take more than 30 days. Delays may be caused by shortage of materials, back-ordered parts from manufacturers, labor problems or weather.

Some service calls will need to be scheduled accordingly to the scope of work necessary. For example, drywall repairs might be done at one time and repairs to doors and cabinets might be done at another time. This enables the Customer Care Department to complete repairs efficiently.

If you believe that you have a warrantable request, we suggest that you view the Limited Warranty section of this manual before your request service. This will help you decide if the claim is covered by the Limited Warranty, by a manufacturer's warranty, or is considered your responsibility.

If you believe you have an emergency requiring immediate attention, please refer to the Emergency section in this manual. If your situation is not an emergency, please follow the steps on the next page for requesting service.

How to Request Warranty Service

Our Customer Care Department is here to serve you and to respond to your requests under the Home Builder's Limited Warranty as quickly and efficiently as possible. In order to address your requests for service repairs or replacements, we ask that you submit all items through the Internet Warranty Request System online at www.Fultonhomes.com. This allows us to provide prompt, quality service and to maintain a complete file on your property. Include a brief description of the work requested and it's location in your home. For example, please indicate the room, the location in the room, and a general description of the problem. As soon as the warranty request is received, it will be processed and a Fulton Homes representative will call you for confirmation and scheduling.

Please do not call a sales or construction associate in your community to request warranty service!

Please refer to your Homeowners Warranty and Information Manual for additional information about how your home works.

When we receive your request for service, we will make a determination if the request is covered by the Limited Warranty, if it is the responsibility of the manufacturer, or if it is your responsibility. Usually, we will inspect the issue to have a complete understanding of the problem.

Current building industry standards will be used to select the materials and the workmanship practices that are employed in warranty service repairs and replacements.

Our Customer Care Representatives in the field do not have permission to authorize repair work by subcontractors other than Fulton Homes subcontractors and they do not have the authority to extend or alter your Limited Warranty in any way. We **will not** be responsible for lost wage expenses or other repair expenses that you incur for work that you have done by others.

We take pride in the subcontractors who have been selected by Fulton Homes. If you are dissatisfied with the quality of work or the level of professionalism displayed by one of our subcontractors, please contact our Customer Care Department immediately. Your comments help us maintain the high level of service that you deserve.

Emergencies

In the case of emergencies, the Homeowner needs to take appropriate action to minimize any damage as soon as possible. Any damage **caused by the homeowner** is not warranted.

The following are considered to be emergencies.

1. TOTAL stoppage of plumbing sewage system.
2. TOTAL loss of cooling or heating.
3. TOTAL loss of electrical service other than those caused by the utility service provider.

4. A water leak which requires the service to be shut off to the home to avoid serious damage to the home and/or furnishings.
5. Gas leaks or the smell of gas.

Emergency Calls

The safety of you and your family within your home is of the utmost importance to Fulton Homes. Unfortunately, emergencies can occur and it is critical that you know what action to take to protect your family and home. Emergencies are defined as problems that require immediate action to protect you, your family, your home and property. In the case of an emergency, your first step should be to ensure the safety of yourself and your family members. Then, as long as your safety will not be jeopardized, take the necessary steps to correct or lessen the effects of the emergency. Some examples of emergencies are: a natural gas leak, total electrical failure or a major water leak requiring the water supply be shut off. Please do not delay in reporting an emergency. Fulton Homes will not be responsible for subsequent damage caused by a delay in reporting the emergency.

In the event of an emergency follow the following procedure.

1. Using the emergency contact list you were given, please call the appropriate vendor to get the needed repairs made.
2. Contact the Fulton Homes Customer Care Department ASAP to report the emergency service you needed.
3. If you cannot gain contact with the appropriate vendor, you are to contact the Fulton Homes Customer Care Department.
4. If you cannot gain contact with the appropriate vendor or the Fulton Homes Customer Care Department, "IE it is a Holiday" you can use the yellow pages to contact another vendor to get the initial emergency repairs made.

If any damages or the emergency was not caused by the homeowner and if you follow the above guidelines, Fulton Homes will reimburse you for the service call charges.

Limited Warranty

Fulton Homes warrants that every home has been constructed with materials and workmanship of a quality that is standard in the industry.

Fulton Homes warrants that the home will be free of structural defects for a period of two years and nonstructural defects for a period of one year from the closing date of purchase. **Manufactured items are covered under their own warranties. Please use your "My Fulton Homes" web account to access Design Online system for the manufacturer's warranty information.**

The first year warranty covers your home for workmanship and materials. Plumbing, HVAC, and electrical located within the wall space is covered for two years. Examples of structural portions of a home are foundation system & footings, beams, girders, columns, load bearing walls, floor systems and the roof framing system.

Fulton Homes agrees to make all necessary repairs and replacements within said one-or two-year warranty periods, as applicable, provided said repairs and replacements are necessary as a result of defective workmanship or materials.

This warranty shall not cover any defects caused by, or arising from climatic conditions or from the normal characteristics of certain building materials, expansion, contraction, moisture, humidity or any damage resulting from negligence, improper maintenance or abnormal use.

The following items are not covered by warranty:

- Homeowner abuse and neglect
- Normal wear and tear
- Loss from damage caused by Acts of Nature, fire, explosion, smoke, flood, water, hail, lightening, high winds, etc.
- Failure by the homeowner to give prompt and proper notice to Fulton Homes of any defects.
- Changes in the grading of the ground that do not comply with your grading certification.
- Color and pattern match of finished material.

Appliance and product warranties

Your appliances are warranted by the appliance manufacturer. Warranty information for appliances as well as all of your other options can be found on "myfultonhome", simply by clicking on the appliance or option that you have selected for your new home.

Due to terms set forth in the Magnuson-Moss Consumer Protection Act -passed by Congress in 1975, Fulton Homes cannot assume any liability for warranty or be involved in the physical repair of appliance units.

Please note that it is the homeowner's responsibility to call Fulton Homes to schedule for the end of the One Year warranty service and the end of the Two Year warranty service. Fulton Homes will not call you at the end of these warranty periods. We recommend that you mark your calendar as a reminder of these warranty periods so you do not go beyond the warranty periods. It is also a good idea to keep a running list of the items you need warranty service for. You should also call in for and schedule this warranty service at least one month prior to your warranty expiration dates.

All items that may fall under the Limited Warranty must be submitted per the Fulton Homes warranty request procedures before they can be addressed.

Buyer's rights and Fulton Homes' obligations under this warranty are limited to repair and/or replacement at Fulton Homes discretion.

Fulton Homes reserves the right to make repairs or correct any defects for which they are responsible according to the terms stipulated in this warranty at the time and in the manner deemed most advisable by the company.

Warranty Caution: Review and follow all manufacturers cleaning and care recommendations.

Care & Maintenance of Your Home

While your new Fulton Home was built with care, it still requires proper and diligent maintenance on your part to prevent the possibility of damage and keep it in tip top shape.

After you have selected your interior finish options for your new home you will need to become familiar with how to maintain these products and keep these areas in your home looking and performing at their best. Taking proper care of your newly installed products will increase their beauty and longevity.

By following simple do's and don'ts you can extend the life and performance of many products. For example, using the wrong type of cleaner on a particular floor or countertop can easily cause unnecessary damage. Most of our manufacturers recommend cleaning products specifically designed for your particular purchase. Maintenance items like caulking are a top maintenance item. Caulk and paint are your home's first line of defense against moisture penetration. Your home will need annual maintenance as water will always take the path of least resistance. Caulking will eventually shrink and crack. Routine maintenance of these areas is critical in preventing costly repairs. Maintain the caulking at all exterior wood and siding as well as tubs, sinks and water closets.

Our customer care department does not provide maintenance services and claims that are deemed to be homeowner maintenance obligations are not covered under the Limited Warranty. Homeowner maintenance tips are provided in this Homeowner's Manual.

Your new home has been built with quality materials by licensed subcontractors. It was designed with the needs of your family in mind. **It will require regular preventative maintenance by you to preserve its beauty and value.** An understanding of how to care for each feature in your new home will prevent costly repairs and replacements later.

Preventative maintenance on your new home should begin when you move in. Read the following section of this manual to become familiar with the procedures for maintenance.

Building materials such as wood and concrete are subjected to constant expansion and contraction from day to day. This can result in minor warping of wood materials and hairline cracking of drywall, stucco, concrete, and mortar. These effects are particularly obvious in the first year after a new home has been built.

You can minimize these effects by maintaining a constant temperature in your home. This allows the wood to dry at an even rate and may eliminate larger settlement cracks. Minor cracks and displacement of wood are a normal part of the aging process of your home and do not affect its structural integrity.

We have provided an overview of the features and new materials in your new home. Please study each section carefully so that you become familiar with the routine maintenance that your home requires.

Before you do maintenance such as painting and replacing exterior items, please consult your Homeowner's Association or your Codes Covenants & Restrictions. This will make sure that the work you do meets the regulations and guidelines that have been established for your neighborhood. Be especially careful when you paint with a different color, erect new structures or fences, add to or change your landscaping and when you install window coverings that are visible from the outside of your home.

Please refer to your C.C. & R documents for more information.

Air Conditioning, Heating and Ventilation

Air Conditioning: The air conditioning and furnace unit is located in the attic or a mechanical room. The supply registers located in each room are adjustable. The filter for the air conditioning unit is located in the return air grill which is typically found in a central hall way or the mechanical room. This filter should be changed monthly. The thermostat is typically installed in the same hall as the return air grill.

Your home is equipped with a high-quality heating and air condition system that complies with local and state energy codes. With proper care, these systems will provide many years of enjoyable, dependable service. Please read the instructions and become familiar with the heating and air conditioning systems before you use them.

The air conditioning and furnace unit is designed to maintain a comfortable temperature within the home. The unit works best when set at a desirable temperature and left alone. Once the home and all of the contents within it have reached the desired temperature, the system will cycle on and off to maintain this temperature. This is more efficient and cost effective than shutting off the unit which would require extensive heating or cooling to achieve the desired temperature. This will also help to prevent wood and drywall from being damaged due to excessive heat or cold, especially if your home is left unoccupied for an extensive amount of time.

Refrigerant passes through the coils in the condenser and then to the AC unit in the attic or mechanical room. The condenser should be level and free from any obstruction such as plants, bushes, or fences. The pad that the condenser sits on should remain level to insure proper operation. Also, be sure to maintain proper drainage around the unit.

The condensation lines must also be monitored. They must be kept free of obstructions. If you see water coming out of the upper condensate line this is an indication that the condensate drain pan in the attic is plugged. This will need to be cleared as soon as possible. Contact your HVAC installer or the Fulton Homes customer care department.

Heating: The HVAC System is designed to maintain desired temperature. To Heat or Cool set the thermostat to a desired temperature and let the system work as designed. It is not recommended to turn the unit off and on. The air conditioning and heating system is designed to cool your home 30 degrees lower than the outside air temperature with a minimum of 78 degrees. For calculation purposes the measurements are taken at the center of any room at five feet above the floor.

The heating and cooling system in the basement is totally electric; gas is not used for heating.

You will need to balance your HVAC register at different times of the year due to temperature changes. This involves the adjustment of the registers in each room to control the air flow into that room. This will help to keep an equal temperature throughout your home.

Some homes are equipped with a Zoning system. This system allows specific rooms to be heated and cooled at different temperatures for your needed comfort. There is a separate heat and cold sensor in the rooms that are controlled by this system. The temperature is controlled by a thermostat in that room or at the main thermostat. Your HVAC system has extended warranties available. Please see your HVAC owner's manual for specific operations of this system.

Venting: There are exhaust vents located in your bathrooms, kitchen and utility room. These systems help to remove steam and moisture in these areas. The bathroom and utility room vents are in the ceiling. The Kitchen hood vent is located over the range or cook top. This is a standard feature in all of our homes.

Attic Spaces and Ventilation: Do not store anything in your attic. This may void your structural warranty. **High winds and rain may blow water in through these vents from time to time. This is not covered by your warranty.** Do not block or close attic vents.

We recommend that filters be changed every 30 days.

It is important to read the Manufacturer Service Manuals, operating instructions, maintenance guidelines, warranties, and energy-saving recommendations. Where appropriate, fill out and return the Warranty Registration Cards to the manufacturer.

All questions and requests for warranty service on your heating and air conditioning systems should be directed to the mechanical contractor listed in the telephone directory provided for you.

An extended annual service contract is available from a licensed HVAC Contractor that provides seasonal check-ups of the heating and cooling components, plus periodic cleaning. The advantage is that scheduled service may reduce system failure by preventing problems before they occur.

Manufacturer Warranties: The heat pump or natural gas heating & cooling system installed in your home is protected by Manufacturer Warranties that may extend beyond Fulton Homes First Year Coverage. Should you experience warranty-protected problems beyond the first year of occupancy, please contact the HVAC Contractor listed in the Fulton Homes Homeowner Service Directory.

Warranty Caution: Any addition, alteration, or modification to the original heating, venting, or air conditioning system installation, unless performed by the original licensed HVAC Contractor, will void all applicable warranties. **Review and follow the HVAC manufacturers cleaning and care recommendations.**

Your heating and air conditioning systems can play an important role in the first year after you move in. By maintaining an even temperature, you can minimize the contraction and expansion of the materials in your home.

The following suggestions are intended to assist you in getting the maximum usage and enjoyment from your heating and air conditioning system:

1. We recommend that filters be changed every 30 days. In areas with heavy dust more frequent changes may be in order. Fresh filters can significantly reduce operating costs and will prolong the life of your system.
2. Check the operation of your system well in advance of peak operating seasons. Notify the appropriate subcontractor of problems before seasonal service demands are the greatest.
3. Keep all vents and registers clean and free of dust, cobwebs and debris.
4. Keep plants and grass trimmed well away from the outdoor unit.
5. Keep the condensing unit relatively level and keep the area surrounding the unit clear to allow unimpaired airflow. Do not plant bushes near the unit and be careful that dirt, leaves, and grass clippings are cleared away. For a thorough cleaning, contact a licensed HVAC Contractor.

Appliances

Information about each appliance can be found in the literature that is supplied by the manufacturers. Copies of these booklets are normally provided with the appliances, if not, you can go to you're your "myfultonhome" website and get that information from Envisions. **Please read the manufacturers instructions on usage and care before you use your appliances.** At move-in time, please

check all appliances for proper operation. Fill out and mail in warranty cards. Review the Manufacturers Service Manuals for operation instructions and maintenance instructions. You should then keep the manuals in a convenient location for future reference. Your appliances are covered by warranties from the manufacturers. Contact the appropriate manufacturer or distributor for service or questions about the use and care of the appliances.

Manufacturer Warranties: The appliances installed in your home are protected by Manufacturer Warranties. Should you expect warranty-protected problems beyond the first year of occupancy, please contact the appropriate manufacturer.

Warranty Caution: Review and follow the appliance manufacturers cleaning and care recommendations.

Gas Leaks

If you smell gas do not use light switches or phones, including cell phones in your home. Leave your home immediately. Call the gas company or 911 from a neighbor's home. In an emergency the gas can be shut off at the valve at the gas meter.

Gas Valves

The typical locations for gas valves in your home are at the:

- Cooktop
- Furnace in the attic
- Furnace in the mechanical room
- Utility/Laundry Room
- Water heater
- Fireplace

The typical locations for gas valves on the exterior of your home are at the:

- Gas main at the gas meter
- BBQ
- Pool/spa
- Exterior fireplace

Balconies and Decks

Your new home may require balconies and decks. They require a small amount of care and are designed to last for many years. Do not install heavy equipment or nail anything to your balcony or deck. The hole caused by the installation could allow water to enter your home and cause damage. Such damage would be your responsibility.

If your balcony or deck has roof drains, they should be kept free of debris. This allows proper water flow from the balcony. After a rain, water may stand in small puddles for a short time before evaporating. This is expected with any flat surface and is normal. Remember, water can be trapped under potted plants and trays on your balcony.

Cabinets

Your cabinet fronts are made of finished hardwoods. With proper care, the beauty and utility of your cabinets will last for many years. Remove splashes and splatters promptly to avoid permanent stains. The beauty of your cabinetry can be preserved by polishing with waxes or polishes formulated for furniture use. **Lemon and orange oils are not recommended** and whitewashed finishes require a non-yellowing wax or polish. You can contact the cabinet manufacturer by their web site for additional information.

The wood in your cabinets is a natural product. It is subject to drying and can warp. This could cause drawers to stick and prevent doors from closing properly. If you notice sticking drawers and cabinets doors that do not close properly during the warranty period, please notify the CUSTOMER CARE DEPARTMENT on your "myfultonhome" web site. Maintenance of cabinet drawers and doors is the responsibility of the homeowner.

Minor scratches can be covered with a putty stick that matches the finish of your cabinets. Putty sticks can be purchased at paint or hardware stores.

It should be noted that it is not unusual for the color of the installed cabinets to be different from samples shown at time of selection.

Color can differ with wood grain variation and stain used some color variation on stained areas is to be expected.

Cleaning Tips

Wood Finishes:

Dusting

Dust cabinets frequently with a soft lint-free cloth. You can dampen the cloth slightly with water or a spray-type dust remover.

Spills

Clean spills immediately. Use a clean cloth and mild soap if necessary. Wipe dry with a clean soft cloth.

Cleaning

There are a number of products available for your wood cleaning needs. See manufacturer recommendations for recommended cleaning products.

Polishing

We recommend that you wash and polish cabinets once or twice each year. See manufacturer recommendations for recommended polishing products.

Don'ts

Never use detergents, soap pads, or steel wool on your cabinetry. These harsh abrasives will mar the wood finish. Additionally, the manufacturer recommends that you avoid the use of paste wax and polishes that contain silicone; the wax build up is difficult to remove and will leave a residue that attracts dust.

Melamine and Vinyl

Periodically clean the interior surfaces of your cabinets. See manufacturer recommendations for cleaning products.

Glass Doors

You can use any commercial glass cleaner to clean the glass. Additionally, the glass can be cleaned while mounted on the door, or can be removed for better access.

While cleaning mounted glass, be careful not to damage the finish of the door and cabinet parts while cleaning.

To remove the glass panel, carefully loosen the screws and lift panel out. The door glass is tempered to resist chipping and shattering. However, all glass is fragile so handle carefully.

Do not spray glass cleaner directly onto glass or cabinet parts. Glass cleaner seeping into areas behind the mullions may discolor the wood. Instead, spray a small amount of cleaner onto a lint-free cloth or paper towel, then wipe the glass.

Preventative Care

If you have a self-cleaning oven

Self-cleaning ovens are cleaned through the use of intense heat. If the heat gasket does not seal properly, heat may escape from the oven.

Cabinets installed near a self-cleaning oven can suffer finish or surface damage. To minimize the risk of damage during cleaning cycles, we recommend that you remove doors and drawers from cabinets that are above and adjacent to a self-cleaning oven.

Regarding placement of heat producing appliances

We recommend that you do not mount heat-producing appliances, such as coffee makers and toaster ovens, beneath cabinets. Excess heat and moisture from these appliances can damage cabinets.

UV Effects

For all Wood Cabinetry

Over time, Ultra Violet light rays in natural sunlight may affect the appearance of your cabinets. Merillat applies UV inhibitors to all its wood cabinetry as part of the finishing process. The finish on your cabinetry will not change, but the wood may, depending on its natural characteristics, the amount and direction of light exposure, and the portion of the cabinet that receives light.

Warranty Caution: Review and follow the cabinet manufacturers cleaning and care recommendations.

Orientation Check List: Carefully examine all cabinets during the Orientation. Scratches, chips, and cracks will not be repaired after occupancy unless specifically noted at the Fulton Homes Orientation.

Caulking

Over time, and particularly during warm, dry weather, caulking will dry and shrink. When this happens, it no longer provides a good seal against moisture. As a part of your routine maintenance, you should inspect the caulking around your sink tops, tubs and ceramic tiles and repair as needed.

Ceilings & Walls

The ceilings and walls in your home are easy to maintain. They do not require special attention other than occasionally cleaning and periodic painting. Remove dust or cobwebs as part of your routine cleaning. When needed and as part of your regular maintenance, you may want to repaint.

Warranty Caution: The burning of candles can lead to soot build up on walls and ceilings which is not covered by your limited warranty.

Warranty Caution: Any alteration of bearing walls may cause damage to the structure by reducing its load bearing or support capacity, and will void all structural defect warranties.

Major settling cracks and nail pops should be referred to Fulton Homes for repair. To make the most of this service, we recommend that you wait until the eleventh month before submitting your request for service.

Drywall repair notes: Please do not write on walls or make other marks where drywall is to be repaired.

After making drywall repairs, Fulton Homes will paint **original** painted areas. Visible, minor drywall imperfections are normal. Any repairs to textured walls and ceilings will have slight color and texture variations, which are normal.

Nail pops and drywall repairs: Home settlement and the normal drying of stud framing and drywall materials cause minor drywall cracks on the interior wall and ceiling surfaces. This is normal with any new home and is homeowner maintenance.

Concrete

Concrete is a major structural material in your new home. It provides strength and durability for the foundation, driveway and sidewalks. While concrete requires minimal care, it should be kept free of accumulated dirt, debris, oil and greases. **Do not run water or allow water to pond near the foundation, patios, walks or driveways.** Water can cause soil expansion, which can result in fractures to the concrete as well as movement within the home.

Warranty Caution: Avoid planting grass or any other vegetation within 2ft of any concrete including driveways, walkways, sidewalks, patios, and entryways. Failure to do so will void all applicable warranties and can result in damage to your concrete.

In the extreme variation of temperature and humidity in this area, minor cracks and surface color variation in concrete are normal and unavoidable. Small cracks, which are the result of expansion and contraction of concrete are characteristic of concrete and do not affect its performance or durability. The driveways and walkways in your new home are designed for residential use. Do not permit large trucks and delivery vans to use your driveway. Fulton Homes will be responsible only for cracking that is deemed to be excessive by the Register of Contractors.

Due to the large size of concrete house and garage slabs, hairline cracks less than 3/32 inch in width are common, and are caused by slight home settlement, or expansion and contraction. These cracks are normal and it is best to leave them alone, since attempts to fill the cracks will not stop the expansion and contraction. This includes a garage slab crack that is less than 3/32 inch in width, a garage with a vertical displacement crack less than 1/8 inch; and a house slab with a vertical displacement crack less than 1/6 inch.

Concrete Repair Note: Fulton Homes cannot ensure that concrete repairs requiring new material will match the color of existing material. Color variations are normal.

Countertops

The countertops in your home may be constructed of glazed ceramic tile, plastic laminate, granite stone slab, quartz stone slab, cultured marble or Corian. They are designed to provide years of use. **Any flaws or damage to your countertops must be noted during your Homeowner Orientation so as to be covered by the Limited Warranty.** After you have moved in, the care of your countertops is your responsibility.

We offer these instructions to ensure that your countertops remain beautiful and functional for years:

- Do not cut or chop with sharp objects or kitchen utensils. Always use a cutting board to protect your countertops when you prepare food. While minor scratches that result from cutting food may not be noticeable at first, in time they will dull and mar the luster of the finish. This can happen to even the hardest ceramic tile.
- Wipe up spills immediately. Some liquids, particularly hot ones, can cause almost imperceptible stains on ceramic tile grout and Formica. In time, the stains can accumulate and become unsightly.
- Be careful to avoid dropping pots and pans and other kitchen items on your countertops. This can break or chip the counter's surface.
- Protect the finished surface from hot items with a heat protector pad. Remember, they are heat retardant, not heat resistant.
- Countertops can be damaged by sitting on them. Excessive weight can cause warping, drawer malfunction or may cause the top to pull away from the wall.

Ceramic Tile

Glazed ceramic tile is known for its durability and the variety of colors and designs. Ceramic tiles are purchased in Dye lots that have the same texture and color. Because an exact replacement match of ceramic tile can be impossible, we urge you to take special care to avoid breaking or damaging the ceramic tile. Save any unused tile that you may have for future repairs.

Ceramic tile is brittle and can be broken by a sharp blow from a heavy object. The best way to avoid broken tiles is to use a cutting board and other protection for your ceramic tiles when you are at work in your kitchen. Wipe spills away promptly to avoid staining the grout. Warm soapy water, a detergent or a commercial tile cleaner can be used to keep your tile bright and shiny.

The seams, joints, and sealers are not waterproof, and require proper maintenance to prevent water seepage and damage of materials adjacent to and underneath the tile. Inspect these areas frequently and apply a silicone caulk to the joint as needed.

Note: Fulton Homes cannot ensure that ceramic tile repairs requiring new material will match the color of the existing tile material or colored grouting. Color variations are normal.

NOTE: Failure to follow any of the above procedures will void your countertop warranty!

Orientation Check List: Carefully examine all ceramic tiles during the Orientation. Scratches, chips, cracks, tile stains and grout stains will not be repaired after occupancy unless specifically noted at the Fulton Homes Orientation.

Cultured Marble and Granitex

Cultured marble/granitex is a modern product, which adds style to your bathrooms. The manufacturers have instituted as many procedures as practical to insure a consistent product. Listed below are several characteristics that are beyond the manufacturers control.

Hairline Scratches: Whether inward or outward, they are considered normal, and customer maintenance is recommended to buff these scratches out as necessary.

Irregular Granitex or Color: For each square foot of marble an exact percentage of pigment is added. Although they may be disbursed in a wide range of graining, this effect gives each product a character of its own. The manufacturer cannot control the results of either color or graining.

Gel Coat: Gel coat, the outermost skin is prone to varying degrees of inconsistencies:

1. Orange peel effect, caused by temperature of drying.
2. Ripple effect caused by shrinkage.
3. Stress marks, which are also cause by shrinkage.
4. Dimples, caused by impurities in the chemicals or catalyst.

Specks or Impurities (Cultured Marble Only): Specs or impurities are considered normal; lampblack, which is mined with limestone (the manufacturers basic material), are inherent. These specks filter down during the mixing stage and are impossible to identify prior to manufacturing. Very large stones are removed prior to delivery.

Thermal Shock: Rapid changes of temperature from 5 ° F to 70° F may cause cracking. Keeping marble at room temperature (65° F to 80° F) and controlling water heater temperature to approximately 120° F can control this effect.

Yellowing: The yellowing of cultured marble/granite is an inherent property of the product. As part of the normal aging process, cultured marble/granitex will yellow. There are some determining factors that do affect this process. The thinner materials, such as shower panels, are more susceptible to discolor at an accelerated rate. Cultured marble/granitex installed in a secondary bath, which tends to be darker than the main bath, tends to discolor at an accelerated rate. Naturally bright-light baths tend to decelerate the process. ****Stationary objects** (IE: ceramic tooth brush holders, planters, tissue paper holders, towels) must be moved periodically to eliminate yellowing from underneath the object.

Structural Defects and Factory Workmanship SHALL NOT include:

1. Irregular graining or colors.
2. Hairline scratches.
3. Ripples or lines visible in the gel coat.
4. Specs or impurities in the finished product.
5. Thermal shock. IE rapid temperature changes from cold to hot which tends to crack vanity bowls and/or bathtubs.

Homeowner's Responsibility

Proper maintenance of cultured marble is similar to the maintenance needs of fine wood. Remove spills immediately to avoid stains. The lacquer contained in most hair sprays can damage the surface coating of cultured marble tops. **Do not use abrasive cleansers on your cultured marble countertops or marble bath panels.** Most food and drinks are acidic and can etch the finish on the marble. **Do not place any items, which may scratch the surface directly onto the countertop.**

Routine care of cultured marble countertops requires warm water and a soft cloth or sponge. If the surface of your cultured marble countertops becomes dull, you might consider having the marble polished by a professional who specializes in marble polishing.

Add caulk as necessary from shrinkage or settling. Use latex caulking were cultured marble/granitex meets the walls, and silicone caulking where culture marble/granitex meets culture marble/granitex (joints).

Apply polishing products as directed by the manufacturer of the product to prevent hard water build-up, reduce scratching and to maintain luster. It allows quick and complete water run off. See manufacturer recommendations for recommended polishing products.

Avoid gritty abrasive cleaners (any dry powder cleaners), bleaches or acetone based nail polish. Use only mild **liquid** cleaners.

Hand wipe or buff any scratches incurred during normal use with similar paste wax using a feathering method.

Items **NOT** to be used or placed on marble:

1. Razor blades to remove any foreign material.
2. Cigarettes placed on any edge or surface.
3. Any acetone based cleaners or other acetone based liquids.
4. Old style Polaroid negatives, including curing lotion.

NOTE: Failure to follow any of the above procedures will void your countertop warranty!

Orientation Check List: Carefully examine all countertops during the Orientation. Scratches, chips, stains, swelling, and cracks will not be repaired after occupancy unless specifically noted at the Fulton Homes Orientation.

Corian Solid Surfaces

Corian® was created for a lifetime of easy care. Just follow the simple guidelines listed here to keep your Corian® surfaces looking as fresh as the day they were installed. Your care and maintenance kit will provide you with the tips and tools to help you enjoy your new Corian® top for years to come. To download a PDF version of Corian® Care and Maintenance tips go no-line to www.corian.com

Routine Care

Typically, three types of countertop finishes are used: matte/satin, semi-gloss and high-gloss. Most countertops are finished with a matte/satin finish. All sinks have a matte finish. However, routine cleaning may raise the gloss level of the countertop over time. Soapy water, ammonia-based cleaners (Not window cleaners) or commercially available solid surface cleaners will remove most dirt and residue from all types of finishes. [See manufacturer recommendations for recommended cleaning products.](#) Stubborn residue will require a little stronger cleaner. Follow the product recommendations to properly clean your countertop and sinks.

With over 100 colors and varying hues, some colors may appear to require more frequent cleaning to maintain their beauty. Darker colors tend to show fine scratches more easily and will require more attention than lighter colors. Over time through care and use your countertop will acquire a patina, changing the appearance of the finish. You may restore the look of the original finish by following the refurbishing guidelines per the manufacturer recommendations.

Contact your local Corian® sales expert if you are unsure of your finish.

Cleaning All Finishes

- **Most dirt & residue:** Use soapy water or ammonia based cleaner (not window cleaners), rinse and wipe dry.
- **Preventing hard water marks:** Wipe countertop dry after spills or cleaning.
- **Removing hard water marks:** Use an over-the-counter cleaner formulated for hard water marks that is recommended by the manufacturer.
- **Difficult residue:** Spray residue with Deep Cleaner recommended by the manufacturer. Follow instructions on cleaner bottle. If residue persists, repeat process. If residue still persists, follow directions for removing scratches.
- **Disinfecting:** Occasionally, wipe surface with diluted household bleach (1 part water/1 part bleach). Rinse top thoroughly with water and wipe dry.

Sinks & Lavatories

- **Cleaning:** Follow procedures above and see manufacturer recommendations for recommended sink cleaning products.
- **Disinfecting:** Occasionally fill sink 1/4 full with diluted household bleach (1 part water/1 part bleach). Let stand for 15 minutes, and then wash sides and bottom as solution drains. Rinse sinks with water.

CAUTION

- DO NOT get bleach solution in eyes or on bare skin. Always follow the manufacturer's safety precautions.
- Over-the-counter cleaners recommended by the manufacturer may be used for routine cleaning in place of soap and water.
- To enhance the gloss level on semi-gloss and high-gloss finishes, use a countertop polish. See manufacturer recommendations for recommended countertop polishing products.

Preventing Heat Damage

Corian® is an excellent material for heat resistance. As with all countertop materials, it is important to minimize direct heat exposure to protect your surface and investment. Always use heat trivets or hot pads when placing hot objects on any surface. Allow cookware to cool before placing them into a Corian® sink.

Preventing Other Damage

In most cases Corian® can be repaired if accidentally damaged. However, be sure to follow the guidelines here to prevent any permanent damage to Corian®.

- Avoid exposing Corian® to strong chemicals, such as paint removers, oven cleaners, etc. If contact occurs, quickly flush the surface with water.
- Do not cut directly on Corian® countertops.
- Boiling water alone will not damage your Corian® sink, however it's a good practice to run your faucet while pouring boiling water into your sink.

Removing Minor Cuts and Scratches

Because the solid beauty of Corian® goes all the way through, Corian® surfaces are completely renewable. You can remove minor cuts and scratches yourself by following the manufacturer recommended procedures.

Sources for materials mentioned above:

*For large defects and repairs or for complete routine professional refurbishing service, contact your local Corian® sales expert.

NOTE: Failure to follow any of the above procedures will void your countertop warranty!

Orientation Check List: Carefully examine all countertops during the Orientation. Scratches, chips, stains, swelling and cracks will not be repaired after occupancy unless specifically noted at the Fulton Homes Orientation.

Granite and Quartz Slabs

Granite/quartz countertops are beautiful, durable and easy to care for. With the proper care, your granite/quartz countertop will stay new-looking for years. Stone is one of the easiest surfaces to maintain. These care instructions are designed to assist you in their day to day care to ensure your tops are maintained to retain their radiant, lustrous appearance for many years.

Cleaning

There is nothing inherent in granite/quartz stone that will cause stains. Stains are always from exterior causes and usually are organic, oil or rust related. Identifying the cause of the stain is the key to removing it. Remove a stain on granite/quartz, basing the method depending on the type of stain. Blot up spills immediately, before they penetrate the surface.

Follow the manufacturer recommendations for recommended granite and quartz cleaning products to remove:

- **Coffee, tea, or fruit stains**
- **Ink or marker stains**
- **Wine, ink or other non-oil stains**
- **Oil-based or fat-based stains**

Maintenance

Granite only: The manufacturer recommends that you re-apply granite surface sealers as needed (minimum of annually). Follow the manufacturer recommendations for recommended granite and quartz sealing products. These granite sealers are available at local building supply stores. Follow the manufacturers recommended application procedures listed on the container. Use a non-toxic sealer on food preparation areas. Consider using a new disinfectant cleaner made specifically for granite. **NOTE:** You do not need to use a sealer on Quartz stone surfaces.

If you do not maintain a quality seal on your granite, you encourage possible stains. Without the seal, granite is porous and will absorb moisture. This is an inherent characteristic of natural stone. Some granite is less dense or more absorbent than others.

Call your professional stone supplier, installer, or restoration specialist for problems that appear too difficult to treat.

Ask a professional to remove or repair a scratch in granite/quartz.

General Information

Use coasters under all glasses, particularly those containing alcohol or citrus juices. Many common foods and drinks contain acids that will etch or dull the stone surface.

Do not place hot items directly on the stone surface. Use trivets or mats under hot dishes and placemats under china, ceramics, silver or other objects that could scratch the surface.

Please Note: The seams in granite/quartz slab countertops may vary in placement from that of a model home or your neighbor's home. This is due to the size of the slabs you may have selected and the natural stability of the slab.

Please Note: Granite/quartz slabs are selected to best match those samples seen and are a natural material and will never match the color, grain and texture samples seen or those in the model or existing homes.

Warnings:

- Do not use products that contain lemon, vinegar or other acids on granite/quartz countertops. Strong detergents, bathroom cleaners, grout cleaners, tub & tile cleaners or corrosive liquids can dull the polished surface and should not be used.
- Don't use abrasive cleaners such as dry cleansers, scouring powders, or 'soft' cleansers.
- Do not cut on your granite/quartz countertops, use a cutting board!
- Do not mix cleaning products such as ammonia and bleach together - the result is toxic.
- Do not stand or kneel on your countertops to reach high objects.

NOTE: Failure to follow any of the above procedures will void your countertop warranty!

Orientation Check List: Carefully examine all countertops during the Orientation. Scratches, chips, stains, swelling and cracks will not be repaired after occupancy unless specifically noted at the Fulton Homes Orientation.

Plastic Laminate

Your kitchen countertop and laundry may be made of plastic laminate. It is constructed of a thin sheet of hard plastic that is laminated onto a wooden base. It is important that you not break the bond of the two materials. Keep standing water away from the back splash, seams, and the seal around the sink. These areas are prone to water damage, since excessive moisture eventually will break down the seal and cause swelling or delaminating. Check seams periodically and re-caulk as necessary. Do not place hot pans directly on the counter's surface. They will scorch the surface.

Laminate may be stained by the inks used to mark grocery products, especially meat and produce. These can be difficult to remove, so we suggest that you avoid these items directly on the countertops.

Protect your countertops against appliances that generate heat IE (coffee makers, electric skillets/fry pans, etc) especially at mitered seam areas.

Clean with liquid detergents only. Do not use abrasive cleaners. Follow the manufacturer recommendations for recommended laminate cleaning products.

Absolutely no cutting or chopping on counters regardless of patterns! Use of a cutting board is highly recommended.

DO NOT place any hot objects directly on you countertops. This includes but is not limited to; hot plates, skillets, irons, and frying pans.

DO NOT place your dish strainer or a towel for air drying dishes over any mitered seams. The excessive moisture over time can penetrate the seam and cause water damage and **delaminating will occur!**

DO NOT apply excessive weight on the laminate tops. This can cause cracking of the tops and seams.

Keep standing water away from the back splash, seams, and the seal around the sink. These areas are prone to water damage, since excessive moisture will eventually break down the seal and cause swelling and delaminating. Due to shrinkage and settling check outer edges and backsplash seams periodically and re-caulk with latex caulk as necessary.

The seams of your counter have been treated with a “seam fill” product, but you should not allow water to stand on the seam. The water can penetrate the seam causing it to buckle. To help prevent this, the manufacturer suggests that you use paraffin wax on the seams as part of your routine maintenance. Your local hardware store or home center can advise you on the proper product.

Warranty Caution: Review and follow the countertop manufacturers cleaning and care recommendations.

NOTE: Failure to follow any of the above procedures may void your countertop warranty!

Orientation Check List: Carefully examine all countertops and vanity tops during the Orientation. Scratches, chips, stains, swelling, and delaminating from water damage and cracks will not be repaired after occupancy unless specifically noted at the Fulton Homes Orientation.

Doors

Your home comes with a variety of doors that are subject to expansion, contraction, and minor movement with changes in heat and humidity and normal settling of your home. The result can be warping and sticking. This is normal and may correct itself as conditions change. You should allow you home to go through at least one dry and one damp season before you make permanent changes. The hinges and locks on your doors may require lubrication with a silicone spray from time to time for proper maintenance and to prevent squeaks. Remove the hinge pin and rub it with a graphite tube or lead pencil and then replace it. We do not recommend using oil because it accumulates dust.

Interior & Exterior Doors:

Look at your doors carefully. You sign off on dents, dings, and scratches at your Orientation. Be advised that security and storm doors will void the warranty on your door and possibly the wall surrounding it. Additionally, glass storm doors add heat which may cause warpage or discoloring of your exterior doors. The operation of the door is affected by humidity levels. Please be advised that your exterior door thresholds need maintenance, keep the finish clean and adjust for weather seal as needed. Interior doors should not warp in excess of ¼ inch, top to bottom. Prohibit children from swinging on doors.

Check the finish on your exterior doors several times a year. Doors that receive direct sunlight should be inspected more often. Use touch up paint or varnish as needed. If you notice that the finish is beginning to crack or peel, refinish the door promptly. Unattended, cracking and peeling will progress rapidly and destroy the surface of the door.

Warranty Caution: Review and follow the door manufacturers cleaning and care recommendations.

Garage Doors

Caution: The installation of a garage door opener, unless installed as an available Fulton Homes option, will void any applicable Garage Door Warranty. Garage doors are warranted for proper mechanical operation as installed. The installation of a garage door opener alters the operation of the door, and Fulton Homes cannot be responsible for altered mechanical operation.

Warranty Caution: Review and follow the garage door manufacturers cleaning and care recommendations.

Sliding Glass Doors

Sliding glass doors require routine maintenance. Perhaps the most important step is to keep the door tracks free of dirt and debris. The door tracks are soft and can become damaged if they are not kept clean. Use a broom or brush to loosen collected debris. Thoroughly vacuum as a part of your regular cleaning routine.

Avoid using abrasive cleaners as they may scratch the frames. After cleaning, apply paraffin (wax) to the rollers to prevent corrosion. If doors do not slide freely, an oil-free silicone lubricant can be used on the tracks. Do not use any oil-based lubricant on aluminum. Oil attracts dust and dirt, which become embedded in the lubricant and may damage the aluminum.

Sliding glass door frames have small weep holes at the bottom to permit water to drain from the track. Keep the weep holes open and free of debris. Avoid flooding door frame tracks. Excessive water can overflow the track and back up into your home.

During high winds, air will penetrate your doors, especially through the weep holes. This is normal. The weep holes are necessary for proper ventilation and you should keep them clear at all times.

A few simple maintenance tasks will ensure your windows provide years of trouble-free service.

Do not apply window-tinting film materials to double-glazed sliding glass doors. The use of these materials can cause a buildup of heat between the panes of glass. The excessive heat will destroy the seals and permit water condensation to form between the panes.

Aluminum foil also causes a heat build up between windowpanes and should not be used.

Adding window tinting or aluminum foil to your sliding glass doors will void the warranty on your sliding glass doors.

The use of self closing devices on sliding glass doors will also void their warranty.

Warranty Caution: Review and follow the sliding glass door manufacturers cleaning and care recommendations.

Orientation Check List: Carefully examine all door glass during the orientation. Glass that is broken or scratched will not be repaired or replaced after occupancy unless specifically noted at the Fulton Homes Orientation. Scratches that cannot be seen at a distance of not less than 15 feet in natural light will not be replaced.

Electrical System

The electrical system in your new home was designed by professionals to comply with stringent local, state and national building codes. It is intended for normal residential use.

Warranty Caution: Any addition, alteration, or modification to the original electrical system installation, will void all applicable warranties and can result in damage to your home.

IMPORTANT NOTE: If your main breaker trips or is turned off, wait 2 to 3 minutes before turning it on. Then, restore power to the other circuits one by one. This avoids overloading the system.

If you notice sparks or smell burning, find the location of the odor or sparks. If an appliance is plugged into that outlet, check the appliance for a short in the cord or other problem and unplug it immediately. If this is not the problem, shut off the problem circuit and call the electrical subcontractor listed in your directory.

IMPORTANT NOTE: Immediately call the fire department if there is any possibility of a fire.

If there is no power to an electrical outlet, make sure that a wall switch that may be turned off does not control the outlet. Once this is determined, inspect the circuit breakers and reset any that are in the OFF position.

Some fixtures have an ON/OFF switch located on the fixture. If a hanging light fixture does not work, make sure the switch is on. If your fixture does not have a switch, reset any tripped circuit breakers.

If a luminous light fixture does not work, make sure all fluorescent bulbs are installed properly. Adjust any tubes that are flickering or buzzing for an extended period of time. Check wall switches and circuit breakers.

Circuit Breaker

During the Homeowner Orientation, our representative will point out the location of the circuit breaker panel. There will be one master circuit breaker and several individual circuit breakers. Circuit breakers trip under excessive electrical load. In an event of a loss of electrical power in your home, follow these steps:

1. If the power loss is in one area of your home and power is unavailable in other areas of your home, it is likely that an individual circuit breaker has tripped. Unplug any appliances in the area that are without power and turn other appliances off. Check the circuit breaker and, if necessary, reset it. Overloaded circuits can also cause tripping. This occurs when too many small or large appliances are used on one circuit. To reduce the load, unplug appliances that may cause overloading, and then reset the breaker as described above. Plug your appliances back in. If the circuit breaker fails repeatedly, you have either a short circuit in one of your appliances or a short circuit in the electrical system in your home. Do not attempt further repair. Call the Fulton Homes Customer Care Department or licensed electrician if your home is still covered under the Limited Warranty.
2. Reset tripped circuit breakers by moving them to the OFF position and then to the ON position.
3. If electrical power is lost throughout your home, check the master circuit breaker. If the master circuit breaker has tripped, reset it.
4. If the master circuit breaker trips repeatedly, refer the problem to a licensed electrician. If the master circuit breaker has not tripped, take a look around your neighborhood. If you notice a general electrical failure in your neighborhood, call your electricity company to report the problem.

Ground Fault Circuit Interrupt Devices (GFCI)

A ground fault interrupter is a highly sensitive safety device installed in areas of your home where shock potential is highest. GFCI electric outlets prevent electrical shock, and are installed in kitchens, bathrooms, garages, and exterior areas where water may be present. GFCI receptacles are sensitive to power surges and interrupt power under certain conditions to prevent injury. These are special circuit

breakers that are designed to break the flow of electricity in the event of a short circuit. This will prevent dangerous electrical shock. When this occurs, the GFCI outlets will need to be reset according to the manufacturer's instructions.

GFCI outlets are often wired in a series. For example, the bathroom GFCI outlet controls the bathroom, and may possibly control other outlets throughout the interior and exterior as well as the garage.

If there is no power in a bathroom, kitchen, garage, or outside receptacle, these receptacles may be connected to a Ground Fault Circuit Interrupt (GFCI) device designed to interrupt the flow of electricity preventing electrical injury or damage. Locate the nearest GFCI outlet. Also Check the GFCI in the bathroom. Also be aware that some homes have multiple GFCI circuits, so be certain to inspect and reset the affected outlet. If the reset button has tripped, press it in to restore power. If that does not work, check and reset the circuit breaker in the panel box first, then press the GFCI reset button. If the outlet still fails, it may indicate a short in the appliance being used. If power is not restored, determine if the circuit is being overloaded. Two hair dryers or other appliances being used on one circuit could cause a breaker to trip. If other appliances will not operate, an electrician should be contacted.

IMPORTANT NOTE: Unattended appliances such as freezers, refrigerators etc. cannot be used on GFCI circuits. Do not plug appliances such as power tools, air conditioners, freezers, or refrigerators into GFCI outlets. The electrical surge that occurs when these appliances cycle will trip the GFCI outlets and break the circuit. These devices need to be plugged into a dedicated outlet.

To test GFCI circuits, press the **Test** button on the receptacle. The outlet should not perform. To reset, press the Reset button.

Lighting

Interior and exterior light fixtures require periodic homeowner maintenance to preserve the finish. The light fixtures in your new home are designed for standard wattage bulbs. To avoid excessive heat, you should follow the manufacturers recommendations attached to the fixture.

Do not use cleaning solvents or other strong chemicals on the plastic lighting panels.

Outlets and Switches

Convenient electrical outlets can be found in every room in your new home. Do not exceed the capacity for which the outlets were designed. If an electrical outlet does not work, check first to make sure the outlet is not controlled by a wall switch that is turned off or a circuit breaker that is not turned on. If the outlet still does not operate, contact a licensed Electrical Contractor. Devices, which increase the capacity of outlets and multiple extension cords, can cause a fire.

Pre-wired Telephones, TV Antenna & Cable TV: Our Homes are pre-wired for telephone and TV antenna or cable TV, if available. Should you experience problems with phone connections or cable TV reception, call your Phone Company or local Cable Company.

Exterior Finishes

The primary exterior finish on your new home is stucco and wood fascias. Some homes have stone or brick accents. These finishes were chosen for their beauty and durability in this area. Because they are exposed to constantly changing weather, the exterior finishes on your new home require routine maintenance and care. We recommend that you inspect the exterior surfaces of your home every three months.

Exterior Wood Trim Repair Note: Fulton Homes cannot ensure that exterior wood repairs requiring new materials will match the color of the existing material. Color variations caused by weathering effects are normal. Where surfaces are repaired that require staining or painting, Fulton Homes will paint or stain the new material during the limited warranty period.

Stucco

Stucco is a cement product and takes approximately 28 days to cure or harden after it is applied. Stucco is susceptible to cracking due to expansion and contraction. Cracks should be expected during the lifetime of the home due to fluctuating temperatures. This is normal and does not reduce the function of the stucco in any way. **Your Limited Warranty does not cover normal hairline cracks smaller than 1/16 " in stucco.** The white, powdery substance that sometimes accumulates on stucco surfaces is called efflorescence. This is a natural phenomenon and cannot be prevented. Consult your home center or hardware store for commercial products to remove efflorescence.

Other suggestions for maintaining the stucco on your home are:

- Avoid spraying water from irrigation or watering systems on stucco surfaces. Check the spray from your lawn and plant irrigation system frequently to make certain that water is not spraying or accumulating on stucco surfaces.
- Keep dirt a minimum of 6-8 inches below the bottom of the stucco finish. **Do not pour concrete; construct masonry or brick walls or place dirt on, or up against, the stucco finish.**

Wood

Wood is found throughout your home. Because wood is natural, porous material, it requires protection with paint if it is exposed to the elements. Inspect your exposed wood surfaces frequently. If you find cracking or peeling of the paint, sand the area and repaint it promptly. All exterior wood on your home will require repainting every two to four years or more if necessary.

Surfaces that receive direct sun in the morning and mid-afternoon will require more frequent repainting. Inspect these surfaces every six months. Repaint every year or as needed.

Split or damaged wood, particularly on the ends of beams, should be repaired or repainted to avoid further damage. Small splits on the ends of beams are called checking. This is normal and does not affect the integrity of the beams. The natural drying of wood can result in gaps and splits in wood molding and trim parts. Nails can work loose. Reset all popped nails and reposition trim parts that have been moved by natural drying of the wood. In case of severe warping, replace the trim parts. Fill any cracks with commercial wood filler and use touch-up paint.

Fencing

Please note that fencing height around your home may vary from that in the models and from homes with different grade elevations.

Do not add to the height of your fence. Your fence footers are engineered only for the existing height. You're C.C. & R.s., homeowners association and local building authorities also govern the height of your fence.

Gates

Wrought iron gates with wood slats require annual sealing or oiling of the wood. Sprinklers should be directed away from gates to avoid discoloration.

Wrought Iron Fencing

The fencing on your property may be made of wrought iron, an attractive material that adds beauty to your home. Wrought iron is subject to rusting if it is not maintained properly. Use touch-up paint on nicks and scratches every six months or as needed. Repaint every one to two years. The wrought iron portion of the gates should be inspected for corrosion on a regular basis. Use touch-up paint or repaint as needed.

Please note: Any removal of any fencing or gates by a pool company or any other company for any other reasons will void your fence and or gate warranties.

Fireplaces

We have provided you with a direct vent fireplace that will deliver you many years of ambiance and warmth. This fireplace has a sealed burn chamber. It must always operate with the glass doors in place. All combustion and exhaust air circulates through the flue venting system. No room air is used in this type of fireplace. It also keeps your air conditioned air from escaping the house through the flue.

The fireplaces in your home are designed to add beauty and style. Please note that the fireplaces are not designed nor intended to heat the home.

If you have a fireplace in your home you will need to make an appointment **with the fireplace installer** to start up and explain how the unit operates.

A Direct Vent Fireplace is a Decorative Gas Appliance and not to be used for heating the home. Do not burn paper or wood in your direct vent fireplace. Please refer to your fireplace owner's manual for information on how to clean and service your fireplace. Make sure the fireplace is turned off and cool prior to performing any cleaning or service work. You can rearrange embers but leave logs in place. Do this only when the fire is off and the fireplace is cool.

Please take precautions. The glass in the fireplace is hot when the fireplace is on. If you have small children put a screen in front of the fireplace to keep them from touching the glass.

FOR SAFE OPERATION PLEASE NOTE THE FOLLOWING:

- 1. Please read the manufacturers warranty booklet and operating instructions before operating your fireplace.**
2. Refer to your fireplace manufacturers warranty and operating instructions for all safety, maintenance, cleaning and service recommendations.
3. Refer to your fireplace manufacturers warranty and operating instructions for glass cleaning and log arrangement procedures. **Always handle the logs with care as they are fragile and may also be hot if the fireplace has been in use.**
4. Children and adults should be alerted to the hazards of fireplace high surface temperatures and should stay away to avoid burns or ignition of clothing.
5. Children should be carefully supervised when in the same room as your fireplace.
6. Under no circumstances should this fireplace be modified. Parts removed for servicing should be replaced prior to operating this fireplace again.
7. Repairs to your fireplace should be performed by a qualified installer, service agency or gas supplier. A professional service person should be contacted to inspect fireplace annually. More frequent cleaning may be required due to excess lint and dust from carpeting, bedding material, etc.
8. Control compartments, burners and air passages in this fireplace should be kept clean and free of dust and lint. Make sure that the gas valve and pilot light are turned off before you attempt to clean this fireplace.
9. The venting system (chimney) of this fireplace should be checked at least once a year and if needed your venting system should be cleaned.
10. Keep the area around your fireplace clear of combustible materials, gasoline and other flammable vapor and liquids. This fireplace should not be used as a drying rack for clothing, nor should Christmas stockings or decorations be hung on or around the fireplace.
11. The flow of combustion and ventilation air must not be obstructed in any way. This fireplace requires adequate ventilation and combustion air to operate properly.

12. **Warranty Caution: Under no circumstances should any solid fuels (wood, coal, paper or cardboard etc.) be used in this fireplace. It is not designed to be used as a wood burning fireplace. Doing so is extremely dangerous and can cause damage to the fireplace and will void the fireplace warranty.**
13. Approved gas logs are installed in accordance with the manufacturer's installation instructions. If the fireplace is equipped with a damper, it shall be permanently blocked open or removed. Do not remove the damper block.
14. Do not clean glass when hot.
15. Do not use abrasive cleaners.
16. Do not strike or slam the glass.
17. **See manufacturers use and care manual for additional information.**

Floors

The flooring in your home will last longer if you provide routine maintenance and care. The coverage of the Limited Warranty only covers flooring materials that were provided and installed by Fulton Homes.

Please inspect your flooring carefully during your walk-through. Any damages or defects in your flooring must be noted at the time of the orientation. Subsequent damages, including broken tiles, scratched wood flooring, torn carpeting, and scuffed vinyl are your responsibility.

Carpeting

Vacuum carpeting frequently to avoid the buildup of dirt and grime. See manufacturer recommendations for recommended carpet cleaning and vacuuming procedures.

Eliminate carpet-shedding fibers as they appear. Loose carpet fibers will work their way to the surface for quite sometime. This is known as fluffing or shedding. Vacuum these fibers as part of your routine cleaning. If a tuft of carpet appears which is longer than the surface rounding carpet, do not try to pull it out. It is probably attached to the backing and simply needs to be trimmed to the height of the surrounding tufts.

Visible carpet seams are to be expected and are not an indication of a fault in the carpet. Most rolls of carpet are produced in 12-foot widths. This dictates that most of your rooms will have at least one seam.

Professional installers will attempt to install your carpet with minimal amount of seams and without excessive waste. Seams are most visible in a new home before it has been furnished and occupied. Visible seams are not a defect unless they have been improperly made or the material is defective. The carpet is durable but requires maintenance and care. Color variations and shading may be noticeable, and depend upon the surface texture and pile fiber of the carpet.

In high traffic areas and carpeted areas adjoining hard surfaces, it is recommended that an un-backed cotton throw rug be used to minimize carpet soiling.

Remove spills immediately. Stain removal is easier if it is done promptly. See manufacturer recommendations for recommended carpet cleaning products. Cleaning products should be tested on a section of carpeting that is not obvious. **Do not use cleaners that have not been tested and certified for the carpeting materials in your home.**

Thoroughly clean your carpets at least once each year. While do-it-yourself carpet shampoo devices can be effective, consider a professional carpet cleaner. The professional equipment, materials, and experience will add years of life to your carpets.

Orientation Check List: Carefully examine all carpet during the Homeowner Orientation. Carpet stains or damage will not be replaced after occupancy unless specifically noted at the Fulton Homes Orientation.

Ceramic Tile Floors

Glazed ceramic tile is known for its durability and the variety of colors and designs. Ceramic tiles are purchased in Dye lots that have the same texture and color. Because an exact replacement match of ceramic tile can be impossible, we urge you to take special care to avoid breaking or damaging the ceramic tile. Ceramic tile is brittle and can be broken by a sharp blow from a heavy object. **Save all unused tile that you were given for future repairs.**

Tile Cleaning: Water or a commercial tile cleaner can be used to keep your tile bright and shiny. See manufacturer recommendations for recommended tile cleaning products.

Grout Cleaning: Because the grout between the tiles is porous, you may want to consider sealing the grout once a year or so. This will prevent stubborn stains from penetrating the grout and becoming unsightly. Wipe spills away promptly to avoid staining the grout. Routine scrubbing of the grout with water will keep it clean and fresh. Cleaners that are too strong can **stain** the grout. See manufacturer recommendations for recommended tile cleaning and sealing products. Sealers and cleaners can be found at your local hardware store.

Seams and Joints: The seams and joints are not waterproof, and require proper maintenance to prevent water seepage and damage of materials adjacent to and underneath the tile. Inspect these areas frequently and apply a silicone caulk to the joint as needed.

Note: Fulton Homes cannot ensure that ceramic tile repairs requiring new material will match the color of the existing tile material or colored grouting. Color variations are normal.

NOTE: Failure to follow the above procedures may void your tile and grout warranty!

Hardwood Flooring

Hardwood floors are refinished at the factory. Wood floor tone, grain, and color variations are normal, and reflect the natural characteristics of real hardwood.

Warranty Caution: Review and follow the manufacturers cleaning and care recommendations.

Some squeaking of hardwood floors is normal and is caused by seasonal weather and humidity changes.

For hardwood floor cleaning and maintenance guidelines, please refer to the manufactures instructions for recommended wood floor cleaning procedures and cleaning products.

Use a rug or mat at the exterior entry's to protect wood flooring from dirt and water spots. Mop up water spills immediately. Do not set potted plants directly on hardwood floor as moisture can leak through and cause permanent staining and warping.

Orientation Check List: Carefully examine all hardwood floors during the Homeowner Orientation. Scratches, gouges, dents, and other damage will not be repaired after occupancy unless specifically noted at the Fulton Homes Orientation.

Hardwood Flooring Repair Note: Fulton Homes cannot ensure that hardwood-flooring repairs requiring new material will match the color of the existing material.

Travertine Flooring

CHARACTERISTICS: This material has been cut from carefully selected stone blocks, quarried from Mother Earth. Please understand that no two pieces will be the same, and as a natural product, it will contain blemishes which are characteristic of stone. When natural stone is extracted from the source, the veining, shading and color will have extreme variation from one part of the mountain to another; thus each tile has a pattern of its own. Also, the size and thickness of each tile will vary within industry standards. The color, veining and shading in stone are caused by minor amounts of mineral substances deposited during formation. This also means that the sample you see in the showroom may vary from the material actually installed in your home. All are features of natural stone and will always be present to some degree. Each tile could be all one shade or a combination of light, medium and dark shades in various proportions.

Stone Care

New natural stone is an investment in lasting beauty that will give many years of wear. This care guide gives a few tips on how to properly care for natural stone and help extend its life and beauty. Following some simple precautions, properly sealing, and using the correct cleaning methods and products, will insure a lifetime of use from natural stone.

Sealing Your Stone

Natural stone has been formed over millions of years but improper care can ruin nature's beauty. Although we usually think of stone as "hard", it is a porous material that can absorb spills and stains if left untreated. The stone installer will seal the stone prior to close of escrow. Sealing stone will prevent most spills from damaging it. See manufacturer recommendations for recommended stone sealing products. Once sealed properly, stone is protected against everyday dirt and spills. Proper cleaning will help the sealer last longer and keep stone protected without damaging the stone's natural beauty.

Cleaning Procedures & Recommendations

Keeping stone free of dust and dry, sandy soil will minimize the scratches and wear-patterns that can develop from everyday use of some natural stone, such as travertine, marble, limestone and sandstone. Sweep or dust all natural stone surfaces regularly to remove loose soil and dust. See manufacturer recommendations for recommended stone cleaning products.

Do not use **general purpose cleaners** or you may damage the stone or the sealer applied. Do not use products that contain lemon, vinegar or other acids as these may etch the stone surface and damage the polish. Do not use scouring powders or creams; these products contain abrasives that may scratch the surface.

Floor Surfaces

Dust mop interior floors frequently using a clean non-treated dry dust mop. Sand, dirt and grit do the most damage to natural stone surfaces due to their abrasiveness. Mats or area rugs inside and outside an entrance will help to minimize the potential damage from these particles. In addition, be careful when using a vacuum cleaner as the metal or plastic attachments or wheels may scratch the surface.

Bath and Other Wet Areas

Periodic use of the manufacturer recommendations for recommended stone cleaning products for wet areas will remove any soap scum or hard water deposits that may have formed in the bath, or other wet areas.

What To Do When A Spill Occurs

No matter how careful you are, spills are going to happen. A quick response and the right solutions can keep spills from damaging stone or the sealer. Wipe up the spill as soon as possible and use a cleaner specially formulated for natural stone if needed to remove any left over stain residues.

See manufacturer recommendations for the cleaning of:

- **Food Spills**

- **Liquid Spills**
- **Mud**
- **Oily Stains**

Do's & Don'ts

DO place a small rug or mat at entryways to trap dirt and sand from normal foot traffic.

DO dust floors frequently.

DO blot up spills immediately to minimize permanent damage to the stone.

DO clean surfaces by wiping with clean water.

DON'T use vinegar, bleach, ammonia or other general-purpose cleaners.

DON'T use cleaners that contain acid such as bathroom cleaners, grout cleaners or tub and tile cleaners.

DON'T use abrasive cleaners such as dry cleansers or soft cleansers.

DON'T use alkaline cleaners not specifically formulated for natural stone.

Orientation Check List: Carefully examine all Travertine floor coverings during the Homeowner Orientation. Scratches, gouges, dents, cracks and other damage will not be repaired after occupancy unless specifically noted at the Fulton Homes Orientation.

Vinyl Flooring

Modern, resilient vinyl flooring adds beauty and comfort to your home. For vinyl floor cleaning and maintenance guidelines, refer to your manufacturer's instructions and cleaning product recommendations. The following are tips for proper care of your new vinyl floor. Vinyl flooring is a soft material. Indentations will appear where furniture legs or other objects sit in one place for a period of time. Protect your finished floors at all times.

Because of its relatively soft texture, vinyl flooring can be damaged by heavy appliances, dropped tools, and by rough use. **Do not push, shove or scoot heavy appliances or furniture into place because this can damage your floors.** This damage is permanent and cannot be repaired. **LADY'S HIGH HEELED SHOES CAN BE PARTICULARLY DAMAGING TO VINYL.** Such shoes can cause permanent dents and gouges. **FURNITURE LEGS and certain types of throw rugs MAY ALSO CAUSE PERMANENT DAMAGE TO VINYL FLOORING.**

Do not use abrasive cleaners. Abrasives will dull the finish and cause permanent damage.

Mop up spills immediately and avoid staining. Use a sponge or soft cloth. Dry the floor after removing the spill.

Avoid rubber-backed rugs on vinyl floors because the rubber can cause discoloring.

Water seeping into the mastic through the seams and under the baseboard trim can cause seam separation and lifting. A silicone caulk, available at hardware stores, is recommended for use at tub and floor joints to minimize this problem.

Warranty Cautions: Review and follow the manufacturer's cleaning and care recommendations. Using a cleaning solution other than that specifically recommended by the manufacturer will void the manufacturer's warranty.

NOTE: Do not wax a no-wax floor.

Vinyl Floor Covering Repair Note: Fulton Homes cannot ensure that resilient floor covering repairs requiring new material will match the color of the existing material. Fulton Homes is not responsible for manufacturer's dye-lot variations or discontinued vinyl patterns.

Warranty Caution: Review and follow the flooring manufacturer's cleaning and care recommendations.

Orientation Check List: Carefully examine all vinyl floor coverings during the Homeowner Orientation. Scratches, gouges, dents, and other damage will not be repaired after occupancy unless specifically noted at the Fulton Homes Orientation.

Garbage Disposal

Do not load the disposal with food items before turning it on. For proper operation, turn on the cold water and start the disposal. Then, drop the food items slowly into the unit.

When the unit sounds clear, turn the disposal off and leave the water running for several seconds. This allows the food waste to be carried into your sewer lines.

Only foods that are not fibrous and easily pulverized should be placed into the disposal. Examples of foods not to place in the disposal are cornhusks, celery, onion skins, potato peels, olive pits, bones and solid or liquid grease. These items may cause your unit to overload or jam. If this happens, follow these corrective measures.

- Turn off the disposal and the cold water.
- Wait three minutes for the unit to cool, and then reset the button usually located on the bottom of the disposal.
- If this does not correct the problem, your unit is probably obstructed. Follow these steps for proper removal.
- Unplug the disposal before attempting a repair yourself.
- Check the circuit breakers. An overload of this type may have tripped the circuit. Reset any tripped circuit breakers.

- If your disposal has a service wrench, insert one end of the wrench into the bottom of the unit. Work back and forth until the disposal turns freely. If your disposal does not have a service wrench, insert a broom handle or mop handle into the throat of the unit and rotate the impeller back and forth. The obstruction will be loosened up so that it can be removed.
- Remove the obstruction, plug the disposal in, press the reset button and proceed with the above steps for proper use.

Warranty Cautions: Review and follow the manufacturers use, cleaning and care recommendations.

Interior Walls/Drywall

The walls in your new home are constructed of wood and other materials, which are subject to normal expansion and contraction. Molding and trim can shrink and warp in some cases. **Routine maintenance on molding, trim and drywall is minimal and is the responsibility of the homeowner.** Replace warped molding and trim. Reset nails that have popped out of position. Use touch-up paint, and, if necessary, the appropriate caulking material to complete the repairs.

Use care when you hang pictures and other decorative items. The drywall will be damaged if it is hit with a hammer. Costly repairs can be avoided by using picture hooks and other supplies from a home center or hardware store. Always repair nail holes with a dab of spackle or putty.

The walls in your home are textured for beauty and style. The texturing material is relatively soft and can be damaged by scrubbing with abrasive cleaners and rough brushes or cloths. Small finger smudges may be removed from walls with a solution of warm water and mild soap. Wash gently with a soft sponge or cloth. Rinse and dry the excess water carefully. Do not permit the drywall to become soaked in water. Larger spots, not easily removed by cleaning, will require paint touch-up.

Drywall

Nail pops, cracked corner beads and cracks that exceed 1/8" of an inch will be repaired only once within the first year.

After one year, drywall cracks are the homeowner's responsibility. As frame members dry and shrink, some minor drywall cracks are to be expected. These cracks should be filled or caulked and then touched up with paint. This is normal Homeowner maintenance.

Paint

Interior paint:

Ceilings and walls are painted with eggshell paint. Wood/Masonite interior doors, door casings, baseboards, wood caps and wood stair railing are painted with lacquer acrylic gloss enamel.

Exterior paint:

Exterior colors vary by paint scheme. Exterior walls are painted with exterior acrylic paint. The garage doors, painted fiberglass doors, shutters, garage service doors, exterior jams & casing and basement window wells are painted with exterior semi-gloss acrylic enamel. Stained fiberglass entry doors get paint stain Exterior Water Based Polyurethane.

Landscaping, Drainage and Grading

The grade of your lot has been established to drain water away from your home.

The soil around each home site is graded to create swales that channel storm water away from the home.

NOTE: Please consider any changes you make in the grading and drainage of your lot. Failure to maintain the established grade and swales may result in damage to your home, your lot, and your neighboring property. Damages to your property and to neighboring property will be your responsibility.

Do not change the swales on your property. These swales are the graded areas designed to comply with local codes and engineering requirements by directing the flow of water away from your house. Alteration of the swales can result in serious damage to your foundation. Fill material next to the foundation that may have settled needs to be replaced and the original grade re-established to prevent ponding of water against the fence or home. It is the homeowner's responsibility to maintain the original grading of your lot and preserve good drainage.

NOTE: Any alteration of the established grade next to your home that has been treated for termites may void the termite warranty.

Landscaping

Landscaping can change the grading of your lot. We suggest that you consult your professional landscape contractor when the time comes to landscape your lot.

Do not plant along your homes foundation or fence wall. Direct all irrigation away from your foundation, patio, porch, fence and sidewalks. Keep all plants a minimum of **two to three feet** from the foundation and fence wall. Irrigating at or near the foundation or fence wall will increase the likelihood of soil expansion or settlement resulting in cracked concrete or movement in the home or fence.

Warranty Caution: Avoid planting grass or any other vegetation within 2ft of any concrete including driveways, walkways, sidewalks, patios, and entryways. Failure to do so will void all applicable warranties and can result in damage to your concrete.

To prevent erosion and ponding of water:

- Do not alter the soil grade.

- Keep swales open and free of leaves and debris. Do not build sheds, sidewalks, hot tubs, decks, fences, pools, or gardens in the swales. Otherwise water may not flow properly through the swale.
- Direct water runoff away from the home. Do not allow sprinklers to form puddles near or against the foundation.

Flowerbeds can significantly change drainage patterns. We suggest that you consult a professional landscape contractor before you dig flowerbeds. In any case, keep plantings in flowerbeds a minimum of **two to three feet** from the foundation. This will prevent excessive water from collecting at the base of the foundation.

Provide ample growth between plants and your home. **The ground next to your home should always slope away to prevent standing water.** If water is allowed to stand or pool next to your home, damage to the foundation and the home will result. The water could also seep into your home and damage the interior and furnishings.

Furthermore, other additions and changes can alter the drainage of your lot and cause water damage. **These changes include sidewalks, patios, spas, pools, fences, walls, and planters and play structures.** Before you make any additions or changes to your lot or the structures on your lot, give careful consideration to the effect the changes will have on drainage. If you have any questions, consult a professional before you begin the project.

If you have gutters and downspouts on your home, this gutter system is to help in keeping water away from the foundation of your home. The downspouts drain onto slabs or concrete diverters. The diverters are some times designed to channel the water into a swale. If the swale designed to channel the water from these downspouts is altered, be sure to provide proper drainage. It is your responsibility to keep all gutter and downspouts clear of debris.

Patios

Patios and other structures that you add to your home after your orientation will not be covered in your Limited Warranty. You must check with your homeowners association and local municipality before you begin any addition to your home.

Plumbing System

The main water shut-off is located at the front hose bib.

We recommend that you become familiar with your plumbing system as soon as you move in. In most cases, minimum homeowner maintenance is all that the plumbing system requires. Attending to small problems as they occur keeps them from becoming larger, more costly ones. You should know the location of the main shut-off and individual shut-offs in all the bathrooms and the kitchen. In the event of a plumbing emergency, you must close the main water shut-off at once. Flowing water can cause severe damage to your home and its contents.

Other water shut-offs are located under the sinks in the bathrooms and the kitchen. Each toilet has a shut-off valve behind the toilet bowl. Another water shut-off valve is located on top of the water heater. It controls the flow of water to the water heater and should be closed in the event of a leak in the water heater. There is also a shut off valve at the meter box that will shut off the water from the meter to the house. You and others in your home should know where these water shut-offs are and how they work.

Caution: It is important to immediately notify Fulton Homes should a leak occur, since leak damage resulting from homeowner delay is considered negligence and may void any warranty protection.

Warranty Caution: Any addition, alteration, or modification to the original plumbing system or plumbing fixtures will void all applicable warranties.

Each plumbing fixture in your home has a drainpipe specifically designed to provide a water vapor barrier between your home and the sewer. The drainpipe or trap is the U-shaped area of pipe directly under the sink. The trap holds water, which prevents the airborne bacteria and odor of sewer gas from entering your home. If any of your faucets are used infrequently, we suggest they be turned on occasionally to replace the water in the trap lost to evaporation. Because of their shape, the traps are the most likely area to become clogged.

If you detect the odor of sewer gas from a sink, contact your plumbing contractor after you have followed the advice above.

Manufacturer Warranties: The fixtures installed in your home are protected by Manufacturer Warranties that may extend beyond Fulton Homes First Year Coverage. Should you experience warranty-protected problems beyond the first year of occupancy, please contact the appropriate manufacturer.

Bathtubs

The bathtubs in your home are made of Marble, Granitex or Fiberglass. Like the other components in your home, your bathtubs require routine maintenance.

Warranty Cautions: Review and follow the manufacturers use, cleaning and care recommendations.

Clean the tubs using a nonabrasive cleaner designed for bathroom use. Rinse the surface thoroughly to remove all traces of the cleaner. After each use, rinse the tubs thoroughly with clean water to lessen the affects of soap buildup.

Always wipe the base of the plumbing fixtures dry.

Orientation Check List: Carefully examine all bathtubs, showers, toilets and sinks during Orientation. Scratches, chips, and cracks will not be repaired after occupancy unless specifically noted at the Fulton Homes Orientation.

Plumbing Fixtures

Faucets and other plumbing fixtures are designed to add beauty and trouble-free use. All of the fixtures are plated with materials which are resistant to water corrosion under normal use and maintenance. The brass and chromium plating are, however, relatively soft and can be damaged with abrasive cleaners, scouring pads, and tools. See the manufacturer's recommendations for recommended cleaning products. Clean the fixtures with warm, soapy water and a soft sponge or cloth. Rinse with clear water and wipe dry to prevent spotting.

If water is permitted to accumulate and stand at the base of the fixtures, corrosion and tarnishing can result. **Always wipe the base of the fixture dry.**

Hard water can spot and damage bright chromed plumbing fixtures. While this is not entirely preventable, you can minimize the staining and discoloration by drying the plumbing fixtures after each use.

Avoid excess force when you turn your faucets on and off. The seals in the faucets can be damaged and will require repair or replacement in a short time.

Faucets are equipped with aerators, which mix air with the stream of water to prevent splashing. They need to be cleaned occasionally to remove a buildup of mineral deposits. When you notice that the stream of water has lessened, unscrew the aerator from the mouth of the faucet. Remove the debris and rinse the washers and screens. Replace the parts in their original order and screw the aerator onto the faucet. Perform this Homeowner maintenance as needed.

Orientation Check List: Carefully examine all plumbing fixtures and sinks during Orientation. Cast iron sinks are coated with porcelain. Porcelain is a hard, durable surface, but it can be chipped or scratched by blows from a heavy or sharp objects. Scratches, chips, and cracks will not be repaired after occupancy unless specifically noted at the Fulton Homes Orientation.

Water Heater

The water heater is equipped with an automatic temperature and pressure relief valve, a safety feature that opens and releases excessive pressure or heat build-up. Should this occur, water will flow from the tank until both temperature and pressure are reduced to safe levels.

Safety Caution: If your home is equipped with a gas water heater, refer to page 42 for safety precautions.

Warranty Caution: Any addition, alteration, or modification to the water heater or plumbing fixture installation, unless performed by a licensed Plumbing Contractor, will void all applicable warranties.

Manufacturer Warranties: The water heater installed in your home is protected by Manufacturers Warranties.

Should you experience warranty-protected problems beyond the first year of occupancy, please contact a licensed Plumbing Contractor listed.

Your water heater should be drained and flushed according to your manufacturer's suggestions. This simple procedure will remove accumulated silt and debris so that the water heater is efficient and durable.

Toilets

Toilets are made of vitreous china, a glasslike material that is almost impervious to staining. Clean your toilets with a toilet bowl cleaner and a brush or cloth. Vitreous china is brittle and will easily break or shatter if hit with a hard object.

Older toilets held 3-5 gallons of water in the holding tank. Per current code these tanks cannot hold more than 1.6 gallons of water. There are many twists and turns in a normal sewer line and some of these pipes may be 50- 60 feet in length. Much like washing leaves down the gutter, a sufficient amount of water is required to carry the waste for any length. Therefore it may be necessary to "flush twice" or hold the handle down after toilet use to push waste down the sewer pipe. It is very important not to dispose of any hygiene products through any plumbing drains.

If you have a spare bath that is rarely used, keep in mind that flushing once will only provide enough water to carry the waste in the line a short distance. If this bathroom is not used again for some time the waste may dry and stick to the pipe causing a back-up and overflow during its next use. It is recommended that you flush toilets and run water down bathroom drains that get little use on a monthly basis to prevent the traps from drying up and emitting sewer gases into your home.

Always keep a plumber's plunger on hand to use in the event of a stoppage of a toilet. If a stoppage occurs, close the shut-off valve on the backside of the toilet. Usually, a few vigorous pumps with the plunger will free the obstruction. Stoppages that occur due to construction debris are covered by the Limited Warranties. Stoppages that are not construction related are the responsibility of the homeowner. If you are unable to clear the obstruction yourself, we suggest that you call the plumber listed on your service directory.

Do not use drain cleaners in toilets. The harsh chemicals in drain cleaners can damage the toilet seals and cause a leak.

The flush valve in your toilet should last for many years. Be aware that continuous action toilet bowl cleansers, placed in the toilet water tank, can prematurely wear out the rubber tank flapper and discolor the bowl. If it fails or begins to leak, you can purchase a new flush valve at a home center or hardware store. If you are not entirely comfortable with this do-it-yourself project, a plumber can perform this task.

Kitchen Sink

For routine cleaning, use a nonabrasive household cleanser with warm water and a sponge. Do not scrape the surface with utensils, pots or pans. See manufacturer's recommendations for service, maintenance and cleaning procedures.

Do not clean stainless steel sinks with steel wool or metal brushes, and do not leave rubber mats in the sink since they trap water and produce surface discoloration.

Bathroom Sinks

Sink surfaces can be easily chipped and stained, so treat accordingly. Prevent hair accumulation clogs by periodically removing the stopper for cleaning. See manufacturer's recommendations for service, maintenance and cleaning procedures.

Bathtubs and Tub-Shower Combinations

Cleaning: Clean marble bath tubs, granitex bathtubs, fiberglass tubs/shower pans, travertine stone surfaces and ceramic tile surfaces with warm water and nonabrasive cleaner. Check bathtub stoppers and shower floor drain grates for hair accumulation.

Travertine

Some common toiletries (e.g., perfume, toothpaste, mouthwash) contain acids and other ingredients that may damage the stone surface or degrade the sealer. Use a neutral cleaner specially formulated for natural stone on a regular basis to remove hairspray or other cosmetics. See manufacturer's recommendations for recommended cleaning procedures and products. On shower walls, using a squeegee after each use can minimize soap scum and hard water deposit buildup. **See the section on "travertine Flooring" for addition information on travertine stone surfaces.**

Do not step into a bathtub or tub-shower with shoes on. Gritty particles adhere to shoe soles that will scratch the finishes.

Re-caulking of Tubs and Showers: Over time, cracks and separations between tub and shower stalls & wall surfaces or bathroom floors will appear. Maintaining these areas is critical since excessive moisture can severely damage underlying materials.

It will be necessary to reapply a tub and tile caulk when the previous caulking has dried out or eroded. To re-caulk the area, use a tub and tile caulk available in local hardware stores. Begin by removing the old sealer and cleaning the area. Once the area is dry, apply fresh caulking to fill the vacant space, and then smooth out the finish with a wet finger.

Basement Sump Pumps

Your basement has a sump pump for your downstairs plumbing and one for draining any rain water out of your window wells. If your sump pump system fails at anytime you will be notified by the alarm mounted on the wall next to the sump pump. If this happens, turn the alarm from horn to silent and call a plumber. Do not use your downstairs plumbing until the plumber has completed repairs. Once repairs are complete make sure to turn the alarm back from silent to the horn setting.

In the event of loss of power to the house, do not use the downstairs plumbing until power is fully restored. Without power the sump pump system will not operate and will back up. Also avoid storing items in the sump pump room. It is normal to hear a click or clunk sound when the sump pump is operating. This is due to the check valve installed in the line. If the downstairs plumbing is not used on a daily basis, it is important to run water through your basement plumbing system at least twice a week. (Flush toilets, run water, etc). This will prevent any unwanted odor. It is very important not to dispose of any hygiene products through any plumbing drains. This can cause severe damage to the sump pump. It is important to keep the window well free of any debris that may clog the screen over the window well rain drain line. You must also keep the ladder clear for emergency egress and keep the window well safety cover in place at all times. You must also perform a test of the window well pump system at least every 6 months. To confirm the system is working properly, use a hose to add water to the window wells while at the same time monitoring that the window well sump pump is working properly.

Warranty Caution: Review and follow all the plumbing manufacturers cleaning and care recommendations.

Roofs

The roofing material on your new home can be made of tile or other materials. Tile is very durable but not indestructible. A tile roof affords the maximum protection against fire and adds beauty and quality to your home for many years. Fulton Homes will not be responsible for leaks that are caused by alterations, tie-ins or penetrations of the roof that are done by the owner or by others after the completion of the roof. **Fulton Homes will not be responsible for damage to the roof caused by storms "strong winds", walking on the roof or Acts of Nature.**

Annual inspections or maintenance may be necessary starting in the second year.

Due to extreme temperatures, areas that require tar should be inspected and may require attention frequently. The original roofing contractor for your home will offer an annual inspection service for a nominal fee. The roofing contractor's phone number is on your subcontractor emergency contact list.

Access to your roof is not necessary under normal conditions. Do not walk on the tile roof of your home. The weight of a person can easily break the tiles and destroy the masonry seals on the roof. Leaking may occur and costly repairs could be necessary. If access to your roof is required, call a professional roofing contractor for advice and assistance. Have a professional roofing contractor remove fallen limbs and other debris from your roof promptly. If large limbs have fallen onto your roof, have the roofing professional inspect the nearby tiles for signs of damage. A professional roofing contractor should also make repairs.

If rain gutters and downspouts have been installed on your home, they should be kept free of debris such as leaves, twigs, and litter. Inspect the gutters and downspouts once each year and after each heavy rain or windstorm. Remove debris promptly. Downspouts should be directed away from the foundation of your home so that erosion of the soil is prevented.

Roof Repair Note: Fulton Homes cannot ensure that roof repairs requiring new material will match the color of the existing material. Color variations caused by weathering effects are normal.

Manufacturer Warranties: Concrete roof tiles are protected by Manufacturer Warranties that may extend beyond Fulton Homes Limited Warranty. Should you experience warranty-protected problems beyond the first year of occupancy, please contact the Roofing Contractor listed in your subcontractor emergency contact list.

Warranty Caution: Roof trusses should not be cut to install attic stairs. This can structurally damage the integrity of the roof and will void the truss framing and roof structural warranties. The attic truss system is not engineered to support additional weight and should not be used for any storage purposes.

Smoke Detector

The purpose of your smoke detector is to detect the possible presence of a fire in your home.

At least one smoke detector has been installed in your new home. The selection of the smoke detector, the installation procedure and the location of the smoke detectors are done to meet the requirements of local and state building codes. Please do not remove or disable the smoke detector. Periodic testing of your smoke detector is advised. Beeping indicates a low battery. Change all batteries in all smoke detectors when you get a low battery beep. Always change batteries once a year or sooner if you get the beep warning.

Termites

Subterranean termites are native to this area. Your home has been treated with a chemical barrier to deter the termites from entering your home. Landscaping or digging into this area may break this protective barrier.

Further, if the protective barrier is broken when landscaping your home or by any other causes, it is equally important that you have the affected area retreated immediately. Failure to follow these precautions will void your termite warranty. Pest control treatment for other insects is the homeowner's responsibility.

Subterranean termites depend on soil moisture as their primary source of water. Moist soil at or near the surface encourages the termites to forge upward, bringing them closer to the wood in your home. By reducing the moisture in your soil, you can aid in deterring these pests. **Do not allow the soil to touch the wood structure of your home.**

It is important that you inspect the perimeter of your home on a regular basis. If you notice evidence of termites, such as a mud tubes on your foundation wall, call the **termite pre-treat company** as soon as possible. Pretreatment for termites is done immediately before the concrete slab for your home is poured. Therefore your termite warranty will predate your Limited Warranty from Fulton Homes. This date can be found on your termite certificate.

Any additions or alterations to your home must be pretreated. This includes any patios or sidewalks that will adjoin the foundation. If the soil next to the foundation is disturbed in any way, including landscaping or the installation of a sprinkler or irrigation system, the area should be re-treated by the termite pre-treat company. Failure to treat a disturbed area will void your termite warranty.

If you are landscaping or installing an irrigation system, we urge you to follow these guidelines:

Make sure all water drains away from your home.

Keep all landscaping 2' to 3' away from your homes foundation.

Make sure all activities around the foundation of your home do not disturb the protective termite barrier.

If you, your landscapers or others perform work around the foundation of your home and disturb or break the termite barrier, you should make arrangements to have your home retreated as necessary.

Important Note: While we attempt to prevent termites from invading your home, we cannot and do not warrant that you will not have termites. Therefore, you are advised to have your home inspected and retreated as necessary to make sure you have a continuously effective termite barrier.

Windows

Window Frames: Your window frames are made to last for years, but they do require routine maintenance. Perhaps the most important step is to keep the window tracks free of dirt and debris. The window tracks can become damaged if they are not kept clean. Use a broom or brush to loosen collected debris. Thoroughly vacuum as a part of your regular cleaning routine.

Avoid using abrasive cleaners as they may scratch the frames. After cleaning, apply paraffin (wax) to the rollers to prevent corrosion. If windows do not slide freely, an **oil-free** silicone lubricant can be used on the tracks. Do not use any oil-based lubricant on aluminum. Oil attracts dust and dirt, which become embedded in the lubricant and may damage the aluminum. See manufacturers maintenance recommendations for additional information.

Window frames have small weep holes at the bottom to permit water to drain from the track. Keep the weep holes open and free of debris. Avoid flooding window frame tracks. Excessive water can overflow the track and back up into your home.

During high winds, air will penetrate your windows, especially through the weep holes. This is normal. The weep holes are necessary for proper ventilation and you should keep them clear at all times.

A few simple maintenance tasks will ensure your windows provide years of trouble-free service.

Do not use shade screens or apply window-tinting materials made of film or aluminum foil to double-glazed windows. The use of these materials can cause a buildup of heat between the shade screen and glass and between the panes of glass and will void your window warranty. The excessive heat will destroy the seals and permit water condensation to form between the panes.

Cleaning Window Glass: Clean windows with a commercial glass cleaner. Follow the products recommended cleaning procedures. Hose off any sand or grit residue before cleaning so as to prevent scratching the glass.

Bug Screens: Bug screens are provided with every home. Bug screens are loose fitting and do not completely prevent insects from entering the home. The screens may be washed and rinsed using a mild household detergent.

Orientation Check List: Carefully examine all window glass during the orientation. Glass that is broken or scratched will not be repaired or replaced after occupancy unless specifically noted at the Fulton Homes Orientation. Scratches that cannot be seen at a distance of not less than 15 feet in natural light will not be replaced.

Warranty Caution: Review and follow the window manufacturers cleaning and care recommendations.

Note: Due to frequent equipment technology changes, the Manufacturers new equipment Service Manuals will supersede all recommendations and procedures for the changed equipment contained in this manual.

Suggested Maintenance

Every Month

- Wood Cabinets – Dust cabinets with a soft lint-free cloth. You can dampen the cloth slightly with water or a spray-type dust remover.
- Furnace/Air Conditioning - Inspect filters for dust. Clean and replace filters monthly.
- Plumbing - Check under kitchen and bathroom cabinets for leaks. Tighten fittings carefully. Check the area around the hot water heater for leaks.
- Kitchen Exhaust Fan - Remove and clean the filter. Clean accumulated grease deposits from the fan housing.
- Faucet Aerators - Check for proper flow of water. If the flow is reduced, clean aerator screens. During the first two months, the faucet aerators could require more frequent cleaning.
- Perimeter Inspection - Look for evidence of termites on or near your foundation. If evidence of termites is found, please consult the termite section of this manual.

Every 2 Months

- Exterior Doors - Lubricate hinges and locks as required. Inspect finish for cracks and peeling. Use touch-up paint or varnish where required.

Every 3 Months

- Interior Doors - Lubricate hinges.
- Garage Door - Lubricate hardware. Inspect mechanism for free travel. Adjust if necessary.

Every 6 Months

- Kitchen Tile Grout - Inspect for loose or missing grout. Re-grout if necessary. Re-caulk at the edge of the backsplash if necessary.
- Tiled Areas - Inspect caulked areas for missing or damaged caulking. Re-caulk if necessary.
- Shower Doors - Inspect for proper fit. Adjust if necessary. Inspect caulking and re-caulk if necessary.
- Tub Enclosures - Inspect for proper fit. Adjust if necessary. Inspect caulking and re-caulk if necessary.
- Front Doors - Repaint if necessary. Consult your Homeowner Association regulations before you change the exterior paint color of your doors.
- Gutters - Clean debris from gutters every six months and after storms.

Every 12 Months

- **Exterior Paint** - Inspect for cracked or peeling paint. Repair and repaint if necessary. **Consult your Homeowner's Association regulations before you change any exterior paint colors.** Southern and Western exposures are especially subject to peeling and cracking. Inspect these areas twice each year. Repaint as necessary.

Note: Carefully examine all painted surfaces during the Orientation. Paint with scuffs and dirt marks will not be repaired after occupancy unless specifically noted at the Fulton Homes Orientation.

Painting Repair Note: Fulton Homes cannot ensure that painting repairs requiring new material will match the color of the existing material. Paint repairs may show slight variations in color as a result of weathering, aging, or pigment variations in different paint manufacturing runs. Color variations are normal.

- **Roof** - Inspect for damaged tiles or accumulated debris after storms and high winds. An annual inspection by roofing professional is recommended. The phone number of your original roofing contractor is on your subcontractor emergency contact list.
- **HVAC System** - We recommend an inspection by a heating professional every year.

Important Information

We are interested in providing complete, accurate information on your new home. The following pages contain important facts on your new home. You will learn about the different materials that were used in your homes construction and other details. Please review this section carefully.

In addition to the following information, it is possible that there are specific items that pertain only to your home. Your sales person and the Customer Care Department are your best sources of additional information about your new home.

If you have questions about your home before you close escrow, please contact your sales person. After you occupy your new home, please direct your questions to the Customer Care Department.

Model homes have several attractions. They are used as sales offices, to demonstrate products in the home, and as a showcase. These multiple uses can require larger air conditioners and other equipment that is neither appropriate nor desirable for residential use. The model homes also may display a variety of features, finishes, materials, colors and products that are not included in specific production homes. The following was prepared to clarify the items and features in your new home that may differ from that in the models.

Color Variance

Variations in color occur in all manufactured products. Although every effort is made to provide consistent color, variances may be noticeable in paint, masonry, stucco, tile, carpet, cabinets and other colored surfaces. Exposures to the sun and water will alter the color more rapidly. These variances may be especially noticeable where a repair has been made. An exact color match of materials during the initial construction of your home and during subsequent repairs is not something that is covered by your Limited Warranty.

Concrete, Masonry, Stucco

Due to the extreme weather and temperature variations in this area and to the nature of concrete, masonry and stucco, it is normal for concrete to shrink and expand. This can result in normal; hairline cracks on the surface, which does not affect the strength, performance or purpose of the concrete, masonry or stucco. Your Limited Warranty does not cover such normal shrinkage or surface cracking of the building slab or adjacent concrete.

Construction Methods

Fulton Homes builds homes to meet or exceed local building codes. Construction methods can vary from unit to unit due to variations in plans, elevations and the requirements of local building codes.

Cracks and Squeaks in Your Home

Cracks & Squeaks in your home are normal. There are many different materials used in the construction of a home.

Most building materials are subject to expansion and contraction due to changes in temperature and humidity. This is especially true of all concrete and drywall. Due to this expansion, as well as the natural shrinkage which takes place at the time the material sets, it is inevitable that some cracks may appear in foundations, walks, driveways, porch floors, basement floors and steps, as well as dry wall. These are natural occurrences beyond our control and the strength of the various items is in no way impaired.

The structural lumber in your home, which includes the trusses, the joists, studding, rafters and other framing members, has been selected in sizes and grades that provide a factor of safety over and beyond that which is necessary to carry the loads for which they are intended. Shrinkage in all wood is inevitable and occurs in the drying out period of the new home.

This shrinkage in the framing explains why certain moldings, trim around doors and windows, as well as baseboard and shoe molding sometimes seem to work out of their original position. Shrinkage can cause joints in the woodwork to open, doors to warp, cracks to appear in drywall, particularly around door and window openings, drywall arches and stairwells. This shrinkage can be minimized by maintaining a constant temperature in your home throughout the year, particularly during the first year.

Wood floors may squeak! Wood floors will always flex and can eventually squeak to some extent. If installed on the upper level of a two story home sub-floor adhesive and screws are used to anchor the sub-floor to the truss joints. Even with these precautionary measures, wood floors will always flex and can eventually squeak to some extent.

Design

Production homes can have design features that differ from those in the model homes. The differences could be in materials, interior and exterior colors, surface coverings, doors, windows, garage doors and other features.

Dimensions

Your home may have different interior and exterior dimensions than those of the model or neighboring homes. The differences can result from variations in the lots; changes in design that are made after the models are completed and other factors. The differences can be seen in ceilings, windows, room sizes, and lot set backs and in other areas.

Drainage

The grading plan for your lot has been engineered to keep water away from your home. Failure to maintain this grading can result in damage to your home, your lot and to neighboring property. Any alteration of the established grade plan for your lot may void the foundation, drainage and termite sections of your warranty.

Your lot has been graded to accommodate the soils, elevations and other factors of the lot. Consult a professional before you make changes to the grade of your lot. If you choose to have a pool or spa installed, we suggest you give careful consideration to the eventual drainage problems that could be created. Your swimming pool contractor can assist you in deciding the best location for the pool or spa and if new drainage features are needed. Your Limited Warranty does not cover damage to your concrete, footings and foundations caused by changes or alterations in the grading and drainage system. For any additions, changes or alterations to your grading and drainage system, please consult a licensed contractor.

Review the Landscaping section in the Maintenance section of this manual for more information.

Easements and Utilities

Your property may be subject to certain easements that should be reflected on your title report which will be given to you at closing. Consult your title report or professional before any alterations are done on your home or your lot.

Entrance and Walkways

The entrance and walkways of the model homes can vary in size and location from production homes.

Heating and Air Conditioning System

The temperature in your new home can vary from room to room. This variation is normal. It is due to differences to your home's orientation to the sun, shade from neighboring homes, trees, landscaping and other factors.

The heating and cooling system can be adjusted and balanced to meet individual temperature preferences. When the right balance is achieved, utility bills and wear and tear on the heating system are reduced.

Ducts carry and distribute heated or cooled air to each room. Some air ducts are fitted with adjustable dampers that open to increase or close to restrain airflow to major parts of the home. Please consult the HVAC Contractor for correct positioning or adjustment of dampers.

Two kinds of registers are used: Air supply registers, located on the wall or ceiling, that deliver warm or cool air into the room; and air return registers, located on walls or ceilings, that return air from the room back into the air handler fan to be reheated or re-cooled.

To regulate temperatures on different floors or rooms during different seasons, adjust the air supply registers by partially opening or closing them, thus restricting or moving additional air into each room.

Interior doors in each room are under cut to allow return air to circulate throughout each room when the doors are closed.

Zoning Systems: A method of dividing a home into different comfort zones so each zone can be independently controlled depending on use and need; an air conditioning system capable of maintaining varying conditions for various rooms or zones.

Important facts you should know about your heating and cooling system.

Heat Pumps

During the cooling season, the heat pump operates like a conventional system.

During the heating season, the heat pump will deliver warm air, but not hot air like gas or electric heat strip systems and will not operate for long period of time. This is normal. Remember, air, which is 80 degrees, is warm and will heat the house even though it may feel cool to a hand, which is 98 degrees. A gas furnace delivers warm air at 120-140 degrees.

During cold weather frost may accumulate on the outdoor coil. This will cause the heat pump to go into a defrost cycle. During this cycle, the outdoor fan may stop running and you will hear the humming of the compressor and feel cool air coming from the registers. You may also notice steam or water runoff from the outdoor unit and hear a whooshing sound. This is a normal function during the

defrost cycle. Do not turn off the unit, change the temperature or adjust the thermostat during this cycle. The defrost cycle will last from 1-10 minutes depending on the amount of frost on the coil. Then the unit will return to the heating cycle. Frost accumulation does not apply to gas systems.

The thermostat controls the entire heating and cooling system. It is located away from windows and doors, so that air drafts or sudden temperature changes will not affect it. Heat pumped thermostats provide a selectable fan switch to circulate the air when neither heating nor cooling is required.

Clean or replace filters frequently. Dirty filter will affect the performance and the efficiency of your heat pump. Filters are located at the return grill.

Natural Gas Systems

Gas heating and cooling systems are fueled by natural gas for heating and conventional electric system for cooling.

Warm air rises, so the second floor of a two-story house is normally several degrees warmer than the first floor. By setting the fan switch to (ON), you'll generate constant air circulation, which will even out temperatures in the home. If constant air circulation is uncomfortable or doesn't equalize temperatures on both floors, adjusting the vent openings (Explained in the Air Balance section) may be necessary.

HEATING (All Weather)		
Heating	Operation	
Single-story and two-story house with separate units for each floor.	<ol style="list-style-type: none"> 1. Set thermostat to desired indoor temperature. 2. Set fan switch to "AUTO". 	
Two-story house with a single heating/cooling unit.	<ol style="list-style-type: none"> 1. Set thermostat to desired indoor temperature. 2. Set fan switch to "ON" as much as possible during the day and early evening. Set fan switch to "AUTO" at bedtime. 	
COOLING		
Weather	House Type	Operation
Warm Weather (Outside Temperatures Up to 100 degrees F)	Single-story house and two-story house with separate heating and cooling units for each floor	<ol style="list-style-type: none"> 1. Set thermostat to desired indoor temperature. 2. Set fan switch to "ON" or "AUTO" depending on your preference for air movement and sound.
Warm Weather (Outside Temperatures Up to 100 degrees F)	Two-story house with one unit.	<ol style="list-style-type: none"> 1. Set thermostat to desired indoor temperature. 2. Set fan switch to "ON". Warm air rises, so the second floor will heat more quickly than the first floor. Constant air circulation will even out temperatures on both floors.
Hot Weather (Outside Temperatures Over 100 degrees F)	All houses	<ol style="list-style-type: none"> 1. Set thermostat to desired indoor temperature. 2. Set fan switch to "ON" or "AUTO".

Cooling

Design specifications for cooling systems are based on exterior temperatures. They allow an indoor temperature "swing" of three degrees. For example, when the outside temperature rises from 80 degrees F to 110 degrees F with the thermostat set at 75 degrees F, the indoor temperature may rise from 75 degrees F to 78 degrees F. Outside temperatures over 110 degrees F may affect system performance for short periods of time. Constant air circulation is important during hot weather so the thermostat can sense the average temperature in the house. The thermostat is usually located on an interior wall near the return air grille.

Follow these steps to balance the amount of air each room receives:

- Set vents and all cooling outlets to the full open position.
- Open doors to all rooms being cooled.
- Set thermostat at desired room temperature and fan switch to "ON."

- Allow the house to cool. If room temperatures are uneven, partially close off the vents in the cooler rooms. By reducing airflow to cooler rooms, more air will be forced to the warmer rooms.

The air vent's volume control adjusts small changes in airflow, up to the half-closed position. Beyond the half-closed position, the control is very sensitive and very slight adjustments result in large changes in airflow. Balancing may take some time and patience. Changing one outlet may adversely affect other outlets in your home, until you discover the combination of vent settings that are comfortable for you.

"Cooling Load" calculations, which determine proper airflow into a room, assume all windows have draperies or some type of shading device. Any room without window covering, especially one facing east and west, may be warmer than a room with a north or south exposure.

Use caution when shutting off air to a room that isn't in use. The energy savings are minimal, and the system's compressor unit may be damaged. When airflow to a room is shut off, the temperature inside the system's cooling coil may drop below the freezing point. Compressor damage for icing conditions can be expensive to repair.

Heating

- Set vents at all heating outlets to full open positions.
- Open doors to all heated rooms.
- Set the thermostat to the desired room temperature and fan switch to "AUTO."
- Allow the house to warm up. If temperature is uneven, partially close off some of the vents in the warmer rooms. This will reduce the airflow to the warmer rooms and force more air into the cooler rooms.

The gas furnace fan is used for both the heating and the cooling cycles, and typically moves about 30% less air when heating than cooling. This differential allows you to shut off air to some rooms while heating without affecting the operation of the furnace. In a two-story house with a single heating and cooling unit, the second floor vents may need to be closed to offset the effect of warm air rising from the first floor. Heat pump systems have the same fan speed for winter and summer.

Because the heating and cooling system is designed primarily for your home's cooling needs, airflow to the kitchen may be excessive in the heating season. Adjust kitchen vent until the room is comfortable.

Air Balance

The most important factor affecting the comfort and economical operation of your heating and cooling system is the correct balance of air distribution. Air balance is generally the homeowner's responsibility. Understanding how your system was designed will help you make any minor adjustments necessary to equalize temperatures throughout the house. Because of the area's hot summers, your home's air distribution system is designed for cooling. In a single-story house, air balance will be slightly different in the heating cycle than the cooling cycle. It can be very different in a two-story home heated with a single system. Heating and cooling systems are designed to provide an amount of air to each room based on the worst possible orientation of that room. Because houses face different directions, room air quantities will vary, depending on the room's location in the house.

Zoning Systems

Zoning your HVAC system can help save energy as well as make your home more comfortable. Multiple HVAC units, each serving a different area or floor are not zoned; they are completely independent systems. Zoning is where dampers are used to direct heating and cooling from a single HVAC system to more than one area, as needed. A two-zone system will have (most likely) two dampers, each one controlling the airflow to a zone (which can be multiple registers.) The zone control system will control the dampers and HVAC system to heat and cool each zone.

How do HVAC zone controllers work? They are actually pretty simple. The standard HVAC system has a single thermostat controlling a single HVAC system. A zone controller simply connects multiple thermostats to a single HVAC system. The zone controller itself is a small box that mounts back in the HVAC closet. It has one connection for each zone (which goes to a thermostat located in the zone), it has a connection for the HVAC system, and it has a connection for each damper.

The dampers are the key; these devices open and close the air duct leading to a zone. We use motorized dampers. This is the only way that the zone controller can "force" heating or cooling of particular zone(s). The interesting thing about the way zone controllers work is that they use standard thermostats! The thermostat "thinks" it is controlling the HVAC system directly, when actually it is just "suggesting" to the zone controller what the zone needs. And the HVAC system thinks it is being controlled by a thermostat; it just heats and cools as directed, unaware that the airflow is being diverted to where it is needed.

Homeowner Maintenance Responsibility

The features and systems in your new home require routine maintenance. Refer to the Maintenance section in this manual and, if necessary, please consult a professional for advice on your maintenance requirements. Your Limited Warranty does not cover damage, deterioration and destruction of items due to improper or inadequate maintenance by the homeowner.

Attic

Warranty Caution: Roof trusses should not be cut to install attic stairs. This can structurally damage the integrity of the roof and will void any and all warranties.

The attic truss system is not engineered to support additional weight and should not be used for any storage purpose.

Homeowners Association

The Homeowners Association, where applicable, is responsible for certain areas of the subdivision and budgets for such maintenance. Monthly dues are required. The Homeowners Association must be consulted prior to any additions, changes or alterations to landscaping, exterior colors and trim and for other changes. Consult the Homeowners Association management company, applicable C.C. & R's and information in this manual for more information.

Interior Features

The model homes are used as sales offices. Therefore, the models may have features such as window coverings, window tinting, security systems, music systems and other differences from production homes.

Marketing

The representations of features, arrangements, finishes and other items that are used in advertising and sales materials may differ from those in production units.

Mildew

Mildew results when moisture accumulates in a confined area for a long period of time. Over watering of landscaping can cause mildew.

Natural Gas

SAFETY PRECAUTIONS: Natural gas is a clean-burning, economical fuel that plays an important role in meeting the energy needs of homes and businesses. Like all sources of energy, it should be used wisely. Because it is odorless in its natural state, a harmless chemical is added that gives natural gas its distinctive smell. This odorant makes natural gas easy to detect. If you smell faint whiffs of the odor, it may be a pilot light that is out or a burner left turned on - something easily checked and taken care of by you. **IF YOU CANNOT LOCATE THE SOURCE OF THE ODOR AND CORRECT IT, IF THE ODOR PERSISTS, OR IF YOU SMELL THE ODOR OUTDOORS, CALL YOUR GAS COMPANY IMMEDIATELY.** Do not light matches or turn electrical sources, such as a light switch, on or off. Leave the premises immediately and call your gas company as soon as possible. Do not call the gas company from inside the premises.

- Here are some routine checks that will ensure safe operation of your natural gas appliances:
- Check furnace filters regularly and clean or replace as needed.
- Repair and installation jobs are for experts. If your appliances need servicing, be sure to use licensed, qualified service people.
- Don't store combustible materials near any appliances. Keep areas around appliances clean and free of debris.
- Don't let gas accumulate before lighting a gas appliance. If the gas appliance is not electronically ignited, it is best to light a match and hold it at the pilot before turning on the natural gas.
- Be sure range and cook top burners are completely off when not in use.
- Make sure all burning surfaces and the controls on your gas cooking equipment are clean at all times.
- Do not obstruct combustion air vents at hot water heater or at gas fireplace if applicable.
- A gas shutoff valve is located at the supply line for each appliance.

NOTE: Natural gas piping from the meter to your appliances belongs to the customer. Customers have always owned this piping but may not have been aware of that. The Department of Transportation (DOT) instructed us to make it clear that this piping belongs to you and is your responsibility to maintain. Gas piping is part of the building, much like your plumbing and electrical systems, and you need to maintain it accordingly. Your gas company operates and maintains the piping system up to and including the meter set found outside a home or business.

If you have installed underground piping to gas appliances on your property, have the underground piping:

- Periodically inspected for leaks.
- Checked periodically for corrosion (rust).
- Repaired if an unsafe condition is defined.

Additionally, it is important to remember to avoid damage when excavating near a buried gas pipe. The pipe should be located in advance and the excavation must be done by hand. A qualified plumbing contractor may make repairs. **Contractors may be found in the yellow pages under "Plumbers".**

FOR SAFETY'S SAKE, PLEASE CALL YOUR GAS COMPANY FOR ANY LEAK OR GAS SAFETY PROBLEM. PERSONNEL ARE ON CALL 24 HOURS A DAY TO RESPOND TO ANY EMERGENCY.

Orientation Items

Items for repair or replacement that are noticed during the homeowner orientation will be completed as soon as possible. It is possible that some items will be completed after the close of escrow.

Paint

The interior and exterior paint in the model homes can demonstrate a variety of finishes, colors, and techniques. In the production homes, a standard paint is used.

Plumbing Fixtures

Plumbing fixtures are susceptible to damage and staining if water is permitted to stand on the surfaces or because an abrasive cleansing product is used.

Soils

The soils in Arizona are known to be expansive in nature. A soils engineer who has recommended the type and design of the foundation for your home has analyzed these expansive soils.

Substitution

Substitute materials that may differ from those in the model homes may have been made in the construction of your home due to situations beyond the control of Fulton Homes.

Tiles

The color of the manufactured tiles can vary in color from tile to tile. The consistency of tile color is not guaranteed. Further, no representation or guarantee is made that the tile colors and finishes in your new home will be available in the future.

Unauthorized Options

Fulton Homes does not permit the installation of options by anyone other than subcontractors contracted by Fulton Homes prior to the close of escrow.

Upgrades by Buyers

The use of independent contractors, other than those who are under contract to Fulton Homes, will void any warranty, implied or written, with respect to any and all damage caused, directly or indirectly, as a result of the work. All systems, features and structures of the home are included.

Views

No representation or warranty is made with respect to the presence or absence of views or scenes that are visible from your new home. Such views and screens can be blocked or changed by future development, the growth of plants and other activities.

Water Pressure

Your Limited Warranty does not include any representation or warranty that the current city water pressure level will prevail in the future.

Glossary

- **AERATOR** - Located at the end of the kitchen and bathroom faucets. It mixes air with the water in order to provide a smooth, splash-free flow of water. Occasionally, debris may collect in the aerator and restrict the flow of water.
- **BASE/BASEBOARD** - The strip of molding or trim at the bottom of the walls. The baseboard adds an attractive finish and protects the walls from scuffs and damage from furniture or vacuum cleaners.
- **BERM** - A small ridge of soil that directs the flow of rain and irrigation water toward drains or sewers.
- **C.C. & R's** - The covenants, conditions, and restrictions that govern your subdivision.
- **CAULKING** - This material is used as a sealant around sinks, tubs and showers. Other applications for caulking include sealing window and doorframes.
- **CIRCUIT** - The electrical system in your home is separated into individual units referred to as circuits. Depending upon the layout of your home and electrical codes in your area, each circuit may be designed for a room, an area of the home or a single appliance.
- **CIRCUIT BREAKERS** - Circuit Breakers are used to prevent electrical overload or shorting. The circuit breaker opens the circuit when an overload or short occurs, thereby breaking the flow of electricity. It can be reset manually by moving the circuit breaker lever to OFF and then to the ON position once the source of overload has been corrected. Refer to the Electrical System section of this manual for more information.
- **COMMON AREAS** - Many neighborhoods have areas that are common property and owned by a homeowners association. These areas may include streets, parking areas, walkways, slopes, and recreational areas. They are maintained and the homeowners association governs them.
- **CORIAN** - This man-made product can be used for countertops in kitchens and bathrooms. It provides beauty, durability and an excellent working surface.
- **CULTURED MARBLE** - This is a man-made product that is used on the bath vanities and tub/shower surrounds.
- **DAMPER** - A device in a fireplace that controls the air draft up the chimney.

- **DRYWALL** - The interior walls of a home are usually constructed of drywall. This material also is called gypsum board or sheet rock. The material is functional, and can be textured and painted to complement the style of any home. Major settling cracks and nail pops should be referred to Fulton Homes for repair. To make the most of this service, we recommend that you wait until the eleventh month before submitting your request for service.

Drywall repair notes: Please do not write on walls or make other marks where drywall is to be repaired. After making drywall repairs, Fulton Homes will paint original painted areas. No repairs will be made to wallpapered or custom painted areas. Visible, minor drywall imperfections are normal. Any repairs to texture walls and ceilings will have slight color and texture variations, which are normal.

Nail pops and drywall repairs: Minor drywall cracks on the interior wall and home settlement and the normal drying of stud framing and drywall materials cause ceiling surfaces. This is normal with any new home and is homeowner maintenance.

- **EFFLORESCENCE** - A white, powdery substance that can form on concrete roof tile, new block, brick, or stucco finishes. It is composed of water-soluble salts that are present in masonry materials and that rise to the surface via water evaporation.
- **EROSION** - The flow of water from irrigation systems or rain can erode landscaping and change the drainage of the yard. Maintaining the original grading of the yard can prevent most erosion.
- **FLUE** - A vertical duct, constructed of sheet metal that channels smoke or fumes from a fireplace out of the home.
- **FLUSH VALVE** - A device in flushing toilets consisting of a valve connected by a lever with a floating ball. The valve shuts when the ball is raised, and opens when the ball is lowered.
- **GFCI** - Abbreviation for Ground Fault Circuit Interrupter. Similar to a circuit breaker that is designed to interrupt the flow of electricity. GFCIs are usually located in areas where water may be present. In the event of a short circuit such as dropping an appliance into a filled tub or sink, the GFCI should break the electrical circuit immediately and prevent a serious electrical shock.
- **GRAPHITE** - A carbon-based powdered substance that is used as a lubricant for applications in which oil can be damaging. Graphite is usually recommended for use on your aluminum windows and door hinges to prevent dirt build up.
- **GROUT** - Grout is a cement-like material used to fill spaces between ceramic tiles.
- **HARDWARE** - The hinges, locks, handles, and other attachments to doors, cabinets and drawers are commonly referred to as hardware, and may require routine homeowner maintenance.
- **HOMEOWNER MAINTENANCE** - As a new homeowner you need to maintain the various features of your home routinely. Some of these maintenance items have been indicated in the Maintenance section of this manual. This continuing maintenance is the responsibility of the owner.
- **HOMEOWNER ORIENTATION SIGN-OFF** - This sign-off is used to verify that all items at the **Homeowner Orientation** have been completed. This is the information that was logged into your “myfultonhome” web site at your pre-orientation meeting.
- **HOMEOWNER ORIENTATION TABLET LIST** - This list is used to record the condition of your home at the time of your pre-orientation. For more information, refer to the Customer Service Policy section of your manual. See “Tablet” and “Pre-Orientation” Below.
- **HOMEOWNER ASSOCIATION** - In this area, many neighborhoods are governed by a small group of homeowners who represent the interests of all nearby homeowners. This association is usually formed by the builder and is turned over to the homeowners when the majority of the homes are sold. The association collects dues that are to be used for proper maintenance of the common areas and to communicate with the members.
- **MANUFACTURERS WARRANTY** - The appliances and certain other components of a new home are covered by warranties that are supplied by the original manufacturers. These warranties are passed on to you. They include components of the plumbing and electrical system, water heater, and other manufactured items.
- **NAIL POPS** - The natural expansion and contraction of the wood can cause the nails that hold the wall surfaces in place to move or pop out of place. This may be caused by normal wood shrinkage and home settlement. The nails can be reset and, if necessary, touch up paint can be applied.
- **PORCELAIN ENAMEL** - Your kitchen sink may be constructed of cast iron with porcelain enamel. Porcelain is made of a silicate paint, which is fired onto steel at high temperatures, it forms a durable smooth and shiny surface much like glass. Porcelain is a hard, durable surface, but it can be chipped or scratched by blows from a heavy or sharp object.
- **PRE-ORIENTATION** – This is the meeting to perform a walkthrough of your home prior to your final orientation and closing of escrow. You note all items that may need corrections prior to close of escrow.

- **PROJECT MANAGER** - The person who oversees the construction of homes is called the Project Manager. The Project Manager is responsible for making sure that the subcontractors perform their work on time and to the standards established by the builder.
- **RETURN AIR VENT** - Because modern homes feature almost airtight seals, the heating and air conditioning systems require return air vents to draw air back to the heating and cooling system.
- **SCUTTLE** - The opening in the ceiling, which gives access to the attic space.
- **SETTLING** - For years after a new home is built, some settling can occur as the underlying soil gains and loses moisture. Minor settling is normal, particularly in the first months after a new home is built.
- **SPACKLE** - The putty-like material that is used to fill surface irregularities in drywall. Its most common use is to fill nail holes and minor cracks in drywall before painting.
- **STUCCO** - Concrete-based material that covers the exterior of many homes in this area is called stucco. It provides excellent durability, insulation, and beauty to the home. Stucco is relatively brittle so you should avoid sharp blows to the walls. Turn sprinklers away from stucco to prevent water stains.
- **SUBCONTRACTOR** - specialized trades people who contract with larger builders or developers to perform their area of specialization build most homes in our area. This allows the builder to select those trades people with the highest standards and best reputation. Examples of subcontractors are plumbers, roofers and electricians.
- **SWALE** - A swale is similar in purpose to a berm, but it is a depression in the ground. It is designed to channel rain and irrigation water away from structures and toward sewers and drains, and must not be altered.
- **TABLET Computer** – This is a laptop computer with wireless mobile broadband. It communicates “real-time” with your “myfultonhome” account. It is equipped with the Fulton Homes orientation computer software program that is used to list orientation and warranty items that are noted on your “myfultonhome” web site.
- **VITREOUS CHINA** - The kiln-fired, pottery material that is used in most toilets bowls and tanks. It is very durable and impervious in water but can be broken by sharp blows from sharp objects.
- **WEEP HOLES** - Small holes in door and window frames that allow water to drain away are called weep holes. They should be kept free of dirt and debris.

Troubleshooting

Solutions to common heating & air conditioning problems

Problem	Likely Cause	Solution
Air temperature variance in different rooms.	Air distribution unbalanced. Registers are obstructed.	Adjust air register. Clear obstructions away from registers.
Reduced airflow or excessive dust on vents and registers.	Dirty air filter.	Replace air filter
Registers rattle.	Loose register louvers.	Adjust louver with a screwdriver or contact HVAC Contractor.
Home takes a long time to heat up or cool down.	Improper use of thermostat.	Set thermostat at one setting and leave it.
Thermostat cannot be set higher than 86 degrees F.	Thermostat manufactured to stop at 86 degrees F	No action, though the thermostat may show higher temperature.
HVAC system does not operate.	Thermostat improperly set.	Check thermostat for proper setting.
Blower fan not operating in “On” position.	Circuit breaker or fuse tripped	Replace fuse. Reset outside disconnect or panel box breaker.
Air conditioner or heat pump not operating properly.	Outside unit obstructed by bushes, leaves, etc.	Clear obstructions from top and sides of unit.
No cool or warm air.	Breaker tripped, Dirty filter.	Check and reset breaker before. calling HVAC Contractor.
Inside air handlers leaking water onto	Condensate drain clogged or inside	Call HVAC Contractor or clear

ceiling or floor.	coil is frozen.	obstruction from drain line.
Inside or outside coil is frozen.	Low refrigerant or dirty air filter.	Call HVAC Contractor. Replace air filter.
Water present at HVAC condenser line connection.	Insulation not firmly around refrigerant line.	Reattach insulation
Excess water dripping from heat pump.	Unit iced up and is defrosting.	Normal. The water is from the ice melting.
Air inside home is dry and has excess static electricity.	Lack of moisture in air.	Install humidifier.
Excess water on window.	Excess humidity in home.	Lower humidifier setting. Use exhaust fans. Reduce plant watering and steam producing activities.
Bottom condensate line leaking water in summer.	Normal.	No repairs needed.
Top condensate line leaking water in summer.	Primary drain is clogged.	Clean obstruction from drain. Call HVAC Contractor.

Solutions to common appliance problems

Problem	Likely Cause	Solution
Electric appliance not working.	Check circuit breaker.	Reset breaker or call Appliance Service Department.
Garbage disposal does not work.	Disposal is clogged.	Reset breaker on disposal. Manually turn disposal blades with Allen wrench. See info in this manual.
Garbage disposal odor.	Normal.	Pour washing soda or citrus peelings into disposal.
Ice maker not making ice.	Optional icemaker not turned on or water in not turned on.	Turn icemaker and water on.
Range hood not filtering properly.	Dirty filter.	Clean or replace filter.
Unusual flapping sound in the range hood.	Outside wind moving the damper.	Normal. No action required.
Dishwasher not cleaning properly.	Obstructed water flow.	Check for proper loading of dishwasher.
Water spots on dishes/glasses after using dishwasher.	Dishwasher water not hot enough.	Run kitchen sink faucet to "draw" hot water to dishwasher.
Water spots on dishes/glasses after using dishwasher.	Not using rinse agent.	Use rinse agent recommended by manufacturer.
Water spots on dishes/glasses after using dishwasher.	Opening dishwasher door too soon after cycle.	Keep door closed a minimum of one hour after cycle.

Solutions to common ceramic tile problems

Problem	Likely Cause	Solution
Grout cracks between tiles.	Settlement or shrinkage.	Re-grout cracks with grout.
Grout stains.	Moisture and soap build-up.	Wipe down wet tile after bathing. Use exhaust fan.

Caulking coming loose where tub or shower pan meets tile or in the corners where the tiles meet.	Settlement or caulk shrinkage.	Remove old caulk and re-caulk with tub and tile caulk.
Soap dish loose.	Accident or too much weight.	Reinstall with adhesive caulk.
Shower door track not draining properly.	Weep holes clogged.	Clean weep holes.
Soap build-up on shower door.	Normal.	Squeegee or dry shower door after use.
Shower rod will not stay up.	Loose shower rod.	Adjust rod tension by rotating rod and cap.

Solutions to common cabinet problems

Problem	Likely Cause	Solution
Cabinet door doesn't close properly.	Door hinge is out of adjustment.	Adjust hinges.
Cabinet door bangs when closing.	Missing cabinet door bumper pads.	Install new bumper pads.
Cabinet door not level.	Screw attaching hinge to frame is loose.	Loosen screw, align door, and tighten screw.
Adjustable shelves not at desired height.	Shelf clips in wrong position.	Remove shelf one side at a time. Move clips to desired position. Replace shelf one side at a time.
Cabinet drawer sticks.	Drawer glides out of alignment or debris in track.	Realign track. Check for debris. Spray with silicone.
Lazy Susan not swinging freely.	Out of adjustment.	Loosen setscrew at bottom. Turn dial on shaft counterclockwise to raise, clockwise to lower.
Scratch or dent in cabinet.	Normal use.	Fill crack or dent with colored putty.
Cabinet finish is dull.	Cabinet is dirty.	Clean with soap and water. Dry immediately. Use mild furniture polish.
Cabinet swelling from moisture.	Water is leaking or putting wet dishes in cabinet.	Check for water leaks. Dry dishes thoroughly.

Solutions to common concrete problems

Problem	Likely Cause	Solution
Cracks in concrete slab.	Shrinkage, settling or heaving from over watering areas around concrete.	Seal if cracks are large enough to accept sealant. Keep water away from concrete as much as possible.
Cracks in driveway flatwork or garage control joints.	Settlement or shrinkage.	Normal. Seal with concrete sealant.

Solutions to common countertop problems

Problem	Likely Cause	Solution
Countertop separating from wall.	Settlement.	Re-caulk gap between countertop and wall.
Countertop chipped or damage.	Accidents.	Contact the appropriate countertop repair company.

Gaps in caulking as seams and around sink.	Shrinkage of caulk and seam filler.	Re-caulk or add seam filler.
Backsplash behind sink swelling.	Water damage.	Re-caulk backsplash.
Minor scratches in cultured marble tops.	Accidents.	Polish or buff out scratches.
Rust stains.	Marks from metal cans or steel wool.	Apply rust remover per manufacturer's instructions.
Swelling or delaminating at seams.	Water damage.	Apply wax at seams periodically. Delaminating is not repairable.

Solutions to common door problems

Problem	Likely Cause	Solution
Interior door sticks.	Door or doorjamb expansion from high humidity.	Normal. Expansion will shrink with reduced humidity.
Door sticks or binds.	Settlement or swelling from moisture.	Adjust hinges, strikers, or jambs.
Interior door does not stay closed.	Strikers plate out of adjustment.	Adjust strikers.
Doorknob loose or rattles.	Loose screws.	Tighten screws.
Hinges on door squeak.	Metal rubbing.	Apply silicone spray to hinges.
Sliding glass door will not lock.	Locking latch out of adjustment.	Adjust locking latch.
Entry door does not latch properly.	Tight weather-strip or slight door movement.	Adjust weather-strip or door keeper.
Entry door losing glossy finish.	Weather related from sun and heat.	Clean door often. Apply small amount of varnish.
Cracked panel on entry door.	Wood panel expansion/contraction from humidity changes.	Putty crack and seal panel. By repainting or re-varnishing.
Hot or cold air coming in around door exterior	Threshold out of adjustment.	Adjust sweep.
Water infiltration at door.	Threshold not snug to bottom of door.	Adjust sweep.
Water infiltration at door.	Abnormal or wind blown rain.	No action.
Can see light around entry door or garage service door.	Loose weather-strip or sweep.	Adjust weather-strip or sweep to ensure tighter fit.
Garage door not operating properly.	Out of adjustment.	Call Authorized Repairman.
Optional garage door opener not operating.	Weak or dead batteries.	Replace batteries.
Garage door does not latch.	Debris under door.	Remove debris.
Overhead garage door difficult to open or close.	Tension spring too loose or too tight.	Contact authorized repairman. Do not attempt self-repair.
Sliding glass door sticking or hard to operate.	Obstruction in track.	Clean track and apply silicone spray.

Solutions to common electrical problems

Problem	Likely Cause	Solution
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Complete power failure.	Main breaker is tripped. Electrical outage.	Reset main breaker. Call power company.
Electrical outlets not working.	Outlet switch is off or circuit breaker is tripped.	Turn on switch. Check and reset breaker.
GFCI outlets not operating.	GFCI receptacle or circuit breaker is tripped.	Reset GFCI. Check and reset circuit breaker.
Exterior GFCI not working	Water getting into outlet.	Let dry out & reset GFCI
GFCI keeps tripping.	GFCI circuit overloaded.	Do not overload GFCI switch circuit with small appliances.
Light fixture not working.	Switch is off or bulb is burned out.	Turn on switch. Turn off power to replace bulbs.
Appliance does not work.	Main circuit breaker or appliance circuit breaker tripped.	Reset circuit breaker. If problem persists, see appliance manual.
Recessed light turns on or off by itself	Light fixture is overheating.	Fixture designed to shut down to avoid overheating. Use lower wattage bulb.
Smoke alarm goes off when smoke is not present.	Dust or dirt trapped in smoke alarm.	Clean or vacuum smoke alarm.

Solutions to common exterior finish problems

Problem	Likely Cause	Solution
Cracks in stucco.	Expansion or contraction.	Caulk and repaint.
Gaps at joints in wood trim.	Normal caulk and filler shrinkage.	Re-caulk or fill.
Cracking/peeling or painted surfaces.	Normal aging and weathering.	Clean and repaint.
Sap on exterior trim.	Wood drying out.	Clean sap off, prime, and paint.

Solutions to common fireplace problems

Problem	Likely Cause	Solution
Fire will not stay lit.	Logs and or lava rock obstructing burner.	Arrange logs per specifications. See: Operating instructions.
Fire will not stay lit.	Plugged burner orifice	See: Operating instructions.
Fire will not start.	Gas not turned on. No power to auto ignition switch.	See: Operating instructions.
Fire will not start.	Defective or misaligned electrode at pilot.	See: Operating instructions.
Pilot light went out.	Gas turned off to house or fireplace.	See: Operating instructions for proper lighting procedures.
Frequent pilot outage	Drafting problem. Possible blockage of vent terminal. Pilot flame size out of adjustment	See: Operating instructions.
Fire flickering and or inconsistent flame.	Logs and or lava rock obstructing burner.	Arrange logs per specifications. See: Operating instructions.
Excessive black soot on inside of fireplace glass door.	Logs not arranged per manufacturer specifications.	See: Operating instructions.

Solutions to common window problems

Problem	Likely Cause	Solution
Window binds or is difficult to open.	Broken window balancer.	Replace balancer.
Window will not stay open.	Weak window balancer.	Replace balancer or adjust tension rod.
Window will not slide up or down.	Tension rod jammed.	Call Fulton Homes for inspection.
Window will not lock properly.	Window not squares.	Call Fulton Homes for inspection.
Condensation between insulated glass surfaces.	Insulated glass seal broken.	Replace glass panel or sash.
Condensation on inside surface of window.	High humidity inside home.	Reduce humidity with exhaust fans and dehumidifier.

Solutions to common roofing, gutter and downspout problems

Problem	Likely Cause	Solution
Roof leak.	Loose flashing. Loose pipe collars.	Notify contractor
Roof leak.	Loose or missing tiles and/or ridge vents.	Notify contractor
Roof leak.	Rain blowing into vents.	Normal during severe storms.
Broken roof tiles	Walking on tiles. Storm damage from blowing objects.	Stay off roof. Have roofing co. replace.
Rain gutter not draining	Obstructed downspout	Clean out gutter and downspout

Solutions to common plumbing fixture problems

Problem	Likely Cause	Solution
Aerator or showerhead drips.	Dirty or defective.	Clean or replace.
Water flow from faucet is reduced	Aerator at tip of faucet is clogged.	Unscrew aerator screen and rinse thoroughly.
Water splatters out of faucet.	Air in water supply line.	Open all faucets in home for five minutes.
Water leaking from under sink.	Loose plumbing fitting(s).	Hand tighten coupling(s) on drainpipes.
Water dripping from shut-off valves.	Loose packing nut.	Open valve all the way, then gently tighten nut.
Garbage disposal clogged.	Obstruction in disposal.	Use disposal wrench in bottom of disposal.
Garbage disposal will not operate.	Tripped circuit breaker.	Check reset button on bottom disposal unit. See info in this manual.
No hot water from electric water heater.	Tripped circuit breaker.	Check and reset circuit breaker.
Hot water runs out quickly.	Temperature adjustment on water heater set too low.	Call Plumbing Contractor for adjustment.
Hot water recovery is slow.	Burnt out heating element.	Call Plumbing Contractor.

Toilet runs constantly.	Water level in tank is too high.	Adjust float arm stem in toilet water tank downward.
Toilet makes loud noise when flushed	Ball cock in water tank in not working properly.	Replace ball cock in toilet water tank.
Toilet backing up and/or overflowing.	Obstruction in line.	Turn toilet intake valve off and plunge toilet.
Toilet makes dripping or gurgling noise.	Warped flapper.	Replace flapper.
Slow draining sink or bathtub.	Blockage such as hair at drain.	Remove hair or blockage.

Solutions to common interior wall and drywall problems

Problem	Likely Cause	Solution
Nail pops, holes, or cracks in drywall.	Settlement or accidents.	Refer to Interior Walls/Drywall in this manual.
Base molding separates from wall.	Normal caulk shrinkage.	Re-caulk gap.
Separation at door casing	Normal caulk shrinkage or settlement.	Re-caulk gap.

Solutions to common flooring and finish problems

Problem	Likely Cause	Solution
Nail or staple pops under vinyl or resilient floor.	Settlement.	Gently re-set nail or staple.
Caulk around vinyl floor cracks.	Caulk shrinkage and settlement.	Re-caulk gaps with silicone caulking.
Dents in vinyl, resilient, or hardwood floors.	Objects dropped, heavy furniture, or high-heel shoes.	Follow manufacturer's guidelines.
Fine scratches, white splotches, or stains on hardwood floor.	Normal wear, furniture scratches, and spills.	Follow manufacturer's guidelines.
Grout cracks along baseboards.	Normal expansion and contraction.	Re-grout or caulk cracks.
Grout staining.	Liquid spills and grease from food.	Follow manufacturer's guidelines.
Carpet seams noticeable.	Normal. Fiber separate from vacuuming and normal traffic.	Vacuum carpet in same direction as seams.
Carpet fades near windows and doors.	Excessive sunlight.	Close window coverings to reduce excessive sun.
Carpet stains.	Spills, pets.	Follow manufacturer's guidelines.
Carpet looks matted on stairs and high traffic areas.	Dirty carpet or insufficient vacuuming.	Steam clean carpet. Vacuum for frequently.
Carpet fuzzing.	Normal when new.	Vacuum.
Resilient or vinyl floor finish looks dull.	High traffic areas or furniture rubbing against floor.	Follow manufacturer's guidelines.
Resilient or vinyl floor seams are apparent.	Normal.	No repair.
Yellow or purple areas in resilient floors.	Moisture problem or rubber-backed floor mats.	Investigate moisture problem. Do not use rubber-backed mats.

Solutions to common grading problems

Problem	Likely Cause	Solution
Settlement of soil around home.	Wetness around foundation.	Normal. Fill settled areas periodically.
Wetness around foundation.	Grade drainage altered. Drainage swells obstructed.	Do not alter grade. Remove obstruction. See Grading section in this manual.
Wetness around foundation.	Sprinklers/irrigation systems.	Adjust watering systems appropriately.
Water ponding.	Grade drainage altered. Drainage swells obstructed.	Do not alter grade. Remove obstruction. See Grading section in this manual.

Solutions to common painting problems

Problem	Likely Cause	Solution
Exterior paint peeling.	Surface not clean. Moisture/solvents under paint surface.	Scrape, sand, prime, and repaint.
Blisters in paint.	Poor adhesion caused by water or solvent trapped under paint.	Scrape; fill resulting depression, sand, prime, and repaint.
Wrinkling, runs, and/or drips.	Paint applied too thick.	Sand smooth and repaint.
Interior and/or exterior caulking cracks or shrinks.	Normal drying, settlement, expansion and contraction.	Remove old caulking only if unsightly. Caulk open gaps.
Efflorescence peeling on foundation.	Alkali compounds on foundation.	Scrape, apply alkali neutralizer, and repaint.
Bleeding wood knots.	Wood resin seeping out.	Sand, apply stain killer, repaint.

Solutions to common plumbing system problems

Problem	Likely Cause	Solution
Main sewer line clogged.	Blockage in pipe.	Call Plumbing Contractor.
Water leaks at drain pipes.	Loose fittings.	Tighten fittings.