

McCaleb Homes

Homeowner Manual

McCaleb Homes Homeowner Manual

McCaleb Homes Homeowner Manual Receipt

Congratulations on your decision to build a new home!

McCaleb Homes is proud to deliver this copy of our homeowner manual to you as part of the purchase agreement materials for your new home:

Date _____

Community _____

Floor plan _____

Address _____

Legal _____

Please acknowledge for our records that you received this manual:

Purchaser _____

Date _____

Purchaser _____

Date _____

McCaleb Homes Homeowner Manual

Congratulations on your decision to purchase a new home from McCaleb Homes. We share your excitement about your new residence and look forward to having you work with us to have your home built.

McCaleb Homes designed this *Homeowner Manual* to assist you during and after the purchase of your home. The information presented here will answer many questions and prepare you for each step of the new home experience, making this exciting time easier.

In addition to guiding you through the process of purchasing and building, this manual provides you with maintenance guidelines and a description of our limited warranty program, component by component.

Please take time to review this material thoroughly. Note the amount of detail we have provided. Your new home will receive the same attention.

Please bring this manual to all scheduled meetings. As we progress, you will add items to it. When complete, your manual will provide a useful record of information about your new home.

If you need clarification or additional details about any topic discussed, please give us a call. We are delighted to welcome you as part of the McCaleb Homes family and are always ready to serve you.

Sincerely,

McCaleb Homes

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Section 1: Introduction

- ✓ McCaleb Homes – some background on our company
- ✓ What Happens Next? – an overview of the major steps in the home buying process
- ✓ Who's Who? – names and contact information for key people who will assist you in this process

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Introduction

McCaleb Homes

Since the day we began over three decades ago, our company has focused on a single goal: To build homes with the kind of exciting designs and level of quality usually reserved for only the most expensive custom homes. But at prices much more affordable. The result is the highest standard by which you can compare our homes to others you may be considering.

Being family owned and operated, we put our name on every home we build, assuring superior quality and attention to detail likely to be achieved only through personal family pride.

You'll see the difference the minute you open the door of a McCaleb Homes. The rooms just seem to flow together, go together – all within a dazzling display of natural light. We begin by including all of the amenities a homeowner could ask for: richly handcrafted woodwork and crown mouldings; soaring ceilings; Paladin-style, divided light windows; the gourmet kitchen family room combination and the garden bath with exclusive whirlpool tub and separate glass-enclosed shower. Then we build them in the finest neighborhoods and price them affordable.

We look forward to the opportunity to serve you with our pledge of value and customer satisfaction and to helping you make your new home as individual as you are!

What Happens Next?

An Overview of Your New Home Experience

Purchasing a new home is an exciting experience. The process is also complex, with many details to be decided and arranged. While McCaleb Homes is building your new home, you participate by taking care of several important aspects of your purchase.

Building a new home is an investment of your money, your emotions, and your time. Many of the tasks will require your attention during regular business hours, Monday through Friday, usually between 8:00 a.m. and 5:00 p.m.

The chronological list that follows outlines the events that typically take place in the purchase of a new home and provides an overview of the events that will require your time and attention. Where time frames are specified, you need to observe them in order for us to deliver your home on schedule.

Purchasing Your Home

The purchase agreement and various addenda constitute the legal understanding regarding the purchase of your new home. Please read the purchase agreement and all attachments carefully. As with any legal agreement, you may wish to have your attorney review them. Once all the paperwork is signed, we suggest you insert those documents in Section 2 of this manual, Purchasing Your Home.

Arranging for Your Loan

Once you have signed the purchase agreement, finalizing the details for financing is next. To assist you, we may suggest lenders appropriate for your specific financial situation. Section 3, Arranging for Your Loan, contains hints and information on the loan process.

New Home Selections

New Home Selections, Section 4 of this manual, will assist you in the exciting process of personalizing your new home with your selections.

Construction of Your Home

Several tasks need to be completed prior to the start of construction. Some of these are our job; some are yours. They are described in Section 5, Construction of Your Home. Near the beginning of construction, we will offer to meet with you at a Preconstruction Conference to review plans and specifications one final time. Next we will invite you to tour your new home with us when your home reaches the mechanical stage, just before insulation is installed. Please bring this manual to both of these meetings.

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We also expect and welcome your casual visits to the site. Please read Section 5, Construction of Your Home, for guidelines on safety, security, and work in progress.

Homeowner Orientation

The homeowner orientation has two purposes. The first is to demonstrate the features of your home and discuss maintenance and our limited warranty program. Equally important, we want to confirm that we have delivered your new home at the quality level described in our documents and shown in our model homes and with all your selections correctly installed. For detailed information, please review Section 6, Homeowner Orientation.

Closing on Your Home

Closing on Your Home, Section 7 of this manual, describes the documents you will sign and other important details about the closing process. We have included guidelines to assist you in preparing for closing and move-in.

Caring for Your Home

Many of your responsibilities as an owner and McCaleb Homes' responsibilities under the terms of our limited warranty are discussed in Caring for Your Home, Section 8. Begin now to become familiar with the home maintenance you should provide and our warranty service commitment to you. McCaleb Homes plans two standard contacts with you during the warranty period. These visits and procedures for service outside these standard contacts are described in Section 8.

Your Feedback and Suggestions

Our desire to maintain open communication with you extends through the buying process and after your move-in. In an effort to improve the product and service we provide, we welcome your comments on how we've performed. We survey our customers after move-in. Our goal is to build the best home and the best customer relationship as possible. Your feedback helps us reach that goal!

As time passes, if your housing needs change, we are ready at any time to build you another home. We also appreciate your referrals. Our office is always happy to provide you with information about where we are currently building and the products we offer.

Purchasing Your Home

You will use several standard forms when you buy your new home. These include the purchase agreement and several addenda. The purchase agreement becomes binding only when all parties have signed all forms and attachments.

If you are new to the United States, McCaleb Homes welcomes you and understands that you may be unfamiliar with our business procedures and traditions. We will gladly discuss any questions you may have about the U.S. business practices we will be following.

Purchaser Checklist

This sheet confirms that we delivered all necessary documents and discussed key topics in order to prevent surprises. Our experience shows that the new home process progresses more smoothly with good communication. To be certain that we have been clear in explaining our purchase agreement and that we have called your attention to clauses or topics that have caused confusion in the past, we will ask you to sign this confirmation at the end of the meeting.

Purchase Agreement

The purchase agreement is the legal document that represents your decision to purchase a home. It describes your home (both a legal description and the street address), financing information, homeowner association information, if applicable, and additional legal provisions. We recommend that you read these documents carefully. In particular, please take note of the topics listed on our Buyer's Checklist, which we will discuss with you prior to your signing your purchase agreement.

Several exhibits are typically attached to your purchase agreement. The features of the community determine the specific items, but the list below is typical.

Addenda

Exhibit A

Materials and Specifications list materials and methods to be used in construction of your home.

Exhibit B

Allowance Schedule lists categories and amounts included in the price of your home for finish materials you select.

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Exhibit C

Selection Sheets outline details of your finish material choices, such as color, brand, model, and so on. Please plan to complete these within 30 days of signing your contract. See Section 4, New Home Selections, for more information.

Exhibit D

McCaleb Homes Limited Warranty, a specimen copy for your study, with the actual warranty executed at closing.

Exhibit E

Homeowner Association Documents, where applicable.

Homeowner Manual

This book is your Homeowner Manual. It will guide you through the building process and serve as a useful reference after your move in.

Community

Our community information materials contain specific documents and disclosures about the local community.

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Purchaser Checklist

Purchasers _____ Date _____

Your signature below confirms that we have delivered the following items to you:

- ___ Purchase agreement
- ___ Purchase agreement addenda
- _____
- ___ Materials and specifications for your floor plan
- ___ Allowance schedule
- ___ Selection sheets for your floor plan
- ___ Limited warranty
- ___ Homeowner association documents, if applicable
- ___ Homeowner manual
- ___ Receipt for your deposit, \$ _____

That we discussed the following clauses from your purchase agreement:

- Allowances
- Reimbursable expenses
- Financing
- Commence and complete construction
- Change orders: procedures and safety
- Conformance with plans and specifications
- Plan ownership
- Site visits: procedures and safety
- Noninterference
- Inspection and acceptance: orientation
- Site clean-up
- Insulation notices
- Radon disclosure
- Limited warranty: written lists for non-emergency items; standard checkpoints at 30 days and 11 months; emergency items by phone
- Homeowner Association
- Settlement or closing: target delivery date and delivery date updates
- Possession
- Insurance
- Default or termination
- Alternative dispute resolution
- Co-op broker
- Entire agreement

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And that we discussed the following topics to expedite communications during the process:

- ___ Scheduled construction meetings: Preconstruction conference, pre-drywall tour
- ___ Buyers' preferred contact:
 - Monday- Friday _____ Phone _____
 - Saturday _____ Phone _____
- ___ McCaleb Homes' preferred contact:
 - Monday through Friday, 7 a.m. to 6 p.m.
 - Saturday, 9 a.m. to 1 p.m.

Other

Purchaser _____ Date _____
Purchaser _____ Date _____
Builder _____ Date _____

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Note to Purchaser:

Insert the completed purchase agreement and addenda here.

Section 3: Arranging Your Loan

- ✓ Loan Application Checklist-lists the documents and information typically needed to complete the loan application form
- ✓ Loan Application Paperwork-an overview of the forms involved in processing your application
- ✓ Loan Underwriting-key points to be aware of regarding the loan approval process, take special note of contingencies that may apply
- ✓ Loan Lock-lock your loan only after McCaleb Homes as provided you with a written delivery date confirmation
- ✓ Loan closing-avoid changes to your financial circumstances to protect your loan approval
- ✓ *Down Payment Worksheet*-to assist you in determining the amount you have available for your down payment
- ✓ *Monthly Payment Worksheet*-to assist you in estimating the monthly payment amount for your new mortgage

Arranging Your Loan

The first items you'll need to take care of are selecting a lender and completing a mortgage application. Plan to accomplish this within 5 business days of signing your purchase agreement. Take the completed purchase agreement with you when you first visit your lender.

Your lender's job is to understand your particular financial circumstances completely. You will review all information on the application at your meeting with the loan officer. A situation rarely arises that your loan officer has not encountered in the past. Do not hesitate to discuss any questions you have regarding your assets, income, or credit. By providing complete information, you prevent delays or extra trips to deliver documents.

Loan Application Checklist

The amount of documentation and information required for a mortgage can seem overwhelming. You can facilitate the application process by collecting as much of the needed information as you can before your appointment.

The checklist that follows is a general guide to assist you with the loan application. Some of the items listed may not apply to you, and your lender will probably request some items that we have not mentioned, but this list will get you off to a good start.

Credit Report

Please note that you will be asked to pay for a credit report and an appraisal upon signing the application.

Property Information

_ The purchase agreement will include the legal description of the property and the price.

Personal Information

- _ Social Security number and driver's license for each borrower
- _ Home addresses for the last two years
- _ Divorce decree and separation agreements, if applicable
- _ Trust agreement, if applicable

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Income

- _ Most recent pay stubs
- _ Documentation on any supplemental income such as bonuses or commissions
- _ Names, addresses, and phone numbers of all employers for the last two years
- _ W-2s for last two years
- _ If you are self-employed or earn income from commissioned sales, copies of the last two years of tax returns with all schedules and year-to-date profit and loss for current year, signed by an accountant
- _ Documentation of alimony or child support, if this income is considered for the loan

Real Estate Owned

- _ Names, addresses, phone numbers, and account numbers of all mortgage lenders for the last seven years
- _ Copies of leases and two years of tax returns of any rental property
- _ Market value estimate

Liquid Assets

- _ Complete names, addresses, phone numbers, and account numbers for all bank, credit union, 401k, and investment accounts
- _ Copies of the last three month's statements for all bank accounts
- _ Copies of any notes receivable
- _ Value of other assets such as auto, household goods, and collectibles
- _ Cash value of life insurance policies
- _ Vested interest in retirement funds or IRAs

Liabilities

- _ Names, account numbers, balances, and current monthly payment amounts for all revolving charge cards
- _ Names, addresses, phone numbers, and account numbers for all installment debt and approximate balances and monthly payments for such items as mortgages, home equity loans, and auto loans
- _ Alimony or child support payments
- _ Names, addresses, phone numbers, and account numbers of accounts recently paid off, if used to establish credit

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Loan Application Paperwork

Once you have given all preliminary information to your loan officer, your lender sends verification forms to your employers, banks, and current Mortgage Company or landlord, and also orders the credit report and appraisal. You sign a release to authorize these steps. Your lender will provide you with a Good Faith Estimate and a Truth-in-Lending Disclosure.

Good Faith Estimate

The Good Faith Estimate lists the estimated costs you will incur at closing. Some of the numbers listed on this form are prorated, subject to change based on the actual date of closing. Others are set fees that should remain the same.

Truth-in-Lending Disclosure

The Truth-in-Lending Disclosure shows the total cost to you, over the term of the loan, for your specific financing. The calculation is based on the assumption that you own the home and make regular payments throughout the term of the loan.

Verification of Employment

The lender sends Verification of Employment (VOA) forms to all employers for the last two years. The employers complete, sign, and return the forms to the lender. The forms show the dates of employment, the amount of money you earned last year, and how much you have earned so far this year. The VOE documents bonuses and overtime you earned.

Verification of Deposit

Verification of Deposit (VOD) forms go to each banking institution listed on your application. The institutions indicate the date you opened each account, average balances for the last three months, and the amount of money you have in each account on the day they complete the form. Any loans or overdraft accounts you have with the bank will also be shown.

Verification of Mortgage

Mortgage companies and landlords complete the Verification of Mortgage (VOM) forms. These show the lender how much you owe, the amount of your monthly payments, and whether you make your payments by the due date.

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Credit Report

Your credit report shows the amounts of money you owe to each of your creditors, minimum monthly payments, and your payment history. The appraisal confirms the value of the home you are purchasing for you and your lender.

Loan Underwriting

Typically, several weeks pass as these reports and forms are returned to the lender. If any delays are encountered, the loan officer may contact you for assistance. The credit reporting agency may call you to verify that the information they have gathered is correct.

Once the loan processor has collected this standard documentation, you may be asked to write letters describing your assets, income, or credit. Few loans are finalized without requests for additional information just before the package is submitted to the underwriter for final approval. At this point you may become frustrated with the loan process.

Please remember that your lender requests these letters to assist you in obtaining your financing. Do not hesitate to discuss your concerns with your loan officer. Perhaps he or she can provide some additional insight on what may seem to be redundant requests.

Loan Amount Requested

Before the processor submits your file to the underwriters for final approval, he or she will verify the final sales price. Make sure that copies of all addenda, such as change orders signed after the original purchase agreement was completed, have been sent to the lender. This assists the lender in determining the exact loan amount. If change orders affect the total price after this point, you may have to resubmit your loan application for the higher amount or the lender may ask you to pay for the additional items in cash.

Loan Approval

During your first meeting, you and your lender determine the timing to obtain prequalification. This allows us to start the home even though final approval is still pending. You will discuss additional items that you may need to obtain final loan approval. Several weeks after your first meeting with the lender, you should receive loan approval. If any of the documents requested have not been returned to the lender in a timely manner, approval may take longer.

Contingencies

Loan approvals often carry conditions of approval. The sale of a previous home or proof of funds are two examples. Discuss any concerns you may have about such conditions with your loan officer and obtain any requested documentation as soon as possible. Once all contingencies are met, the final loan can be approved.

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Loan Amount Approval

If you qualify for an amount that is less than you requested, ask your loan officer what changes might qualify you for a larger loan. Or, consider omitting some items now (a deck or finished basement) and adding them to your home later. Another possibility is to talk to another lender with different programs and different requirements.

Loan Declined

If, after your best efforts, you are not approved for a loan within 45 days of signing your purchase agreement, in accordance with your Purchase Agreement, McCaleb Homes will refund your initial deposit upon your signing a release letter and returning this Homeowners Manual to the sales office.

Loan Lock

The only thing anyone knows for certain about interest rates is that they will change. Do not rely on anyone's predictions regarding rates. Locking your rate prematurely can result in extra expense if your new home is not complete in time to close within the lock period. We are happy to update you throughout the process of construction on the target delivery date. ***Until we reach a point in construction where factors outside our control can no longer affect the delivery date, the decision to lock your loan is at best a gamble.***

Loan Closing

Between the time your loan is approved and the date of your closing, remember that any significant changes in your financial circumstances could impact your loan approval. If your closing occurs more than 30 days after the lender issues your loan approval, the lender may order an additional credit report just prior to the closing date. Changes in your financial circumstances, for example, purchasing a new car or increases in your charge card will appear as a new liability on your updated credit report. Such changes may cause your lender to reconsider your approval. Holding off on such purchases until after closing is best.

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Down Payment Worksheet

Available Funds

Equity in present home	\$ _____
Savings, savings certificates	_____
Investments	_____
Insurance (cash value)	_____
Other funds (such as a cash gift)	_____
Total available funds	_____
Minus amount you want to keep in savings	_____
Adjusted Total Available Funds	\$ _____

Expected Expenses

Settlement costs (estimate 5 percent of loan)	\$ _____
Moving costs	_____
Landscaping	_____
Other expected expenses	_____
Total Expected Expenses	\$ _____

Down Payment

Adjusted total available funds	\$ _____
Minus total expected expenses	\$ _____
Amount Available for Down Payment	\$ _____

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Monthly Payment Worksheet

Loan Payment

Principal and interest	\$ _____
Property tax	_____
Hazard insurance	_____
Total Loan Payment	\$ _____

Homeowner Association Monthly Dues \$ _____

Estimated Utilities

Electric	\$ _____
Gas	_____
Water	_____
Sewer	_____
Trash collection	_____
Cable TV	_____
Security system monitoring	_____
Total Estimated Utilities	\$ _____

Monthly Payment

Loan payment	\$ _____
Homeowner association dues	_____
Estimated utilities	_____
Total Monthly Payment	\$ _____

Section 4: New Home Selections

- ✓ Standard Features-confirm your understanding of which features are included in your new home
- ✓ Optional Features-you can select from many popular options to personalize your new home
- ✓ Customer Features-McCaleb Homes will consider your requests for custom features
- ✓ Selection Hints-reminders to guide you through the selection process
- ✓ Selection Locations-names and locations of showrooms where you can view selections and options
- ✓ *Buyer Start Order*-a form you sign confirming all selections and changes are complete and telling us to start your home
- ✓ Change Orders-McCaleb Homes will consider requests for changes after you sign the Buyer Start Order in accordance with the schedule and fees described here
- ✓ *Change Order*- a copy of the form that documents any changes, requiring the signatures of all parties and full payment prior to implementation

New Home Selections

Part of the fun of buying a new home is selecting features, finish materials, and colors. You will make some of these choices at the McCaleb Homes' office and others at our suppliers' showrooms. Location and contact information is included in these sections. As you make choices for your new home, consider your present and future lifestyle. Take into account your family's daily activities, hobbies, and work; the kind of entertaining you do, and your family's holiday traditions.

Standard Features

Each floor plan includes a substantial number of standard features as listed on the standard features sheet available from our sales center. Please review this information carefully to prevent any misunderstandings about which features are included in the base price of your home. To delete a standard feature, complete and submit a change order with your selection sheets. If you have any questions, your sales counselor will be able to assist you.

Optional Features

Based on feedback from our customers, McCaleb Homes has developed a list of the most popular options that are available for the home plans in your new community. This list and the current pricing of these items are available from your sales counselor. This list is updated regularly based on feedback from our customers and fluctuations in costs.

Our options list is organized by components: cabinet, electrical, floor covering, plumbing, and so on. To include an optional item in your new home, simply list the item on your selection forms.

Custom Features

The possibilities for your new home far exceed the popular ideas we suggest on our options list. In addition to the available options, you may have custom features you want us to consider incorporating into your new home.

Think, dream, imagine, look—we will assist you in any way that we can to make these decisions as early as possible. Please keep in mind that your neighbors have this same opportunity and may request still other features. We make no claim that we mention or offer every possible idea.

A \$250.00 fee will be added to all change orders in which the Superintendent has to under completed work. This fee will be in addition to the cost associated with the change.

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Selection Hints

McCaleb Homes provides you with selection sheets that list the choices you need to make. Schedule time to visit both our office and our suppliers' showrooms to make your selections as soon as possible. Plan to finalize your selections within 30 days of signing your purchase agreement. Your prompt completion of these selections helps prevent delays caused by backorders.

Informed Choices

We recommend that you review the maintenance tasks and warranty guidelines in Section 8 of this manual prior to making your selection decisions.

Be Thorough

Our selection sheets are very detailed. Fill in all blanks completely. Costly errors arise from assumptions and incomplete selection sheets. After completing this form, double-check all color numbers and names and sign and date each page.

Allowances

Decorating choices that exceed the specified allowances, such as those for floor coverings, countertops, or light fixtures, will require additional payment. Although such amounts can be credited to you at closing and subsequently added to your mortgage, they are not refundable.

Colors

You are welcome to bring cushions or swatches to showrooms to coordinate colors. View color samples in both natural and artificial light to get an accurate impression of the color. Variations between samples and actual material installed can occur. This is because of the manufacturer's coloring process (dye lots) and the fact that, over time, sunlight and over environmental factors affect the samples. Some colors will appear different when seen in a large area as opposed to the sample.

Exterior Choices

Your homeowner association and selections your future neighbors have made may limit your choices for exterior finish materials or colors. The sooner you make your selections, the more choices you have. Viewing existing homes is one way to select exterior colors. Selections often look different on a full-size home. Some colors require extra coverage, which can impact the cost.

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Selection Hold

We reserve the right to place a hold on your selections until your lender has approved your loan and all contingencies are released. If suppliers have discontinued any of your selections, we will contact you and ask you to make an alternate selection within 5 days. Occasionally, a home is already under construction and McCaleb Homes has made some or all of these choices.

Availability

If a selection you make turns out to be unavailable, we will contact you and request that you make a different selection within 5 business days. Because so many choices are offered, McCaleb Homes is unable to predict when a particular manufacturer or supplier may discontinue any particular item. We regret any inconvenience this may cause. Similarly, materials readily available when your home is built may not be available in years to come if replacements are needed.

Record of Selections

Please retain your selection sheets for future reference. They are useful for matching paint colors, tile grout, and replacement items in your home.

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Selection Locations

Item(s) _____
Contact _____
Company _____
Address _____

Phone _____
Fax _____
Hours _____

Item(s) _____
Contact _____
Company _____
Address _____

Phone _____
Fax _____
Hours _____

Item(s) _____
Contact _____
Company _____
Address _____

Phone _____
Fax _____
Hours _____

Item(s) _____
Contact _____
Company _____
Address _____

Phone _____
Fax _____
Hours _____

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Change Orders

McCaleb Homes uses a change order form (see sample at the end of this section) to describe and document all changes you may request to your new home's plans and specifications. Change orders fall into three categories. You may decide to:

- Add or delete items from the options list after signing your selection sheets
- Change a selection previously ordered
- Personalize your home plans still further with a custom feature

In order to deliver your home as close as possible to the target date, we order many items well in advance of installation. Once a particular item is ordered, making further changes may involve adjusting the planned delivery date and additional costs. By requesting all changes prior to signing the Buyer Start Order, you avoid both.

Processing

When you request a change, the sales counselor will document the request and submit for approval and, in the case of custom changes, pricing. Pricing of custom change requests typically takes 5-10 business days.

Sometimes a seemingly minor change impacts other elements of the home and therefore may come with hidden costs—for example, if you order a ceiling fan, the framing that will hold it is reinforced. If you add a window, framing, drywall, interior and exterior trim, and paint costs may all be affected.

Changes of any kind requested after the cutoff dates for your community include an administrative fee. This is necessary because previously issued paperwork must be canceled and reissued. Errors in this process are a McCaleb Homes responsibility. If the change you request impacts the construction schedule, our pricing will include construction loan interest for the additional days. The cost of deleted items will be credited to you although administrative fees are non-refundable.

Information on pricing and any schedule adjustment is returned to your sales counselor who will then contact you for a final decision. If you elect to proceed with the change, we ask that you sign the change order and make full payment. Change orders that remain unsigned or unpaid become null and void upon the expiration date shown on the change order.

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For the protection of all concerned, all changes are documented and incorporated into your new home only after

- McCaleb Homes has approved and signed the change
- You have approved, signed, and paid for the change prior to its expiration date
- The applicable building department has approved the change, when applicable

Our contracts with our trade contractors prohibit them from making any changes to plans or specifications without written change order authorization from McCaleb Homes.

Cutoff Points for Changes

McCaleb Homes follows a schedule of cutoffs for changes as shown below. McCaleb Homes reserves the right to deny changes you request after these cutoffs.

Changes affecting	Should be made prior to the start of
Foundation	Engineering and permit application
Windows, doors, elevation	Foundation
Mechanical systems, cabinets, appliances	Framing
Texture, hardware, lighting	Mechanical rough-ins
Interior trim and floor coverings	Insulation
Landscape design or materials	Interior trim

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Change Order # _____

Purchasers _____

Date _____

Contract dated _____

Plan _____

Address _____

Lot # _____

Description of Change

Design/pricing deposit _____

Expiration date _____

Administrative fee _____

Cost of Change _____

Delivery date adjustment ___ days

Credit (deleted items) _____

Total _____

Purchasers have requested the change described above, its costs, and the corresponding adjustment in the construction schedule. By signing this change order, Purchasers agree to pay for this change and acknowledge that the estimated delivery date for the home is revised accordingly. McCaleb Homes will incorporate the change into the home only when the change order has been approved and signed by McCaleb Homes, and paid in full by Purchasers. McCaleb Homes has the option of revising the cost, delivery date adjustment, or both if Purchasers have not signed this change order by the expiration date above.

Approved, _____
McCaleb Homes

Purchaser _____

Purchaser _____

Date _____

Date _____

Date payment received _____

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Note to Home Buyer:

Insert your records of your new home selections here.

McCaleb Homes Homeowner Manual

Section 5: Construction of Your Home

- ✓ Preconstruction Conference-a meeting to review your plans, selection, changes, and the protocols of the construction process
- ✓ Start of Construction
- ✓ Safety-please respect the potentially dangerous nature of a construction site and follow our site visit policies
- ✓ Frame Tour-your second meeting with your builder provides an opportunity to see the quality inside the walls of your new home and confirm that selections and change orders are correct so far
- ✓ Plans and Specifications-no two homes are alike
- ✓ Quality-we monitor work on your home to note and correct any errors that occur and ensure that the home we deliver meets the standards we promised you
- ✓ Single Source- McCaleb Homes selects all personnel and orders all materials that go into your home
- ✓ Trade Contractors-trades people have no authority to make changes without McCaleb Homes' written change order and are unaware of all the elements in your home; any questions you have should be communicated through your salesperson
- ✓ Schedule-delivery dates are a target until we confirm a closing date in writing; we promise a minimum of 30 days notice
- ✓ Construction Sequence-an overview of the major steps typically followed in building a home
- ✓ *Our Customer Wants to Know*-forms for your convenience, please document any questions you have about your home during construction and forward them to your sales counselor

Construction of Your Home

The construction of a new home differs from other manufacturing processes in several ways. By keeping these differences in mind, you can enjoy observing the construction process as we build your new home.

- As a consumer, you rarely have the opportunity to watch as the products you purchase are created. Your new home is created in front of you.
- You have more opportunity for input into the design and finish details of a new home than for most other products. Our success in personalizing your home depends on effective and timely communication of your choices.
- Because of the time required for construction, you have many opportunities to view your home as it is built, ask questions, and discuss details.

Preconstruction Conference

You will have the opportunity to meet with your builder during this process. Your sales counselor schedules this appointment once all of your selections are completed. This meeting takes approximately 1.5 to 2 hours.

The purpose of the preconstruction conference is to conduct a comprehensive review of your final plans and specifications as well as the building process itself. We will discuss such things as site visits, questions, trade contractor communication, change orders, and target delivery date. A copy of our agenda is included on the next page. Please bring any questions you have and this manual with you to this meeting.

Start of Construction

Before construction of your home can begin, McCaleb Homes has several important tasks to accomplish that involve outside people and entities. For example:

- Structural changes you decided to make to the plans may necessitate revision of engineering for the home. This must be completed prior to applying for a building permit and can take from several days to several weeks.
- Residential construction requires that we obtain a building permit. The process varies and can take a few days to many weeks depending on the volume of applications being processed by the building department. This volume varies from month to month.
- The time of year may affect the start date because of the weather conditions.

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Preconstruction Agenda

Purchasers _____ Date _____
Address _____

At the office:

- 1. Site Plan
- 2. Soil report
- 3. Drainage plan
- 4. Status of permit
- 5. Utilities status
- 6. Homeowner association issues
- 7. Landscape plans
- 8. House plans
- 9. Specifications
- 10. Selections and options
- 11. Change orders
- 12. Change order cutoff schedule
- 13. Target start date
- 14. Construction sequence/schedule
- 15. Events that extend schedule
- 16. "Nothing's happening"
- 17. Quality, builder's inspection of work
- 18. Site visit guidelines
- 19. How to handle question
- 20. Pre-drywall tour
- 21. Target deliver
- 22. Read maintenance and warranty
- 23. Other McCaleb Homes topics:

- 24. Other client topics:

At the site:

- 25 Lot boundaries
- 26. Easements
- 27. Orientation of home
- 28. Trees and other natural features
- 29. Drainage
- 30. Mailbox location

Notes:

Purchaser _____
Date _____

Purchaser _____
Date _____

Builder _____
Date _____

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Safety

We understand that you will want to visit your new home between these construction reviews. A new home construction site is exciting and can also be dangerous. Your safety is of prime importance to us. Therefore, we must require that you contact McCaleb Homes before visiting your site. We reserve the right to require that you wear a hard hat and that a member of our staff accompany you during your visit. Please observe commonsense safety procedures at all times when visiting:

- Keep older children within view and younger children within reach, or make arrangements to leave them elsewhere when visiting the site.
- Do not walk backward, even one step. Look in the direction you are moving at all times.
- Watch for boards, cords, tools, nails, or construction materials that might cause tripping, puncture wounds, or other injury.
- Do not enter any level of a home that is not equipped with stairs and rails.
- Stay a minimum of six feet from all excavations.
- Give large, noisy grading equipment or delivery vehicles plenty of room. Assume that the driver can neither see nor hear you.

In addition to safety considerations, be aware of the possibility that mud, paint, drywall compound, and other construction materials are in use and can get onto your clothing.

Frame Tour

Many buyers appreciate the opportunity to tour their home just after the rough mechanical stage, before insulation. The rooms have begun to take shape but the inner workings are still visible. This is an opportunity for you to see the quality that goes inside the walls of your home.

Although this is not an opportunity to request changes, the meeting does give all of us an opportunity to confirm that we are correctly installing the options you ordered or approved changes you requested. We will also update you on the target delivery date during the frame tour.

As with the preconstruction conference, your frame tour is scheduled by your sales counselor. You will meet your builder at your new home. Frame tours usually take 20 to 30 minutes. Please remember to bring this homeowner manual, selection sheets, and any approved change orders.

Please understand that if for any reason you are unavailable to attend this meeting, we must continue with construction.

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Locks and Keys

Once exterior doors and locks are installed, we will access your home with a construction master key. Company policy prohibits staff member from loaning these keys to customers.

Plans and Specifications

The building department of the city or county where your home is to be located must review and approve the plans and specifications for your home. We construct each home to comply with the plans and specifications approved by the applicable building department. Your specifications become part of our agreements with trade contractors and suppliers. Only written instructions from McCaleb Homes can change these contracts. Many factors can cause variations between the model home you viewed and the home we deliver to you.

Regulatory Changes

From time to time, city or county agencies adopt new codes or regulations that can affect your home. Such changes are usually adopted in the interest of safety and are legal requirements with which McCaleb Homes must comply. Therefore, builders may construct the same floor plan slightly differently in two different jurisdictions or at two different times within the same jurisdiction.

Individual Foundation Designs

Another area where variations among homes can appear is in the foundation system. The foundation design is specific to each lot. Based on the results of a soil test, an engineer determines which foundation system to use. Because of variations in soil conditions among lots, your foundation may differ from your neighbors' foundation or that of the same home in another neighborhood.

Topography and Home Site Conditions

Because each home site is shaped differently, the position of your home on the site may vary from others in the community. You will receive a copy of a plot plan, a drawing that shows you the home's position on your home site, at your preconstruction conference.

In addition, the exterior elevations of each home are affected by the topography, or surface contours, of your home site. For instance, slope on the site may affect the number and configuration of the driveway, walks, steps, and rails. Exterior finish varies in accordance with the slope on the site and retaining walls are sometimes needed for extreme conditions. McCaleb Homes identifies existing trees on your home site that must be removed to create room for your home, drive, and so on. Our construction practices include steps intended to preserve other trees in a healthy condition. However, because the reaction of trees to construction activities and your new home are outside our control, we cannot guarantee the health or survival of any existing trees.

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Utilities and Mailboxes

The location of meters, phone and electrical junction boxes, and mailboxes are examples of items outside the control of McCaleb Homes. The authority of the utility companies and the U.S. Postal Service to designate the placement of these items is well established.

Changes in Materials, Products, and Methods

The new-home industry, building trades, and product manufacturers are continually working to improve methods and products. In addition, manufacturers sometimes make model changes that can impact the final product. For instance, appliance manufacturers generally make design changes every year. The model homes will show the appliances that were current when the models were built although your home may have a more recent version.

In all instances, as required by your purchase agreement, any substitution of method or product that we make will have equal or better quality than that shown in our models. Since such substitutions or changes may become necessary because of matters outside our control, we reserve the right to make them without notification.

Models

Model homes are equipped with larger capacity air conditioners to accommodate high traffic; models also display many decorator items, window coverings, and furnishings. Mature landscaping, extra walks, fences, lighting, fountains, signs and flags are other examples of items which are not part of the home we will be building for you. Please review your home's specifications as well as information McCaleb Homes provides about optional items displayed in the models carefully to avoid misunderstandings. Contact your sales counselor with any questions.

Because finish sizes can vary somewhat, you should measure for window coverings in your home rather than in any model.

Television and the Internet

You may be aware of various home construction methods and materials from watching television programs or exploring the Internet. McCaleb Homes routinely reviews new approaches with a focus on building homes with materials and methods that perform predictably and to our standards. While we will be happy to discuss alternative methods and materials you may be interested in, we take a conservative approach to utilizing new approaches until they have been proven over time. In addition, what is appropriate for a home in one area may not be appropriate for your home because of soil, climate, and other conditions.

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Natural Variations

Dozens of trade contractors have assembled your home. While we strive for consistency, the exact placement of switches, outlets, registers, and so on will vary slightly from the model and other homes of the same floor plan.

Quality

Our company will build your new home to the quality standards described in our documents and demonstrated in our model homes. Each new home is a handcrafted product-combining art, science, and raw labor. The efforts of many people with varying degrees of knowledge, experience, and skill come together.

Errors and Omissions

From time to time during a process that takes several months and involves dozens of people, an error or omission may occur. We have systems and procedures for inspecting our homes to ensure that the level of quality meets our requirements. We inspect every step of construction and are responsible for quality control. In addition, the county, city, or an engineer conducts a number of inspections at different stages of construction. Your home must pass each inspection before construction continues.

Your Questions

We also respect your interest and appreciate your attachment to the new home. Therefore, your input into our system is welcome. However, to avoid duplication of efforts, confusion, misunderstandings, or compounding errors, we ask that you first check your purchase documents to review what you ordered and the specifications for construction of your home. If you still believe we are in error, do one of two things:

1. Bring your concern up at the frame stage tour.
2. Contact the superintendent for your home. Leave a voice mail with a detailed description of the problem and he will get back to you.
 - Your concern may involve a detail McCaleb Homes has already noticed or appreciates your pointing out. Still, correction may not occur immediately. Trades and suppliers often impose trip charges for extra visits to the home site so to be efficient, we may schedule the correction for the next routine visit. Also, a particular trade may be unavailable on short notice.
 - Work may simply be incomplete; an early stage can look wrong to you but be exactly right when finished.

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- Methods and materials vary from region to region and change over time. When you are familiar with one method, you naturally question a different one. That does not make the new method wrong. Ask questions until you are comfortable.

Ugly Duckling Stages

During the construction process, every home being built experiences some days when it is not at its best. Homes under construction endure wind, rain, snow, foot traffic, and activities that generate noise, dust, and trash. Material scraps are a byproduct of the process. Although your new home is cleaned by each trade upon completion of their portion of the work, during your visits you will encounter some messy moments. Keep in mind that the completed homes you toured also once endured these “ugly duckling” stages.

Private Home Inspectors

If you wish to retain the services of a private home inspector to review your home during or at the end of construction, please be aware of McCaleb Homes policies regarding private home inspectors. Your inspector”

- Must provide us with evidence of current worker’s compensation and liability insurance
- Should be a member of a professional association such as the American Society of Home Inspectors
- Should be familiar with the codes applicable in your jurisdiction
- Should be experienced with new home construction
- Is responsible for staying informed as to the stage of construction the home has reached
- Should avoid making any markings on the home itself
- Should provide you and McCaleb Homes with a written report of any concerns

McCaleb Homes will address concerns involving building code or contract issues only. Your sales counselor can provide you with a list of private home inspectors who have provided us with evidence of the required insurances as well as information about typical fees and services they offer.

Single Source

McCaleb Homes is a single source company. That means that we select all personnel and companies who will contribute to your home. We order all materials and products from suppliers with whom we have established relationships. Although sweat equity arrangements are unavailable as a part of our purchase agreement, you are welcome to add your personal touches to the home after you close and take possession of it.

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Trade Contractors

Your home is built through the combined efforts of specialists in many trades- from excavation and foundation, through framing, mechanicals, and insulation, to drywall, trim, and finish work. In order to ensure you the McCaleb Homes standard of construction, only authorized suppliers, trade contractors, and McCaleb Homes employees are permitted to perform work in your home.

Each trade contractor works on a limited portion of the home; they may not be aware of all the details that affect the home and are not in a position to offer judgments. All questions or requests for changes should go through McCaleb Homes, and we will obtain input from trades when that is appropriate.

Suppliers and trade contractors have no authority to enter into agreements for McCaleb Homes. For your protection and theirs, the terms of our trade contractor agreements prohibit alterations without written authorization from McCaleb Homes. Their failure to comply with this procedure can result in termination of their contract. Discuss changes you are considering with your sales counselor.

Schedules

The delivery date for your new home begins as an estimate. Until the roof is on and the structure is enclosed, weather can dramatically affect the delivery date. Even after the home itself is past the potential for weather-related delays, weather can severely impact installation of utility services, final grading, and concrete flatwork, to mention a few examples. Extended periods of wet weather or freezing temperatures bring work to a stop in the entire region. When favorable conditions return, the trades go back to work, picking up where they left off. Please understand that they are as eager as you are to get caught up and to see progress on your home.

Delivery Date Updates

McCaleb Homes recognizes that timing is critical to planning your move. Although a guaranteed date is unrealistic in the early stages of construction, the builder can provide regular updates. As the home nears completion, the builder can provide a firm delivery date (usually 45 days before the closing). Meanwhile, be flexible and avoid making arrangements that might cause you worry if the move-in date changes.

We will update you on the estimated delivery date at each of our construction meetings. You are also welcome to check with us for the most current target date. As completion nears, more factors come under our control and we can be more precise about that date. Expect a firm closing date no later than 30 days before delivery.

We suggest that, until you receive this commitment, you avoid finalizing arrangements for your move. Until then, flexibility is the key to comfort, sanity, and convenience. We want you to enjoy this process and avoid unnecessary stress caused by uncertainty that cannot be avoided.

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Review the Loan Lock heading in Section 3, Applying for Your Loan, for additional suggestions on this topic.

Please keep in mind that your belongings may be brought into the home only after the closing because of insurance issues and the regulations of the applicable building department.

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“Nothing’s Happening”

Expect several days during construction of your home when it appears that nothing is happening. This can occur for a number of reasons. Each trade is scheduled days or weeks in advance of the actual work. This period is referred to as “lead time.” Time is allotted for completing each trade’s work on your home. Sometimes, one trade completes its work a bit ahead of schedule. The next trade already has an assigned time slot, which usually cannot be changed on short notice.

Progress pauses while the home awaits building department inspections. This is also part of the normal sequence of the construction schedules and occurs at several points in every home. Also, throughout construction of a home, work progresses rapidly at some stages as highly visible stages are completed (such as installing large expanses of walls) and more slowly at others (such as detail work in framing in soffits and closets). If you have questions about the pace of work, please contact our office for an update.

Construction Sequence

Although the specific sequence of construction steps varies and overlaps, generally we build your home in the following order:

Foundation

- Excavation
- Footer or caisson installation
- Form and pour walls
- Perimeter drain, if applicable
- Waterproof
- Insulation, if applicable
- Inspection

Framing

- First floor
- Second floor
- Roof trusses
- Roof sheathing

Roofing

- Felt or paper
- Valley flashing
- Shingles

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Exterior

Exterior trim

- Fascia (boards at ends of rafters)
- Windows and doors
- Sheathing
- Finish materials
- Trim
- Deck, if applicable
- Gutters, if applicable

Exterior painting or staining

Concrete or asphalt

Fine grading

Landscaping, if applicable

Interior

Rough-in of mechanical systems

- HVAC (heating, ventilating, and air conditioning)
- Plumbing
- Electrical (extra outlets need to be installed at this point)
- Rough inspections

Insulation

Drywall

- Hang
- Inspection
- Tape and texture

Interior trim

- Doors
- Baseboards, casings, other details

Paint and stain

Finish work

- Cabinets
- Countertops
- Tile
- Floor coverings
- Appliances
- Hardware
- Screens
- Light fixtures
- Plumbing fixtures

Construction cleaning

Builder's punchlist

Improvement survey

Certificate of occupancy

Homeowner orientation

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Closing

Home maintenance

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Our Customer Wants to Know...

Date _____

Lot # _____

Purchaser _____

Phone _____

Fax _____

E-mail _____

Question

My preference is to receive a response by phone fax e-mail letter

Response

- See attached

By _____

Date _____

Section 6: Homeowner Orientation

- ✓ Schedule-McCaleb Homes sets orientation appointments Monday through Friday, between 8:00 A.M. and 3:00 P.M.; the meeting takes approximately 2 hours
- ✓ Last-Minute Activity- many items are fine-tuned in the last few days before delivery
- ✓ Preparation-hints on how to get the most from your orientation
- ✓ Completion of Items-many items will be completed prior to your move-in, and any remaining work will be performed by appointment
- ✓ *Feedback on Orientation Items*- an extra check and balance to ensure we have completed the work we committed to performing during your orientation
- ✓ *Orientation Forms*- copies of the orientation forms for your review; in particular, note the information regarding cosmetic surfaces on the first page of this set of form

Homeowner Orientation

Your homeowner orientation is an introduction to your new home and its many features. We follow a preplanned agenda and a set route through the home to assure that we cover everything. Our homeowner orientation provides you with a

- Demonstration of your new home
- Review of key points about maintenance and limited warranty coverage
- Confirmation that McCaleb Homes installed selections and options as you ordered them

Scheduling

We schedule the orientation with you as your home nears completion, typically several days before your closing. Appointments are available Monday through Friday, 8:00 a.m. to 3:00 p.m. Especially in winter months, beginning by 3:00 p.m. assures sufficient day light to view all surfaces adequately. We meet at your new home. Expect your orientation to take approximately 2 hours.

Last-Minute Activity

If you visit your home a day or two prior to orientation, you may notice dozens of details that need attention. During the last few days just prior to your orientation appointment, many tradespeople and McCaleb Homes employees will be working in your home. They are completing last-minute adjustments and fine-tuning your home. These finishing touches cannot be performed until all of the parts have been installed. What seems like a rush of activity is a normal part of the construction process.

Preparation

Following these hints will assure that you get the maximum benefit from your orientation.

Allow Enough Time

Arrange your schedule so you can use the full amount of time allotted.

Bring This Manual

By having this manual with your selection sheets and any approved change orders with you, any questions about the items installed in your home can usually be answered conveniently and immediately.

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Attend Alone

Our experience shows that the orientation is most beneficial when buyers focus all their attention on their new home and the information we present. Although we appreciate that friends and relatives are eager to see your new home, it would be best if they visit after your orientation. Similarly, we suggest that, if possible, children and pets not accompany you at this time. If a real estate agent has helped you with your purchase, he or she is not required to attend.

Review Orientation Forms

We have included copies of our orientation forms at the end of this section. We note details that need attention on the orientation forms.

Cosmetic Surfaces

Cosmetic surface damage caused during construction is readily noticeable during the orientation. Such damage can also occur during the move-in process or through daily activities. Therefore, during your orientation, we will confirm that all surfaces are in good and acceptable condition. Any details that need attention will be listed on your orientation forms. After we correct any items noted during orientation, repair of cosmetic surface damage is your responsibility. Additional details appear on the orientation forms.

Our limited warranty specifically excludes repairs for damage caused by moving in or living in the home. If your movers scratch the marble entry floor bringing the piano in, notify the moving company. If you splinter some wood trim and break a taillight backing out of your new garage, repairs to the garage and the car in your responsibility.

Bring Questions

If you have not already done so, please read the maintenance information, limited warranty, and warranty guidelines in Section 8 of this manual. If you have questions, make note of them to bring up at the orientation.

Attire

Wear shoes that are convenient to get off and on. We will tour both the exterior and interior of your home. Anticipate that some dust, bending, kneeling, and reaching may be encountered.

McCaleb Homes Homeowner Manual

Get Involved

Plan to listen carefully and take a hands-on approach. Push buttons, lock locks, and flip breakers. This helps you remember the dozens of details we cover.

Quality

The overall quality of your home should equal that shown in our models and described in your purchase documents. We list items we agree need further attention and arrange appropriate work. Orientation items fall into several categories:

- Incomplete or missing (Cabinet knob not installed.)
- Incorrect (Porch light should be polished brass, not antique.)
- Dysfunctional (Bath fan does not come on.)
- Below company standard (Mitered corner rough, top right of den door, hallway side.)
- Damaged (Scrape on wall from carpet installation.)
- Uncleaned (Mud on the garage floor.)

At some point, quality ceases to be scientific and becomes a matter of personal taste. In a few areas, your personal standards may be even higher than ours. Our commitment to you is that we will deliver what we promised. If you wish to make it even better after moving in, we will be happy to assist you with information.

Completion of Items

McCaleb Homes takes responsibility for resolving any items noted. We will complete most items before your move-in. If work needs to be performed in your new home after your move-in, construction personnel are available for appointments Monday through Friday, 8:00 a.m. to 4:00 p.m.

Under normal circumstances, you can expect us to resolve all items within 15 working days. We will inform you of any delays caused by back-ordered materials. Please note that we will correct only those items listed. No verbal commitments of any kind will be honored by McCaleb Homes.

Gaining access to occupied homes to complete orientation items is a concern to homeowners and builders alike. McCaleb Homes asks that you make appointments so that someone over 18 is present for repairs. Working around your busy schedule may result in service taking longer than anyone wants. Your cooperation is essential. Service hours are 8:00 a.m. to 4:00 p.m., Monday through Friday.

We will confirm that any items listed during your orientation have been resolved to meet our standards and policies. To be doubly certain of this, we mail you a written form for feedback. You will find a copy of this form on the next page.

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Feedback on Orientation Items

Your satisfaction with your new home is important to us. Our records indicate that your Homeowner Orientation list has been completed. We would like your confirmation of that. A copy of that list is attached. Please review it and confirm that all items listed on it have been resolved.

If we have overlooked any detail from the original list, please note the number of the item in the space below. If all items have been satisfactorily resolved, simply sign the acknowledgement below. Either way, please return this form in the enclosed envelope by _____.

As always, your comments about our service or your new home are most welcome.

Please let us hear from you!

Sincerely,

Orientation Rep

.....

All homeowner orientation items have been resolved.

The following homeowner orientation items still need attention (simply list the item numbers):

Comments:

Homeowner

Phone

Date

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Orientation

Date _____ Lot# _____
Purchasers _____
Address _____
New Phone _____

We believe that your home is complete, in satisfactory condition, and meets the quality standards described in your contract documents. We invite your confirmation of this fact by offering you an opportunity to review your home at this time. Your signature indicates that, with the exception of items noted on page 2, the components listed below are in good and acceptable condition, including, where applicable, the cosmetic surfaces of these items. Cosmetic damages noted subsequent to those identified today and listed on page 2 are excluded from warranty coverage except as specifically described in your homeowner manual.

Cosmetic surfaces are in acceptable condition

- Appliances
- Brass Fixtures
- Cabinets
- Carpet
- Caulking
- Ceramic tile/grout (walls, counters, floors)
- Countertops
- Decks and exterior rails
- Doors
- Drywall
- Fireplace doors
- Garage overhead doors
- Hardware (knobs, towel bars)
- Hardwood floors
- Landscaping (sod, shrubs, trees)
- Light fixtures
- Marble or manufactured marble
- Masonry
- Mirrors and medicine cabinets
- Paint
- Plumbing fixtures (sinks, tubs, faucets)
- Resilient floor coverings
- Shower or tub enclosure
- Siding
- Stair rail
- Stucco
- Windows, screens, patio doors
- Wood trim

Selections/change orders

- All selections and change order items are installed

Status Summary

- Grade: Complete Pending
- A/C: Charged Pending N/A
- Crawl: Dry Damp N/A
- Smoke detectors respond to test buttons
- GFCIs respond to test/reset buttons

Manufacturer literature/parts delivered

- Heat system
- Air conditioner
- Humidifier
- Water heater
- Range
- Cooktop
- Range hood
- Microwave
- Dishwasher
- Disposal
- Fireplace
- Broiler pan
- Disposal wrench
- Sink strainer and drain cover
- Garage door openers or keys
- Paint and stain samples

Warranty service

For your protection and to allow efficient operation of our services, our warranty system is based on your written list of items. Please refer to Section 8 of your Homeowner manual for complete details.

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Note to Home Buyer:

At the end of your homeowner orientation, you will receive:

- A list of emergency phone numbers for critical trade contractors, such as heating and plumbing, who might be needed after hours or on weekends. We suggest you insert these phone numbers at the front of Section 8, Caring for Your Home, so that you can find them quickly in an emergency.
- The manufacturer's literature for the furnace, water heater, and other consumer products. Copies of this material for standard items are available for your review in our sales office.
- Copies of completed orientation forms. We suggest you insert these forms here.

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Section 7: Closing on Your Home

- ✓ Date- McCaleb Homes provides a minimum of 30 days' notice for the closing
- ✓ Location- we confirm the location of your closing appointment when we set the appointment
- ✓ Documents- an overview of the materials that you will sign at closing
- ✓ "The Final Number"- due to prorations that are based on your closing date, the final amount you will need to bring can be determined only after your closing date is set
- ✓ Preparation- reminders to assure you have addressed all necessary tasks prior to closing
- ✓ House Keys- delivered to you at the closing table
- ✓ Garage Door Opener Operators- left in a kitchen drawer in your new home
- ✓ First Mortgage Payment- your lender will inform you where to send your house payments and when the first payment will be due
- ✓ Storing Documents- your closing documents are valuable papers; store them safely
- ✓ Utility and Community Services- names and numbers for your convenience
- ✓ Moving Hints- some reminders and checklists to make moving easier

Closing on Your Home

At closing, the ultimate purpose of your purchase agreement is achieved: Ownership of your new home is transferred from McCaleb Homes to you. The steps include finalizing your loan (one set of papers and checks) and McCaleb Homes selling you the home (another set of papers and checks). The funds are disbursed to the appropriate people and companies, title is transferred to your name(s), and the loan is recorded against your new property. This process involves about 75 documents- some of which are duplicates. Although these documents are not negotiable and thousands of homebuyers have signed them, you should read them.

Date

McCaleb Homes recognizes that timing is vitally important in planning your move and locking in your loan. We can specify an exact delivery date when construction reaches a point at which weather, material and labor shortages, lender issues, or change orders are unlikely to affect completion of your home. The closing takes place shortly after your orientation. McCaleb Homes will notify you of the closing date 30 days or more before the date. We set the specific appointment time with at least 3 days' notice. Typically, the closing process takes about an hour.

Location

The closing on your new home typically takes place at the title company, although it occasionally occurs at the lender's office. We confirm the location with you when we set the appointment.

Documents

At closing, the documents necessary to convey your new home to you and to close the loan from the mortgage company will be signed and delivered. In addition to these standard items, the lender, the title company, and McCaleb Homes may require other documents to be signed. The principal documents typically include the following:

General Warranty Deed

The general warranty deed conveys the home and lot to you, subject only to permitted exceptions. This does not apply if you already own the lot.

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Title Commitment

At or before closing, we will deliver to you a standard form for an American Land Title Association (ALTA) owner's title insurance commitment to insure salable title of our home to you in the amount of the purchase price, subject to the permitted title exceptions that may be described in the purchase agreement.

The title insurance company will mail the actual policy in the weeks following the closing. When you receive this, keep it in a safe place with your other important papers. What you will see on the day of closing is a document that promises to issue the policy. Lenders require title insurance in the amount of the mortgage. This insurance protects the lender in the event the title search missed anything. You are wise to request an owner's policy to protect your interest in the property. By ordering the owner's policy from the same company that issues the lender's policy, you can save a bit; the title insurance company will usually issue a second policy at a discount.

Review the title commitment carefully. Discuss any questions with your title company. Within 60 days after the closing, the title company mails a standard ALTA owner's title insurance policy, insuring you the title to your home in accordance with the commitment you received at closing. Keep the title insurance policy with your other valuable papers.

McCaleb Homes Limited Warranty

We provide a copy of the limited warranty in this manual for your review. Please read it thoroughly.

Promissory Note

The promissory note is from you, payable to the lender in the principal amount of the loan, plus interest. One-twelfth of your annual taxes and homeowner's insurance will be added to the principal and interest payment to determine your total monthly payment.

Deed of Trust

This encumbers your home as security for repayment of the promissory note.

Homeowner Association Documents

You will receive and sign for another copy of your homeowner association covenants, conditions, and restrictions; the association bylaws; and articles of incorporation at closing. McCaleb Homes recommends that you read these carefully. The provisions they contain will be enforced.

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“The Final Number”

Certain customary items in connection with the property will be prorated to the date of closing such as prepaid expenses, or reserves required by your lender and homeowners association, if applicable. Prorations of general real property taxes and assessments will be based on the current year’s taxes and assessments or, if they are unavailable, on the taxes and assessments for the prior year.

The final cost figure is available near to the actual closing. Although a reasonably close estimate may be determined before the date of closing, the proration of several items included is affected by the closing date and cannot be calculated until that date is known. The Real Estate Settlement Procedures Act (RESPA) provides you with many protections. Under this law, you can review the settlement page that lists costs you are paying at closing one day before the closing appointment.

Preparation

The key to a smooth closing is preparation. Several details require your attention. You can handle most of these by phone. Address these details during the weeks before closing to prevent last-minute delays.

Form of Payment

Plan to bring cash, certified funds, or a bank check (made out to yourself, which you will endorse at the closing) to the closing table. In your planning, be sure to allow time to arrange for and obtain these funds. Keep in mind that some banks place a hold on monies moved from another account.

Insurance

You need to provide proof of a homeowner’s policy from your insurance company. Your insurance agent should know exactly what is needed. We suggest you arrange for this at least 3 weeks before the expected closing date.

McCaleb Homes or Lender Issues

The title company is not authorized to negotiate or make representations on behalf of any of the parties involved in the closing. Therefore, please discuss any questions, agreements, or other details directly with us or your lender in advance of the closing.

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Utilities

McCaleb Homes will have utility service removed from its name 3 days after closing. You will need to notify all applicable utility companies of your move so that service is provided in your name. We suggest that you contact these companies well ahead of time to avoid any interruption in service. If you ordered a security system for your home, you can arrange to activate that system by contacting the monitoring service for a connection appointment. For your convenience, we have included a list of your utility companies and contact information at the end of this section.

House Keys

When the closing process is complete, you will get the keys to your new home. You will receive two keys for each lock on your home. The same key will operate both the knob and the deadbolt locks. When you insert your new key for the first time in each lock, the tumblers are altered and our master key will no longer unlock your door.

We recommend that you try all of the keys in all of your locks to confirm smooth operations. Depending on the number of family members living in the home, you may want to get extra copies of your house keys made.

Garage Door Opener Operators

Garage door opener operators, if applicable, will be left in a drawer in your kitchen. If you wish to change the code, review the manufacturer instructions. Batteries typically need to be replaced about once a year. You will receive two operators for each garage door opener installed in your home. If you need additional operators, contact the garage door opener company using the customer service number shown in the manufacturer's literature that came with the openers.

Mailbox Keys

U.S. Postal Service regulations state that, McCaleb Homes is not permitted to deliver mailbox keys to you. Mailbox keys, where applicable, are available from your post office. You will need proof of identify, and you will be asked to sign for your keys.

First Mortgage Payment

Your lender will provide you with information on where to send your mortgage payments and when the first payment will be due. Many lenders supply payment coupons for you to send in with your payments.

Storing Documents

We suggest that you store the legal documents from your closing with other valuable papers, in a safe place. You will need them for tax purposes and when you refinance or sell your home.

Moving Hints

Take precautions to protect vulnerable surfaces such as hardwood or resilient floors. Cover rails with moving pads or blankets. Remove doors where furniture might be a tight fit. You can protect carpet with ribbed, plastic runners.

Professional movers should have insurance for any damage they might accidentally cause. Friends and relative will not. They are also unlikely to have the training and practiced skills of professional movers. If you are moving yourself, organize the schedule to avoid rushing and include rest breaks. People who are tired or in a hurry are more likely to hurt themselves or your belongings.

Whatever else is going on, at dinner time, assemble the family for your first meal together in the new home. Sit across the card table each other, smile, and say “We made it.”

Moving Preparation Checklist

- Compare proposals of professional movers:
 - Costs for services such as packing and unpacking
 - Costs of packing materials and boxes
 - Distance and weight charges
 - Insurance
 - Availability and notice needed

- Plan a self-move well in advance:
 - Make truck reservation early (6-8 weeks, or more)
 - Include a reservation for a dolly and moving pads
 - Reconfirm one week prior

- If you have children, involve them in planning and preparing for the move
- Create a file for storing documents about your home and manufacturer literature
- Retain receipts for tax purposes. Moving costs may be deductible
- Send change-of-address cards to magazines and book clubs six weeks prior to your move
- Give the forwarding order to your old post office one month prior to assure uninterrupted service
- Register children in their new schools
- Transfer medical and dental records, if necessary
- Arrange for homeowner insurance and obtain the certificate you need for closing
- Order checks with your new address; update financial records
- Update your driver’s license, car and voter registration
- Properly dispose of flammable or hazardous materials that should not be moved

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Packing Materials

- Boxes of various sizes; cartons of mattresses
- Packing tape and heavy string
- Packing paper, newspaper, bubble wrap
- Labels to identify boxes (include a number, room/name); “Fragile” labels for special items
- Markers
- Master packing list (list each box by number with name/room and brief description of contents)
- Scissors
- Furniture pads, blankets, rugs

Moving Day Necessities

- Children’s toys and games
- Toilet paper
- Beverages and snacks
- Paper towels
- Soap and hand towels
- Trash bags
- First aid kit
- Prescription medication
- Medical supplies for special needs
- Pad and pen
- Shelf liners
- Small tools: Tape measure, scissors, screwdrivers, hammer
- Ice maker hook-up kit
- Dryer vent flex hose
- New hoses for washing machine
- Picture hangers
- Plant hooks
- Scratch cover
- Phone and phone book

Section 8: Caring for Your Home

- ✓ Homeowner Use and Maintenance Guidelines- introduction to the maintenance information in this manual
- ✓ McCaleb Homes Limited Warranty Guidelines- introduction to the criteria McCaleb Homes uses to screen warranty items
- ✓ Warranty Reporting Procedures- standard, emergency, miscellaneous, and appliance warranty procedures
- ✓ Warranty Item Processing Procedures- a simple description of a complex process
- ✓ Help Us to Serve You- things you need to know so we can provide effective warranty service
- ✓ Warranty Service Summary- a one-page guide to who to contact in various service situations
- ✓ Fire Prevention- reminders to prevent fire in your home
- ✓ Extended Absences- tips for preparing and reminders for the day you leave
- ✓ Energy and Water Conservation- suggest consuming energy and water wisely
- ✓ Appliance Service- a worksheet where you can record serial and model numbers along with manufacturer service phone numbers
- ✓ Home Care Supplies- create a shopping list of any supplies you will need to care for your home
- ✓ Maintenance Schedule- a place to make notes about routine maintenance tasks and plan your schedule
- ✓ Air Conditioning through Wood Trim- an alphabetical list of the items in your home, including maintenance hints, warranty criteria, and troubleshooting tips
- ✓ Forms- for your convenience when reporting warranty items and giving us feedback about this manual

Caring for Your Home

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

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

Homeowner Use and Maintenance Guidelines

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

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

Checklists

You will find several checklists included in this manual. These cover fire prevention reminders, energy and water conservation tips, suggestions for extended absences, appliance service information, home maintenance supplies list, and a maintenance schedule. Again we make no claim that we have included every detail. We do believe we have provided you with a good start, and we've allowed space for you to add your own notes to our checklists.

Prompt Attention

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

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

Manufacturer Literature

Please take time to read the literature (warranties and use and care guides) provided by the manufacturers of consumer products and other items in your home. The information contained in that material is not repeated here, but can also be referenced in your *Professional Warranty*. Although much of the information may be familiar to you, some points may differ significantly from homes you have had in the past.

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

Activate specific manufacturer's warranties by completing and mailing any registration cards included with their materials. In some cases, manufacturer's warranties may extend beyond the first year and it is in your best interest to know about such coverages.

McCaleb Homes Limited Warranty Guidelines

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

Corrective Actions

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

We Sometimes Break Our Own Rules- In Your Favor

Our criteria for qualifying warranty repairs are based on typical industry practices in our region and meet or exceed those practices. Please note that we reserve the right, at our discretion, to exceed these guidelines if common sense or individual circumstances make that appropriate, without being obligated to exceed all guidelines to a similar degree or for other homeowners whose circumstances are different.

We Sometimes Say No

With a product as complex as a home, different viewpoints regarding which tasks are homeowner maintenance responsibilities and which are McCaleb Homes warranty

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responsibilities are possible. If you request warranty service on a maintenance item, we will explain to you the steps you should take to care for the item. We are available to answer your home-care questions during and after your warranty period. Providing normal maintenance for your home is your job.

Warranty Specimen Provided for Your Review

You will receive the signed *2-10 Limited Warranty* document at your closing. We provide a specimen copy for your review at the time you sign your purchase agreement. Please read through this information, as well as the service procedures and guidelines discussed on the following pages. If you have any questions, please contact our warranty office.

Warranty Reporting Procedures

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

Our warranty service system is designed based on your report of non-emergency items via the internet. This provides you with the maximum protection and convenience, and allows us to operate efficiently, thereby providing faster service to all homeowners. Emergency reports are the only service requests we accept by phone. Homeowners who do not have access to the internet please put all non-emergency service requests in writing.

You are welcome to mail, fax, e0mail, or drop off your list in person to our man office. Keep a copy for your records. This written system permits McCaleb Homes personnel to focus their time producing results for you and following up. Experience has taught us that accuracy and efficiency suffer when we work outside this system and sacrifice careful documentation.

We plan two standard warranty contacts with you. The first is 30 days after your closing and the second is at 11 months after closing. We also have emergency response procedures and have provided for miscellaneous warranty requests between the standard 30 day and 11 month reports. Service for your appliances is handled differently and is described in detail on the next page.

30-Day Report

For your convenience and in order for our service program to operate at maximum efficiency, we suggest that you wait 30 days before submitting a warranty list. This allows you sufficient time to become settled in your new home and to use most components repeatedly. As you notice items, jot them down on a service request form (found at the end of this manual).

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11-Month Report

Near the end of the eleventh month of your materials and workmanship warranty, you should submit a year-end report if you have any items to report. We will also be happy to discuss any maintenance questions you may have at that time. Again, keep notations of items on a service request form. This is also the best time for you to request the “one-time” repairs we offer on several components such as drywall.

Emergency Service

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

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

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

If your review of the troubleshooting tip fails to solve the problem, during business hours, call McCaleb Homes Customer Care Manager:

(405)341-1114

After hours, or on weekends or holidays, contact the necessary trade contractor or utility company directly as listed in the Subcontractor Section or Emergency Contact page. Their phone numbers are listed on the Emergency Phone Numbers sheet you receive at orientation. We suggest that you insert the Emergency Phone Numbers sheet in this section of your homeowner manual or secure it inside a kitchen cabinet, near your phone.

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

- Total loss of electricity
- Total loss of water
- Plumbing leak that requires the entire water supply to be shut off
- Gas leak

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

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Air Conditioning

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

Roof Leak

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

Other Emergencies

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

Other Warranty Service

Homeowners who want to arrange 30-day or 11-month warranty visits receive priority scheduling. We schedule appointments for miscellaneous requests on a first come, first served basis between the standard appointments. As a result, service on miscellaneous requests may take a bit longer to address.

Kitchen Appliance Warranties

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

Appliance warranties are generally for one year; refer to the literature provided by the manufacturer for complete information. Remember to mail in any registration cards you receive with manufacturer materials. Being in the manufacturer's system assures that in the event of a recall the company can contact you and arrange to provide the needed correction.

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Warranty Item Processing Procedures

When we receive a warranty service request, we may contact you for an inspection appointment. Warranty inspection appointments are available Monday through Friday, 7:00 a.m. to 4:00 p.m. We inspect the items listed in your written request to confirm warranty coverage and determine appropriate action. Generally, reported items fall into one of three categories.

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

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

Help Us to Serve You

We can provide service faster and more accurately if we have all the necessary information.

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

Access to Your Home

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

We do not accept keys, nor will we permit our trade contractors to accept your key and work in your home without an adult present. While we recognize that this means processing warranty service items may take longer, we believe your peace of mind and security should be our first concern.

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Exterior Items

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

Repair Appointments

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

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

Inspection and Work Hours

Many homeowners ask whether evening and weekend appointment times are available. McCaleb Homes understands the desire for appointments outside normal business hours. We recognize the trend to services being available “24/7” in many businesses. However, in investigating how such appointments could be arranged, we discovered many factors that make extended service hours impractical.

- A significant portion of repairs require daylight for proper execution. This applies to drywall, paint, and exterior work of almost any type.
- We also found that most of the 35 to 50 independent trade contractors who helped us build your home-many of whom operate as small companies-were unable to work all week and also be available for extended hours. Therefore, the few repairs that could be performed in off-hours failed to eliminate the need for repair appointments during normal hours.
- Administrative staff and supervisors would need to be available to answer questions. Having some personnel work extended hours meant being short staffed during normal business hours.
- When we calculated the impact on wages and salaries for adding more personnel or compensating existing personnel for working non-traditional hours, we found that this affected overhead, and consequently the prices for our homes.

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We are still looking for a workable long-term answer to this recognized dilemma. Meanwhile, our warranty hours will be as follows:

- Administrative staff: Monday through Friday, 8:00 a.m. until 5:00 p.m.
- Inspection appointments: Monday through Friday, 7:00 a.m. until 4:00 p.m.
- Work appointments: Monday through Friday, 7:00 a.m. until 4:00 p.m.

Evening and weekend appointments are reserved for emergency situations. We appreciate your understanding and cooperation with these policies.

Pets

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

Your Belongings

In all work that we perform for our homeowners we are concerned that their personal belongings be protected. When warranty work is needed in your home, we ask that you remove vulnerable items or items that might make performing the repair difficult. McCaleb Homes and trade personnel will reschedule the repair appointment rather than risk damaging your belongings.

Surfaces

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

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

Signatures on Work Orders

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

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feedback. We will review your concerns and determine whether our requirements have been met. While complaints of this type are infrequent, about 50 percent of the time we find the homeowner is correct and more attention is needed.

Completion Time

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

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

Missed Appointments

Good communication is one key to successful completion of warranty items. We strive to keep homeowners informed and to protect them from inconvenience. One of our challenges in this regard is when unexpected events sometimes result in missed appointments.

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

Warranty Service Summary

The many details of warranty coverage can be confusing. We hope this summary of key points will help. If you do not know whom to contact, call our warranty office and we will guide you.

Warranty Hours

- Administrative staff: Monday through Friday, 8:00 a.m. until 5:00 p.m.
- Inspection appointments: Monday through Friday, 7:00 a.m. until 4:00 p.m.
- Work appointments: Monday through Friday, 7:00 a.m. until 4:00 p.m.

Appliances

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

Emergency

First, check the troubleshooting tips under several individual headings in this manual. If those tips do not solve the problem, during our business hours (Monday through Friday, 8:00 a.m. until 5:00 p.m.), call our Customer Care Manager:

(405) 341-1114

After hours, or on weekends or holidays, contact the necessary trade contractor or utility company directly as listed in the *Subcontractor* section or *Emergency Contacts* page. Their phone numbers are listed on the Emergency Contacts sheet you receive at orientation.

Non-Emergency

If you do not have internet access, mail, fax, e-mail, or drop off your list of items care of our Customer Care Manager at the McCaleb Homes office. You will find warranty service request forms at the end of the manual.

Storm Damage or Other Natural Disaster

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

Fire Prevention

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

Train Family Members

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

Practice Prevention

- Store matches away from children and heat sources.
- Avoid smoking in bed.
- Avoid leaving small children home alone, even for a short time.
- Maintain appliances in clean and safe working condition.
- Avoid overloading electrical outlets.
- Ensure that all electrical cords are in good repair.
- Use correctly sized fuses.
- Avoid having any flammable objects or materials near the stove.
- Ensure that all electrical cords are in good repair.
- Use correctly sized fuses.
- Avoid having any flammable objects or materials near the stove.

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

Your Additional Reminders and Notes:

Extended Absences

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

Plan in Advance

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

As You Leave

- Forward phone calls to a relative or close friend.
- Unplug computers and other electronic devices that might be harmed in an electric stove.
- Leave window coverings in their most typical positions.
- Confirm that all doors and windows are locked and the deadbolts are engaged.
- Shut off the main water supply. Set the thermostat on the water heater to “vacation” to save energy.
- Store items such as your lawn mower, bicycles, or ladders in the garage.

Brick

Homeowner Use and Maintenance Guidelines

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

Efflorescence

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

Tuck-Pointing

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

Weep Holes

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

McCaleb Homes Limited Warranty Guidelines

We check the brick-work during the orientation to confirm correct installation of designated materials.

Cracks

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

Cabinets

Homeowner Use and Maintenance Guidelines

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

McCaleb Homes Homeowner Manual

Cleaning

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

Hinges

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

Moisture

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

McCaleb Homes Limited Warranty Guidelines

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

Alignment

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

Operation

Cabinets should operate properly under normal use.

Separations

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

Warping

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

Wood Grain

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

Carpet

Homeowner Use and Maintenance Guidelines

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

Burns

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

Cleaning

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

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

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

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

Crushing

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

Fading

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

Filtration

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

See also Ghosting

Fuzzing

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

Pilling

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

Rippling

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

Seams

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

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

Shading

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

Shedding

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

Snags

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

Sprouting

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

Stains

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

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

Static

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

McCaleb Homes Homeowner Manual

McCaleb Homes Limited Warranty Guidelines

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

Edges

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

Seams

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

Caulking

Homeowner Use and Maintenance Guidelines

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

Colored Caulk

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

Latex Caulk

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

Silicone Caulk

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

McCaleb Homes Limited Warranty Guidelines

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

One-Time Repair

We will touch up caulking one time during your materials and workmanship period. We suggest that this be performed with your 11-month service.

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

Ceramic Tile

Homeowner Use and Maintenance Guidelines

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

Cleaning

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

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

Grout Discoloration

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

Sealing Grout

Sealing grout is your decision and responsibility. Once grout has been sealed, ongoing maintenance of that seal is necessary and limited warranty coverage on grout that has been sealed is void.

Separations

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

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

McCaleb Homes Limited Warranty Guidelines

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

One-Time Repair

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

Concrete Flatwork

Homeowner Use and Maintenance Guidelines

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

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

We install a flexible collar around the top of the furnace plenum. Gas and water lines include flexible connections, and drain lines have slip joints. The basement stairs do not rest on the floor and the support posts under the I-beam are separated from the floor slab. McCaleb Homes incorporates all of these details in the construction of the basement floor because we know the floor will move in response to the soils. Movement of the basement slab or any concrete slab results in cracking. Minimize this movement by following McCaleb Homes landscaping recommendations, the objective of which is to prevent moisture from reaching soils around and under the home.

Cleaning

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

Cracks

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

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

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

Expansion Joints

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

Heavy Vehicles

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

Ice, Snow, and Chemicals

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

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Post-Tension Slabs

If your home is built on a post-tension slab, avoid any action that penetrates the concrete. The risk of hitting a cable or tendon, which is under considerable tension, makes such actions dangerous.

Sealer

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

McCaleb Homes Limited Warranty Guidelines

Concrete slabs are floating- they are not attached to the home's foundation walls. Because these slabs are not a structural (load-bearing) element of the home, they are excluded from coverage under the structural warranty. The limited warranty coverage is for one year unless the requirements of your loan state otherwise.

Color

Concrete slabs vary in color. McCaleb Homes provides no correction for this condition.

Cracks

If concrete cracks reach 3/16 of an inch in width or vertical displacement, McCaleb Homes will patch or repair them one time during the warranty year. Subsequently, concrete slab maintenance is your responsibility. If you prefer to have the slab replaced, we will obtain a price for you and assist in scheduling the work upon receipt of your payment. However, we advise against this expense since the new slab will crack as well.

Finished Floors

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

Level Floors

Concrete floors in the habitable areas of the home will be level to within ¼ inch within any 32-inch measurement with the exception of an area specifically designed to slope toward a floor drain.

Separation

McCaleb Homes will correct separation of concrete slabs from the home if separation exceeds one inch.

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Settling or Heaving

McCaleb Homes will repair slabs that settle or heave in excess of 2 inches or if such movement results in negative drainage (towards the house) or hazardous vertical displacement.

Spalling (Surface Chips)

Causes of spalling include repeated hosing of concrete for cleaning, animal urine, radiator overflow, fertilizer, uncleared snow and ice, ice-melting agents, and road salts from vehicles. Repair of spalling is a home maintenance task.

Standing Water

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

Condensation

Homeowner Use and Maintenance Guidelines

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

Humidifier Operation

If your home includes a humidifier, closely observe manufacturer's directions for its use. Instructions to turn the humidifier off during air conditioning season are typical. Moderate settings in winter can maintain desired comfort levels without contributing too much moisture to your home. You may need to experiment to find the correct level for your family's lifestyle.

New Construction

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

McCaleb Homes Homeowner Manual

Normal Activities

As you live in your home, your daily lifestyle contributes to the moisture in the air also. Cooking, laundry, baths and showers, aquariums, plants, and so on all add water to the air in your home. Likewise, your daily routine can mitigate the amount of moisture in your home and reduce condensation on interior surfaces.

Temperature

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

See also Ventilation

McCaleb Homes Limited Warranty Guidelines

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

Countertops

Homeowner Use and Maintenance Guidelines

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

Caulking

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

Cleaning

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

Mats

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

McCaleb Homes Homeowner Manual

Wax

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

See also Ceramic Tile

McCaleb Homes Limited Warranty Guidelines

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

Laminates

Laminated countertops will have one or more discernible seams. McCaleb Homes will repair gaps or differential at the seams that exceed 1/16 inch.

Manufactured Marble

Edges should be smooth and even. Where backsplash joints occur at corners, the top edges should be even within 1/16 inch.

Separation from Wall

Separation of countertops from walls, backsplash, and around sinks results from normal shrinkage of materials. McCaleb Homes will re-caulk these areas one time during the materials and workmanship warranty. Subsequently caulking will be your home maintenance responsibility.

Crawl Space

Homeowner Use and Maintenance Guidelines

The crawl space is not intended as a storage area for items that could be damaged by moisture. Wood stored in a crawl space can attract termites.

You may notice slight dampness in the crawl space. Landscaping that is correctly installed helps prevent excessive amounts of water from entering crawl spaces. Report standing water to McCaleb Homes for inspection.

See also Ventilation

McCaleb Homes Limited Warranty Guidelines

During the orientation we will check the condition of soils in the crawl space. Soils in the crawl space may be damp but should not have standing water. Provided that you have not altered the drainage nor caused excessive moisture to accumulate and remain in this area with incorrect landscaping, McCaleb Homes will correct the conditions that result in persistent standing water.

Dampproofing

Homeowner Use and Maintenance Guidelines

We spray your foundation walls with an asphalt waterproofing material. Although we make every effort to assure a dry basement, during times of excessive moisture, you may notice some dampness. Over time, natural compaction of soils in the backfill areas will usually eliminate this condition. Careful maintenance of positive drainage will also protect your basement from this condition.

McCaleb Homes Limited Warranty Guidelines

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

Decks

Homeowner Use and Maintenance Guidelines

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

Effects of Exposure

Wood decks are subject to shrinkage, cracking, splitting, cupping, and twisting. Nails or screws may work loose and will need routine maintenance. Plan to inspect your decks regularly, a minimum of once each year, and provide needed attention promptly to maintain an attractive appearance and forestall costly repairs. McCaleb Homes recommends that you treat or re-stain your decks annually to keep them looking their best.

Foot Traffic

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

McCaleb Homes Homeowner Manual

Outdoor Furniture

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

Sealing or Water Repellent

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

Snow and Ice

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

Stain

Exposed wood decks have been stained with a semi-transparent oil stain to protect and beautify the wood. Each board takes the same stain differently and variations in color will be readily noticeable. Over time, with exposure to weather and use, further variations in color will occur.

McCaleb Homes Limited Warranty Guidelines

Exposed wood decks are constructed to meet structural and functional design. During the orientation, we will confirm that the wood decks are in satisfactory condition.

Color Variation

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

Replacement Boards or Rails

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

Doors and Locks

Homeowner Use and Maintenance Guidelines

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

Bifold Doors

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

Exterior Finish

To ensure longer life for your exterior wood doors, plan to refinish them at least once a year. Stained exterior doors with clear finishes tend to weather faster than painted doors. Treat the finish with a wood preservative every three months to preserve the varnish and prevent the door from drying and cracking. Reseal stained exterior doors whenever the finish begins cracking or crazing.

Failure to Latch

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

Hinges

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

Keys

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

Locks

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

McCaleb Homes Homeowner Manual

Shrinkage

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

Slamming

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

Sticking

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

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

Warping

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

Weather Stripping

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

McCaleb Homes Limited Warranty Guidelines

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

Adjustments

Because of normal settling of the home, doors may require adjustment for proper fit. McCaleb Homes will make such adjustments.

McCaleb Homes Homeowner Manual

Panel Shrinkage

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

Warping

McCaleb Homes will repair doors that warp in excess of ¼ inch.

Drywall

Homeowner Use and Maintenance Guidelines

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

Ceilings

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

Repairs

With the exception of the one-time repair service provided by McCaleb Homes, care of drywall is your maintenance responsibility. Most drywall repairs can be easily made. This work is best done when you redecorate the room.

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

McCaleb Homes Limited Warranty Guidelines

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

One Time Repairs

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

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

Lighting Conditions

McCaleb Homes does not repair drywall flaws that are only visible under particular lighting conditions.

Related Warranty Repairs

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

Easements

Homeowner Use and Care Guidelines

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

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

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

See also Property Boundaries

Electrical System

Homeowner Use and Maintenance Guidelines

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

Breakers

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

Breakers Tripping

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

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

Buzzing

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

Fixture Location

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

GFCI (Ground-Fault Circuit-Interrupters)

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

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

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

Grounded System

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

Light Bulbs

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

Luminous Light Panels

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

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

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

Modifications

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

Outlets

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

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

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Underground Cables

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

Under- or Over-Cabinet Lights

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

TROUBLESHOOTING TIPS: NO ELECTRICAL SERVICE

No Electrical Service Anywhere in the Home

Before calling for service, check to confirm that the:

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

No Electrical to One or More Outlets

Before calling for service, check to confirm that the

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

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

McCaleb Homes Limited Warranty Guidelines

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

Designed Load

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

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GFCI (Ground-Fault Circuit-Interrupters)

McCaleb Homes is not responsible for food spoilage that results from your plugging refrigerators or freezers into a GFCI outlet.

Power Surge

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

Evaporative Cooler

Homeowner Use and Maintenance Guidelines

An evaporative cooler is an efficient way to cool your home in a dry climate. Cooling occurs as air is pulled across wet pads allowing the system to circulate cool, moist air into your home. Read and follow the manufacturer directions for use and care.

Distribution Lines

About twice a year, check the connections and distribution lines for obstructions or leaks.

Drain Reservoir

On a monthly basis, drain the water from the reservoir and replace it.

Pad Replacement

At least once each year, replace the pads with new ones.

McCaleb Homes Limited Warranty Guidelines

Proper performance of the evaporative cooler will be confirmed at your orientation. Refer to the manufacturer's limited warranty for complete information regarding warranty coverage on your **evaporative cooler**.

Expansion and Contraction

Homeowner Use and Maintenance Guidelines

Changes in temperature and humidity cause all building materials to expand and contract. Dissimilar materials expand or contract at different rates. This movement results in separation between materials, particularly dissimilar ones. You will see the effects in small cracks in drywall and in paint, especially where moldings meet drywall, at mitered corners, and where tile grout meets tub or sink. While this can alarm an uninformed homeowner, it is normal.

Shrinkage of the wood members of your home is inevitable and occurs in every new home. Although this is most noticeable during the first year, it may continue beyond that time. In most cases, caulk and paint are all that you need to conceal this minor evidence of a natural phenomenon. Even though properly installed, caulking shrinks and cracks. Maintenance of caulking is your responsibility.

McCaleb Homes Limited Warranty

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

Fencing

Homeowner Use and Maintenance Guidelines

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

Drainage

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

Homeowner Association Design Review

If you choose to add fencing after moving into your new home, keep in mind the need to obtain approval from the Design Review Committee of your homeowners association. Specific requirements about style, height, position on the lot are described in the current design review guidelines which you can obtain from a committee member. Special requirements apply to homes on corner lots where drivers must have adequate visibility. Additionally, in some

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communities, zoning laws may impact private fencing. Your responsibilities include checking on such details.

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

Variation

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

Wood Fences

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

Wrought Iron Fencing

Wrought iron is subject to rusting, if it is not maintained. Use touch-up paint on any scratches or chips. Inspect the fence twice a year and touch-up as needed, then plan to repaint the entire fence every one to two years to keep it looking its best.

As with wood fencing, prevent sprinklers from spraying your wrought iron fence or rails. Check monthly to confirm that water does not stand around the fence posts. Make corrections to drainage as needed to prevent this.

McCaleb Homes Limited Warranty

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

Fireplace

Homeowner Use and Maintenance Guidelines

See also Fire Prevention.

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

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

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

One caution on the use of glass doors: do not close them over a roaring fire, especially if you are burning hard woods (such as oak or hickory) because this could break the glass. Also, when closing the doors over a burning fire, open the mesh screens first. This prevents excessive heat build-up on the mesh, which might result in warping or discoloration.

Your objective in building a fire should be a clean, steady, slow-burning fire. Begin with a small fire to allow the components of the fireplace to heat up slowly. Failure to do so may damage the grate; two to three layers of logs stacked with air space between, largest logs to the rear, works best. One sheet of paper burned on top of the stack will help the chimney start to draw. Any logs 6 inches in diameter or larger should be split.

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

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

Chimney Cleaning

Creosote and other wood-burning by-products accumulate inside the flue over a period of time. This build-up can be a fire hazard. The way you use your fireplace and the type of wood you burn determine the frequency of your chimney cleanings. For instance, burning soft woods or

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improperly seasoned woods necessitates more frequent cleaning. Hire a qualified chimney sweep for this cleaning.

Spark Arrester

If the spark arrester becomes clogged, the diminished air flow will affect the performance of the fireplace and may be a fire hazard. Have the arrester cleaned professionally when needed.

Gas Fireplace

McCaleb Homes offers direct-vent gas fireplaces. If you ordered this type of fireplace, it is demonstrated during the orientation. Read and follow all manufacturer's directions.

A slight delay between turning the switch on and flame ignition is normal. The flames should ignite gently and silently. If you notice any deviation from this and any gas smell, immediately shut off the switch and report it to the gas company.

Excessive winds can cause a downdraft, which can blow out the pilot, requiring you to relight it before using the fireplace.

Caution: The exterior vent cover for a direct-vent gas fireplace becomes extremely hot when the fireplace is operating.

McCaleb Homes Limited Warranty Guidelines

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

Chimney Separation

Separation of a brick chimney from a newly constructed home may occur. McCaleb Homes will repair separation from the main structure in excess of ½ inch in 10 feet. Caulking is acceptable in most cases.

Cracks

Normal shrinkage or mortar results in hairline cracks in masonry. McCaleb Homes will repair cracks that exceed 1/8 inch in width. The repair consists of pointing or patching and the mortar color will be matched as closely as possible, but expect some variation.

Exterior masonry may have chips, irregular surfaces, and color variations, which occur during manufacturing, shipping, or handling. Unless such conditions affect the structural integrity of the home, no repair is provided.

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Discoloration

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

Downdraft

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

Glass Doors

During the orientation we confirm that glass fireplace doors, when included with the home, are in acceptable condition.

Water Infiltration

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

Foundation

Homeowner Use and Maintenance Guidelines

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

Cracks

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

Dampness

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

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Future Construction in Basement

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

McCaleb Homes Limited Warranty Guidelines

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

Cosmetic Imperfections

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

Cracks

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

Leaks

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

Garage Overhead Door

Homeowner Use and Maintenance Guidelines

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

Light Visible

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

Lock

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

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Lubrication

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

Opener

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

If McCaleb Homes installed a door opener as one of your selections, during orientation we demonstrate the electric eye that provides a safety stop in the event someone crosses through the opening while the overhead door is in motion. Use care not to place tools or other stored items where they interfere with the function of the electric eye.

Expect to replace the battery in the garage opener remote controls about once a year. The battery is usually a 9 volt.

Painting

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

Safety

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

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

Sag

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

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McCaleb Homes Limited Warranty Guidelines

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

Gas Shut-Offs

Homeowner Use and Maintenance Guidelines

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

Gas Leak

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

McCaleb Homes Limited Warranty Guidelines

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

Ghosting

Homeowner Use and Maintenance Guidelines

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

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

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

See also Carpet/Filtration.

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Grading and Drainage

Homeowner Use and Maintenance Guidelines

The final grades around your home have been inspected and approved for proper drainage of your lot. Our surveyor completes a drainage certification and then the local building authorities as well as McCaleb Homes inspect the site. Yards drain from one to another. You and your neighbors share an overall drainage plan for the community. Use caution when installing landscaping, fencing, or additions to your home to prevent causing water problems on adjacent lots.

Drainage

Typically, the grade around your home should slope 1 foot in the first 10 feet, tapering to a 2 percent slope. In most cases, drainage swales do not follow property boundaries. Maintain the slopes around your home to permit the water to drain away from the home as rapidly as possible. This is essential to protect your foundation. Failure to do so can result in the major structural damage and will void your warranty.

Exterior Finish Material

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

Roof Water

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

Rototilling

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

Settling

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

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Subsurface Drains

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

See also Landscaping.

McCaleb Homes Limited Warranty Guidelines

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

Backfill Settlement

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

Erosion

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

New Sod

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

Recommendations

McCaleb Homes documents the grades that exist at the time of delivery of your home or as soon thereafter as possible. The ground must be dry and free of frost to make the determinations. Once final grades are set, McCaleb Homes will inspect drainage problems reported in writing during the warranty period, compare grades to those originally established, and advise you on corrective actions you might take.

Soil Information

Andy Nelson with Nelsons Landscaping will provide landscaping recommendations which are designed based on soils and engineering reports and thus may vary slightly.

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Swales

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

Under Concrete

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

Winter Grading

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

Gutters and Downspouts

Homeowner Use and Maintenance Guidelines

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

Extensions or Splashblocks

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

Ladders

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

Leaks

If a joint between sections of gutter drips, caulk the inside joint using a commercial gutter caulking compound available at hardware stores.

Paint

Gutters and downspouts are painted to match your home. You should repaint them when you repaint your home.

Heating System: Heat Pump

Homeowner Care and Maintenance

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

Air circulation Across Coils

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

Air Conditioning and Heating

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

Air Temperature at Vents

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

Auxiliary Heat System

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

Defrost Cycle

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

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

Night Setback

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

Register Adjustment

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

Return Air Vents

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

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

Before calling for service, check to confirm that the:

- ▶ Thermostat is set to "heat" and the temperature is set above the room temperature.
- ▶ Breaker on the main electrical panel is on. (Remember, if a breaker trips you must turn it from the tripped position to the off position before you can turn it back on.)
- ▶ Filter is clean to allow airflow.
- ▶ Vents in individual rooms are open.
- ▶ Air returns are unobstructed.

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- ▶ Outside unit is not blocked by snow or other materials.
- ▶ Outside coil does not have an excessive ice build-up.

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

McCaleb Homes Limited Warranty Guidelines

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

Humidifier

Homeowner Use and Maintenance Guidelines

Operate a humidifier only with the furnace, not with the air conditioner. If you notice condensation on windows, the humidifier should be adjusted to a lower setting. Clean the moisture pad according to the manufacturer's instructions and suggested timetable.

McCaleb Homes Limited Warranty Guidelines

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

Insulation

Homeowner Use and Maintenance Guidelines

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

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

McCaleb Homes Limited Warranty Guidelines

McCaleb Homes will install insulation to meet or exceed the building codes applicable at the time of construction and outlines as part of your purchase agreement.

Landscaping

Homeowner Use and Maintenance Guideline

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

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

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

Additions

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

Backfill

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

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

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

See also Grading and Drainage.

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Bark or Rock Beds

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

Erosion

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

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

At Least 5 Feet

Place no plants of any type or sprinkler heads within 5 feet of your home.

Hired Contractors

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

Rural Areas

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

Spacing

Place plants and irrigation heads out of the way of pedestrian or bicycle traffic and car paths. Space groves of trees or single trees to allow for efficient mowing and growth. Group plants with similar water, sun, and space requirements together.

Plant Selection

Plant with regard to your local climate. Favor native over exotic species. Consider ultimate size, color, and growth of the species.

McCaleb Homes Homeowner Manual

See also Property Lines.

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Requirements

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

Seeded Lawns

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

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

Sod

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

Soil Mix

Provide good soil mixes with sufficient organic material. Use mulch at least 3 inches deep to keep soil moisture and to help prevent weeds and soil compaction.

Areas with high clay content, prepare the soil before installing your grass. First cover the soil with 2 inches of sand and 1 inch of manure that is treated and odorless. Rototill this into the soil a depth of 6 inches (rototill parallel to the swales). Whether you use seed or sod, this preparation helps your lawn to retain moisture and require less water. Installing a lawn over hard soil permits water to run off with little or no penetration and your lawn will derive minimal benefit from watering or rain.

Apply appropriate fertilizer and weed and pest controls as needed for optimal growth. Investigate organic compounds for additional protection of the environment.

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Sprinkler System

If McCaleb Homes included a sprinkler system with your home, we will arrange to have the installer demonstrate the system and make final adjustments shortly after you move in. The installer will note and correct any deficiencies in the system at the same time. Whether we install your sprinkler or you install it yourself, keep these points in mind.

You are responsible for routine cleaning and adjusting of sprinkler heads as well as shutting the system down in the fall. Failure to drain the system before freezing temperatures occur can result in broken lines, which will be your responsibility to repair.

Conduct weekly operational checks to ensure proper performance of the system. Direct sprinkler heads away from the home. Trickler or bubbler-type irrigation systems are not recommended for use adjacent to your home.

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

Stones

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

Trees

McCaleb Homes values trees as one of the features that make up an attractive community and add value to the homes we build. We take steps to protect and preserve existing trees in the area of your home. In spite of our efforts, existing trees located on construction sites can suffer damage from construction activities, which manifest months after the completion of construction.

Damage to existing trees can be caused by such things as compaction of soil in the root zone, changing patterns of water flow on the lot, disturbing the root system, and removing other trees to make room for the home. The newly exposed tree may react to conditions it is unaccustomed to. Caring for existing trees, including pruning dead branches or removing these trees altogether is your responsibility.

Remember to water trees during the summer or during warm dry periods in the winter.

McCaleb Homes Homeowner Manual

Mulch around trees and avoid tilling or planning flower beds around trees. This is especially important while trees are recovering from the construction process.

Trees and other plant materials that exist on the lot when construction begins and are not part of the landscaping installed by McCaleb Homes are excluded from warranty coverage.

Utility Lines

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

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

Failing to Landscape

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

Weeds

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

McCaleb Homes Limited Warranty

Landscape Materials we install are warranted for one growing season. We will confirm the healthy condition of all plant materials during the orientation. Maintaining landscaping is your responsibility.

Mildew

Homeowner Use and Maintenance Guidelines

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

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

McCaleb Homes Limited Warranty Guidelines

We will remove any mildew noted during the orientation. McCaleb Homes warranty excludes mildew.

Mirrors

Homeowner Use and Maintenance Guidelines

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

McCaleb Homes Limited Warranty Guidelines

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

Paint and Stain

Homeowner Use and Maintenance Guidelines

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

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Colors

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

Exterior

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

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

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

Severe Weather

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

Stain

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

Touch-up

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

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

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Wall Cracks

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

See also Drywall.

McCaleb Homes Limited Warranty Guidelines

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

Cracking

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

Fading

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

Touch-up Visible

Paint touch-up is visible under certain lighting conditions.

Wood Grain

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

Pests and Wildlife

Homeowner Use and Maintenance Guidelines

Insects such as ants, spiders, wasps, and bees, and animal life such as woodpeckers, squirrels, mice, and snakes, may fail to recognize that your home belongs to you. Addressing concerns involving these pests and wildlife goes with being a homeowner. Information resources

McCaleb Homes Homeowner Manual

Include, among others, the state wildlife service, animal control authorities, the county extension service, pest control professionals, Internet, and public library.

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Phone Jacks

Homeowner Use and Maintenance Guidelines

Your home is equipped with telephone and cable outlets selected during the low voltage wire walk-through of the home. Initiating phone and cable service, additions to phone service, and moving phone outlets for decorating purposes or convenience are your responsibility.

McCaleb Homes Limited Warranty Guidelines

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

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

Plumbing

Homeowner Use and Maintenance Guidelines

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

Aerators

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

See also Dripping Faucet.

Basement Construction

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

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Cleaning

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

Clogs

The main cause of toilet clogs are domestic items such as disposable diapers, excessive amounts of toilet paper, sanitary supplies, Q-tips, dental floss, and children's toys. Improper garbage disposal use also causes many plumbing clogs. Always use plenty of cold water when running the disposal. This recommendation also applies to grease supplied with a steady flow of cold water, the grease congeals and is cut up by the blades. If you use hot water, the grease remains a liquid, then cools and solidifies in the sewer line. Allow the water to run 10 to 15 seconds after shutting off the disposal.

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

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

Dripping Faucet

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

Extended Absence

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

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See also Extended Absence checklist.

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Fiberglass Fixtures

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

Freezing Pipes

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

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

Gold or Brass Finish

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

Jetted Tubs

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

Clean and disinfect the system every one to two months, depending on usage. To do this, fill the tub with lukewarm water and add one cup of liquid chlorine bleach. Run the jets for 10 to 15 minutes, drain and fill again. Run for 10 minutes with plain water, drain.

Auto wax will help seal and preserve your tub's surface. Avoid abrasive cleansers.

Laundry Tub

If you have a laundry room tub, the faucet does not have an aerator. This is to allow the laundry tub faucet to accept a hose connection.

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Leaks

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

Low Flush Toilets

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

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

Low Pressure

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

Main Shut-Off

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

Marble or Manufactured Marble

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

Outside Faucets

Outside faucets (sillcocks) are freeze-proof, but in order for this feature to be effective, you must remove hoses during cold weather, even if the faucet is located in your garage. If a hose is left attached, the water that remains in the hose can freeze and expand back into the pipe, causing a break in the line. Repair of a broken line that feeds an exterior faucet is a maintenance item. Note that McCaleb Homes does not warrant sillcocks against freezing.

Porcelain

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

Running Toilet

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

Shut-Offs

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

Sprinklers

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

See also Landscaping/Sprinkler.

Stainless Steel

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

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

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

Tank Care

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

Water Filter or Softener

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

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

See also Septic System.

TROUBLESHOOTING TIPS: PLUMBING

No Water Anywhere in the Home

Before calling for service, check to confirm that the:

- ▶ Main shut off on the meter inside your home is open.
- ▶ Main shut off at the street is open.
- ▶ Individual shut-offs for each water-using item are open.

No Hot Water

See Water Heater

Leak Involving One Sink, Tub, or Toilet

- ▶ Check caulking and grout.
- ▶ Confirm shower door or tub enclosure was properly closed.
- ▶ Turn water supply off to that item.
- ▶ Use other facilities in your home and report problem on next business day.

Leak Involving a Main Line

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

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Back up at One Toilet

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

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

Sewer Back Up Affecting Entire Home

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

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

McCaleb Homes Limited Warranty Guidelines

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

Clogged Drain

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

Cosmetic Damage

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

Exterior Faucets

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

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Freezing Pipes

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

Leaks

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

Noise

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

Supply

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

Property Boundaries

Homeowner Use and Maintenance Guidelines

At closing you will receive a copy of a survey that shows your lot and the location of your home on the lot. To construct the home McCaleb Homes established the property boundaries and corners.

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

See also Easements.

Railings

Homeowner Use and Maintenance Guidelines

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

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

McCaleb Homes Limited Warranty Guidelines

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

Resilient Flooring

Homeowner Use and Maintenance Guidelines

Although resilient floors are designed for minimum care, they do have maintenance needs. Follow any manufacturer's specific recommendations for care and cleaning. Some resilient floors require regular application of a good floor finish. This assures you of retaining a high gloss. However, avoid using cleaning or finishing agents on the new floor until the adhesive has thoroughly set. This will take about two weeks.

Color and Pattern

Your color selection sheets provide a record of the brand, style, and color of floor coverings in your home. Please retain this information for future reference.

Limit Water

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

McCaleb Homes Homeowner Manual

Moving Furniture

Moving appliances across resilient floor covering can result in tears and wrinkles. Install coasters on furniture legs to prevent permanent damage. If you damage the resilient floor, you can have it successfully patched by professionals. If any scraps remain when installation of your floor covering is complete, we leave them in the hope that having the matching dye lot will make such repairs less apparent.

No-Wax Flooring

The resilient flooring installed in your home is the no-wax type. No-wax means a clear, tough deflection. We have used special nails and glued the underlayment to help minimize this movement. If a nail head becomes visible through resilient flooring, place a block of wood over it and hit the block with a hammer to reset the nail.

Scrubbing and Buffing

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

Seams

Any brand or type of resilient flooring may separate slightly due to shrinkage. Seams can lift or curl if excessive moisture is allowed to penetrate them. you can use a special caulking at to or floor joints to seal seams at those locations. Avoid getting large amounts of water on the floor from baths and showers.

McCaleb Homes Limited Warranty Guidelines

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

Adhesion

Resilient floor covering should adhere. McCaleb Homes will repair lifting or bubbling and nail pops that appear on the surface.

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Ridges

McCaleb Homes has sanded and filled the joints of underlayment to minimize the possibility of ridges showing through resilient floor coverings. Ridging is measured by centering a 6-inch straight edge perpendicular to the ridge with one end tight to the floor. If the opposite end of the straight edge is 1/8 inch or more from the floor, McCaleb Homes will repair this condition.

Seams

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

Roof

Homeowner Use and Maintenance Guidelines

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

Clean Gutters

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

Ice Dam

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

If your home design or orientation makes it vulnerable to this occurrence, you may want to install an electric gutter heater strip in the susceptible areas.

Leaks

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

McCaleb Homes Homeowner Manual

Roof Walking

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

Severe Weather

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

TROUBLESHOOTING TIPS: ROOF LEAK

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

Confirm the source of the water is the roof rather than from a

- Plumbing leak
- Open window on a higher floor
- Ice dam
- Clogged gutter or downspout
- Blowing rain or snow coming in through code required roof vents
- Gap in caulking

Where practical, place a container under dripping water.

If a ceiling is involved, use a screwdriver to poke a small hole in the drywall to release the water.

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

Remove personal belongings to prevent damage to them. If damage occurs, contact your homeowner insurance company to submit a claim.

Report the leak to McCaleb Homes during first available business hours.

McCaleb Homes Limited Warranty Guidelines

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

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Dam

Ice build-up (ice dam) may develop in the eaves during extended periods of cold and snow. Your homeowner insurance may cover this damage which is excluded from warranty.

Inclement Weather

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

Rough Carpentry

McCaleb Homes Limited Warranty Guidelines

Some floor and stair squeaks are unavoidable. Although McCaleb Homes does not warrant against floor squeaks, a reasonable effort will be made to correct them.

Floor Deflection

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

Floor Level

Floors will be level to within ¼ inch within any 32-inch distance as measured perpendicular to any ridge or indentation. McCaleb Homes will correct floor slope that exceeds 1/240 of the room.

Plumb Walls

McCaleb Homes will correct walls that are out of plumb more than ½ inch in an 8-foot distance or walls that are bowed more than ¼ inch in any 32-inch measurement.

Septic System

Homeowner Use and Maintenance Guidelines

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

- Avoid disposing of chemicals such as solvents, oils, points, and so on, through the septic system

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

Pumping the System

Over time, the matter not broken down by the bacteria can clog the system. To prevent serious problems, regular pumping to clean out the tank is essential – usually every 1 to 2 years, more often if usage is heavy.

System Failure

Indicators that your septic system is failing include:

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

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

Water Softener

Prior to installing a water softener, discuss with the vendor whether the system you are ordering will adversely affect your septic system.

McCaleb Homes Limited Warranty Guidelines

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

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

Shower Doors to Tub Enclosures

Homeowner Use and Maintenance Guidelines

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

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

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

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

McCaleb Homes Limited Warranty Guidelines

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

Siding

Homeowner Use and Maintenance Guidelines

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

Wood and Wood Products

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

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Cement Based Products

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

See also Paint and Wood Trim.

McCaleb Homes Limited Warranty Guidelines

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

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

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

Smoke Detectors

Homeowner Use and Maintenance Guidelines

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

Battery

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

Cleaning

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

Locations

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

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McCaleb Homes Limited Warranty Guidelines

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

Stairs

Homeowner Use and Maintenance Guidelines

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

McCaleb Homes Limited Warranty Guidelines

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

Stucco

Homeowner Use and Maintenance Guidelines

Stucco is a brittle cement product that is subject to expansion and contraction. Minor hairline cracks will develop in the outer layer of stucco. This is normal and does not reduce the function of the stucco in any way.

Drainage

To ensure proper drainage, keep dirt and concrete flatwork a minimum of 6 inches below the stucco screed (mesh underneath final coat of stucco). Do not pour concrete or masonry over the stucco screed or right up to the foundation.

Efflorescence

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

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Sprinklers

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

McCaleb Homes Limited Warranty Guidelines

Sometime during the warranty period, McCaleb Homes will repair stucco cracks. The repair will not exactly match the surrounding area.

Sump Pump

Homeowner Use and Maintenance Guidelines

If conditions on your lot made it appropriate, the foundation design includes a perimeter drain and sump pump. The perimeter drain runs around the foundation to gather water and channel it to the sump pit, or crock. When the water reaches a certain level, the pump comes on and pumps the water out of your home. Read and follow the manufacturer's directions for use and care of your sump pump.

Continuous Operation

The pump may run often or even continuously during a heavy storm or long periods of rain. This is normal under such conditions.

Discharge

Know where the discharge for your sump pump system is and keep the end of the drain clear of debris so that water can flow out easily.

Power Supply

Your sump pump runs on electricity. If power goes off, the pump cannot operate. Storm water (sewage) could then enter your basement. You may wish to install a back-up system to guard against this possibility. Homeowner insurance does not usually cover damage to your property from this source; you may want to obtain a rider to cover this.

Roof Water

Ensure that roof water drains quickly away from the home to avoid circulation it through your sump pump. Keep downspout extensions or splash blocks in place to channel water way from your home.

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Routine Check

Periodically check to confirm the pump is plugged in, the circuit breaker is on and that the pump operates. To check the operation of your sump pump, pour five gallons of water into the sump pump crock (hole). The pump should come on and pump the water out. Follow this procedure once a year.

Trees and Shrubs

Avoid planting trees or shrubs with aggressive root growth patterns near your home's foundation. The roots can make their way into the perimeter drain and eventually clog the system.

McCaleb Homes Limited Warranty Guidelines

During your orientation we will discuss the sump pump and confirm it is operational. The pump is classified as an appliance and is warranted by the manufacturer.

Swimming Pools

Homeowner Use and Maintenance Guidelines

If your home includes a swimming pool, be aware of important safety and care requirements. Local ordinances require that you secure the pool area with a fence and locked gate to prevent unauthorized entry and use of your pool. Establish safe practices with children regarding proper pool behaviors and circumstances under which they can enter the water.

Chemicals

Carefully study and follow information regarding the pool's chemistry. You are responsible for supplying all appropriate chemical treatments.

Cleaning

Regular cleaning of the pool's surfaces is essential for comfortable and healthy enjoyment. Keep glass and debris out of the pool area.

Filters and Pumps

Maintain the pool filters and pumps according to each manufacturer's directions.

Professional Services

Consider retaining the services of a professional pool service to clean the pool, maintain the systems, and treat the water.

McCaleb Homes Homeowner Manual

McCaleb Homes Limited Warranty Guidelines

During the orientation, we will confirm that all pool surfaces are in acceptable condition. Repair any surface damage noted subsequent to that is your responsibility. The pool installer will set up separate appointment with you to instruct you in the use and care of equipment and review chemical treatment of the pool water.

Pool equipment should function as designed provided you follow all maintenance steps.

Termites

Homeowner Use and Maintenance Guidelines

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

Regular Inspections

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

- Check for wrinkles or waves in wood trim.
- Tap wood to see if it sounds hollow.
- Inspect under the carpet tack strip by lifting the edge of carpet in the corner of a room. The tack strip is untreated and provides a convenient path for termites through your home.
- Watch for tubes of dirt, called mud tubes, that extend from the soil up to your home.
- Keep soil away from any wood parts of your home.
- Be certain all roof water and perception moves quickly away from your home's foundation.
- Avoid strong wood on the ground against your home.
- Maintain a safe zone of least two feet in width around the perimeter of your home. Avoid planting grass or shrubs, installing any sprinkler device, or digging of any kind in this area. If you disturb this area, have it re-treated to restore protection.
- Before installing stepping stones, river rock, concrete, or so on, against the home, chemically treat the area that will be underneath the new material.
- If you add onto or change the exterior of your home, be sure to have the areas treated first.

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

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McCaleb Homes Limited Warranty Guidelines

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

Ventilation

Homeowner Use and Maintenance Guidelines

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

Attic Vents

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

Crawl Space Vents

Homes with crawl spaces usually include two or more vents. Open crawl space vents for summer months and close them for winter months, pulling insulation over them. Failure to close these vents and replace insulation may result in plumbing lines freezing in the crawl space. This occurrence is not covered by your warranty.

Daily Habits

Your daily habits can help keep your home well ventilated:

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

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

McCaleb Homes Limited Warranty Guidelines

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

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Water Heater: Electric

Homeowner Care and Maintenance

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

Drain Tank

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

Cleaning or Replacement

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

Pressure and Release Valve

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

Safety

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

Temperature

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

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

McCaleb Homes Homeowner Manual

We recommend setting for operation of a dishwasher is B, or 140 degrees. Higher settings can save energy dollars and increase the danger of injury from scalding. Hot water will take longer to arrive at sinks, tubs, and showers that are farther from the water heater.

TROUBLE SHOOTING TIPS: NO HOT WATER

Before calling for service, check to confirm that the

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

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

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

McCaleb Homes Limited Warranty

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

Water Heater: Gas

Homeowner Use and Maintenance Guidelines

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

Condensation

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

Drain Tank

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

Pilot

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