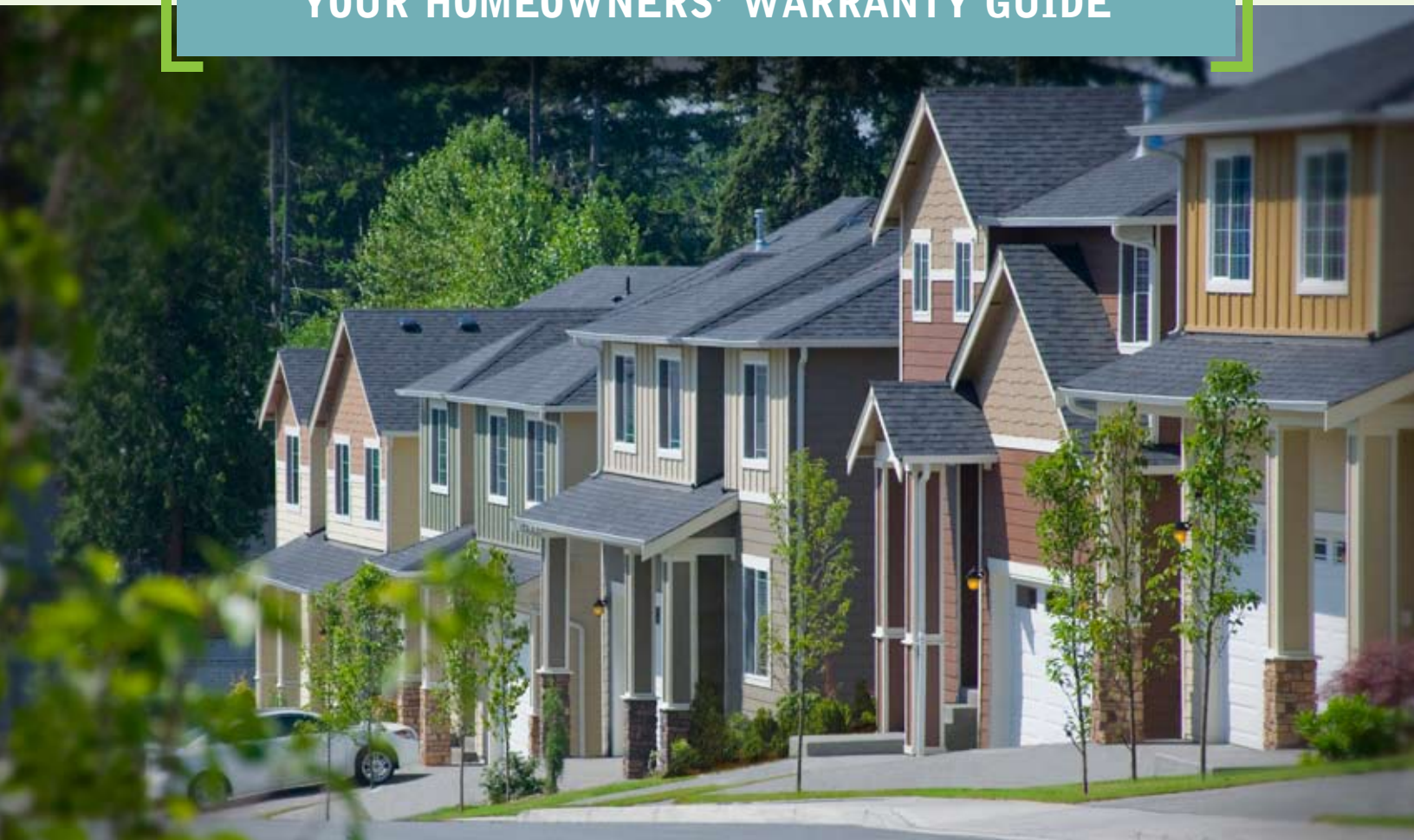




HOME. PERFECTED.

## YOUR HOMEOWNERS' WARRANTY GUIDE



[sdchomebuilders.com](http://sdchomebuilders.com)

## WELCOME TO YOUR NEW HOME

Dear Homeowner:

There is, perhaps, no more exciting moment than the day you move into your new home! Your team at SDC Homes would like the happiness that moment represents to continue on as long as you own your home.

We are committed to making home buying a simple, easy-to-understand process and, when you move in, we are committed to providing our homeowners the best warranty protection in the industry. While most home builders offer some kind of new home warranty, our SDC Homeowners' Warranty and Buyer Protection Plan go a step beyond. We not only stand behind our workmanship, we commit to teaching you how to care for your own home along with friendly courteous service calls, when needed.

Our promise is simple. We warrant that your SDC Homes home will be kept free from defects in workmanship and structural defects for one full year. The scope of your specific warranty coverage is described in detail in this warranty booklet and on our website, [sdchomebuilders.com](http://sdchomebuilders.com). The website will provide a quick way for you to easily search and locate information about any area of concern that arises on your new home.

We strongly recommend that you take a few minutes to read your SDC Homeowners' Warranty. If you are not clear about any of the information presented here, we invite you to call or e-mail us with your questions. We are happy to give you our time and assist you in understanding this document and the promise we have made to you.

We hope, as you welcome friends and family into your new home, that you will enjoy the peace of mind that comes from knowing that your home is constructed to the highest standards, administered through the care, completion and competency that our team infuses into every home we build.

Remember, we are here for you.



Robert Trent



**HOME. PERFECTED.**

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## I. DEFINITIONS

"You" and "your" means the person(s) who is/are the First Purchaser of the Home.

"Us," "we," "SDC Homes" and "Builder" means SDC Homes, LLC. and its assigns or successors in interests.

"Home" means the dwelling and garage.

"Effective Date" is the date that this Warranty becomes effective, which shall be the earliest of your closing date, first title transfer or the date you or anyone else first occupied the Home, if that was before closing.

"Certificate of Warranty Coverage" is the document that provides proof of warranty coverage for a certain Home address and the Warranty coverage provided by us.

"Construction Performance Guidelines" are the standards set forth in Appendix A.

"Exclusions" are those items that are excluded from and not covered by this Warranty, as set forth in Appendix B.

"Warranty" means the SDC Homes' One Year Limited Warranty described by the terms and provisions contained within this Warranty Booklet.

"Warranty Term" is the period during which a warranted defect must first be reported in order to be covered hereunder. The Warranty Term begins on the Effective Date and ends 12 Months thereafter, as further defined herein.

"Defect" is defined in each instance as a failure to meet the Construction Performance Guidelines for materials, workmanship or systems as set forth in this Warranty.

"Structural Defect" is defined as a Defect in Designated Load-Bearing Elements of your Home that affects their load-bearing functions to the extent that your Home becomes unsafe, unsanitary, or otherwise unlivable. Without limitation, Defects in the following elements shall not be considered Structural Defects: non-load-bearing partitions and walls; wall tile or paper, etc.; plaster, laths, or drywall; flooring and sub-flooring material; brick, stucco, stone or veneer; any type of exterior siding; roof shingles, roof tiles, sheathing, and tar paper; heating, cooling, ventilating, plumbing, electrical and mechanical systems; appliances, fixtures or items of equipment; doors, trim, cabinets, hardware, insulation, paint, stains; and basement and other interior floating, ground-supported concrete slabs.

"Designated Load-Bearing Elements" include the following items: footings and foundation systems; beams; girders; lintels; columns; walls and partitions; roof framing systems; and floor systems.

"First Purchaser" shall mean the first person(s) to acquire title in fee simple directly from Builder and to use the Home as that person's residence.

## II. CONSTRUCTION PERFORMANCE GUIDELINES

The Construction Performance Guidelines set forth in Appendix A are standards that have been developed and accepted by the residential construction industry in general. While it is virtually impossible to develop Construction Performance Guidelines for each possible deficiency, the construction industry has attempted to isolate the most common actual physical Defects that occur and, in so doing, identify the extent of our responsibilities and your responsibilities.

Where a particular construction standard has not been specified, the guidelines found in the publication Residential Construction Performance Guidelines for Professional Builders and Remodelers, 3rd Edition, National Association of Home Builders (NAHB) 2005 will apply. If an item is not addressed in that publication, locally accepted trade practices of the construction industry will apply.

The Construction Performance Guidelines are expressed in terms of requirements that our construction should meet. Noncompliance with these Construction Performance Guidelines calls for corrective action by us. We will try to our best ability to match and replace with your original choice of colors and materials, except where you custom ordered the items. We cannot be responsible for discontinued items, changes in dye lots, colors or patterns, or items ordered outside of the original construction.

## III. REPORTING A DEFECT

### A. Reporting Procedure

If you believe your Home has a Defect or Structural Defect that is covered under of the Warranties of Section II above, you must first notify us in writing or via our website describing in detail such defect(s), the date you discovered such defect(s) and the date the defect(s) occurred (if known). We cannot initiate work on your warranty problem with just a phone call from you; we must have written documentation from you. Please provide the documentation as soon as you become aware of a warranty problem and, in any event, before your Warranty Term expires.

To report a Defect:

1. Complete the Customer Care Request (found at the back of this Warranty Booklet at Appendix C), or by logging into your customer homepage and filing your concern along with identifying the particular applicable section of the Construction Performance Guideline under which you are making a claim; and
2. Send your Customer Care Requests to SDC Homes, LLC via the SDC Homes website [www.sdchomebuilders.com](http://www.sdchomebuilders.com), e-mail to [customercare@sdchomebuilders.com](mailto:customercare@sdchomebuilders.com), fax or U.S. Mail to the following address:

SDC Homes, LLC  
Customer Care  
424 29th Street NE, Suite B  
Puyallup, WA 98372

## **B. Report Timeliness**

We will only consider claims if we receive a Customer Care Request from you no later than thirty (30) calendar days after the expiration of the warranty to which the Customer Care Request relates. We will deny any Customer Care Request(s) that you file after that date and we will not have any obligation to you to correct any Defects identified in such Customer Care Requests. These time limits are a material condition of your Warranty.

## **C. Actions Pending Repair**

Except in the case of authorized emergency repairs as discussed below, do not attempt to repair a claimed Structural Defect before we have had an opportunity to inspect the Structural Defect. Doing so will make it impossible for us to assess whether the Structural Defect was covered by the Warranty; whether the repairs you performed or caused to be performed are cost-effective, necessary, and effective; and whether we would have been able to solve the problem in another, more cost effective way. As a result, we may not provide Warranty coverage for any claimed Structural Defect that you have had repaired or replaced. In addition, you will not be entitled to costs or be reimbursed for any costs or expenses you undertake to investigate a Structural Defect, including but not limited to engineering and attorney's fees.

## **D. What to Do in Case of an Emergency**

In a life-threatening emergency such as fire, earthquake or flood, dial 911 or you local emergency services.

For other emergency repairs to appliances, fixtures or home systems, please contact the vendor list for your community listed on the SDC Homeowner's Website. [www.sdchomebuilders.com/emergency](http://www.sdchomebuilders.com/emergency)

An emergency is a condition that if not immediately repaired may cause danger to the Home or its occupants. If you become aware of a Defect that constitutes such an emergency, you must notify us immediately. If you are unable to contact us to authorize emergency repairs, 1) you must make minimal repairs to avoid imminent danger until we have authorized more extensive repairs, 2) you must take action to mitigate existing damage and to avoid further damage, and 3) you must report the emergency to us on the next business day. We will not reimburse you for any unauthorized repairs if you do not follow the procedures contained in this paragraph.

# **IV. OUR RESPONSE TO CUSTOMER CARE REQUESTS**

## **A. Option to Repair or Replace**

Upon timely receipt of a Customer Care Request, we shall have the option to repair or replace as necessary. The design, method and manner of such repair or replacement shall be within our sole discretion. No repair or replacement shall extend the term of the Warranty as to any covered Defect or Structural Defect, including without limitation, the Defect or Structural Defect that was the subject of the repair. The repair of a Structural

Defect will consist of and be limited to:

1. Repair of damage to the load-bearing portions of your Home necessary to restore their load-bearing function;
2. Repair of those non-load-bearing portions damaged by the Structural Defect and for which repair is necessary to make your Home once again safe, sanitary, or otherwise livable; and
3. Repair and cosmetic restoration of only those surfaces, finishes and coverings, original with the Home, that have been damaged by the Structural Defect or that require removal and replacement to correct the Structural Defect or to repair other damage directly attributable to the Structural Defect.

The repairs discussed herein are intended to restore the affected portions of the Home to approximately the condition that existed just prior to the Structural Defect, but not necessarily to a like-new condition.

## **B. Access to Your Home**

In order for us to carry out our responsibilities under this Warranty, we will require access to your Home. When you make a Customer Care Request under this Warranty, you hereby agree to grant reasonable access to us and to our agents and contractors within thirty (30) days of our request for access, during normal business hours, to inspect, repair, and conduct tests in your Home as in our judgment may be required. Failure to allow us reasonable access to your Home for these purposes will void the Warranty.

# **V. GENERAL TERMS AND CONDITIONS**

## **A. Your Obligations**

1. General. You are obligated to care for your Home in such a way as to prevent or minimize damage to it from Defect(s) and Structural Defect(s). You should be aware that all new homes go through a period of settlement and movement. During this period, your Home may experience some minor material shrinkage, cracking and other events, which are normal for a new home.

2. Periodic Maintenance: You are responsible for proper maintenance of your Home as outlined in the SDC Homeowners Maintenance Guidelines, which has been provided separately to you.

## **B. Waiver of Implied Warranties**

By accepting the Warranty provided in this Warranty Booklet, you agree to waive all other express or implied warranties, including any oral or written statements or representations made by us or our agents, or any implied warranty of habitability, merchantability or fitness for a particular purpose, which warranties are hereby disclaimed by us and are hereby waived by you to the extent possible under applicable law.

## **C. Limitation Period and Exclusive Remedies**

Any claim you may have in which you seek damages or other legal or equitable remedies from us, our subcontractors, agents, vendors, suppliers, design professionals and materialmen, under any other common law or statutory theory of liability, including but not limited to negligence and strict liability, must be brought within the Warranty term. After expiration of the Warranty term, you agree to waive the right to bring such claims against such parties. The provisions of this paragraph shall be enforceable to the maximum extent permitted by law, and shall be applicable to any claim thereafter made against us or any other person with respect to the Home. This paragraph shall not apply to and shall not be deemed as affecting any expressed written warranty provided by a manufacturer or vendor who has supplied any appliance or other component for the Home.

## **D. Limits on Warranty Coverage**

The Warranty is not an insurance policy, a maintenance agreement or service contract. If you have a mortgage on your Home, your lender may require that you have homeowner's insurance, which is separate and distinct from this Warranty.

## E. Arbitration/Dispute Resolution

1. Claims Subject to Arbitration. Any and all claims, disputes and controversies by or between you and us arising from or related to this Warranty or any defect in the Home or the real property on which the Home is situated (hereinafter an “Unresolved Dispute”) shall ultimately be settled by binding arbitration. In the context of this paragraph, “us” shall also mean our subcontractors, agents, vendors, suppliers, design professionals, insurers and any other person alleged to be responsible for any defect in or to the Home or the real property on which the Home is situated. As used herein, the term “Unresolved Dispute” shall mean all claims, demands, disputes, controversies and differences that may arise between the parties to this Warranty of whatever kind or nature, including without limitation, disputes (1) as to events, representations, or omissions that predate this Warranty; (2) arising out of this Warranty or other action performed or to be performed by the us pursuant to this Warranty; (3) as to repairs of warranty claims arising during the term of this Warranty; and/or (4) as to the cost to repair or replace any defect covered by this Warranty. An Unresolved Dispute shall also include, without limitation, any claim of breach of contract, negligent or intentional misrepresentation or nondisclosure in the inducement, execution or performance of any contract, including this arbitration provision, and breach of any alleged duty of good faith and fair dealing. Agreeing to arbitration means that the parties waive their right to a trial in court.

1. Prior to Arbitration. Without limitation, as one condition precedent to submitting an Unresolved Dispute to arbitration, you must first have reported any Defect giving rise to the Unresolved Dispute to us using a Customer Care Request described in Section IV above, and must have given us a reasonable opportunity to cure that Defect. In most every case, we will be able to cure any such Defect so long as you timely report such Defects as set forth in this Warranty.
2. Initiation of Arbitration. The arbitration process is commenced by giving us written notice of your demand for arbitration of an Unresolved Dispute.
3. Choice of Arbitrator. Within twenty (20) business days after receiving written notice of your demand for arbitration, we will submit the dispute to an arbitrator or arbitration service to which the parties may agree (hereinafter the “arbitrator”), for arbitration as set forth herein. Any dispute concerning the choice of an arbitrator or arbitration service shall be submitted to a court of competent jurisdiction, which court shall have authority to enforce this paragraph and determine the selection of an appropriate arbitrator. In any event, the arbitrator shall possess sufficient knowledge in the residential construction industry to properly adjudicate the dispute.

Conduct of Arbitration. The arbitration shall be conducted pursuant to the Construction Industry Arbitration Rules of the American Arbitration Association (hereinafter the “rules”) in effect at the time of the Effective Date. To the extent not covered by the rules, conduct of the arbitration and interpretation of this arbitration provision shall be governed by the provisions of the Washington Uniform Arbitration Act, RCW 7.04A now in effect and as the same may from time to time be amended. The arbitration hearing shall occur whenever possible in your Home. Following the arbitration, the arbitrator will make a written Arbitration Award, in which the arbitrator will set forth its decision of items to be repaired. The decision of the arbitrator shall be final and binding upon all parties and may be entered as a judgment in any state or federal court of competent jurisdiction.

Fees and Costs. If you submit a demand for arbitration, you must pay the arbitrator a filing fee prior to the matter being referred to the arbitrator. The arbitrator shall have the power to award the cost of this fee to you or to split it among the parties to the arbitration. The prevailing party in the arbitration, as determined by the arbitrator, shall be entitled to recover all costs associated with the arbitration, including reasonable attorneys' fees incurred in the arbitration and in enforcing this arbitration provision. Unless the arbitrator specifically awards otherwise, the parties to the arbitration shall equally bear all administrative fees of the arbitrator, subject to the discretion of the arbitrator to reallocate such fees in the interests of justice.

**Adherence to Procedures.** This Warranty provides a procedure for you to give us notice of potential claims, to have an inspection at no cost to you, and to give us an opportunity to fulfill our obligations to you. If you institute arbitration proceedings against us for any obligation arising or claimed to have arisen under this Warranty prior to giving us the proper notices and opportunities to cure as provided under this Warranty, you agree to indemnify us for all costs and expenses of such arbitration, including reasonable attorneys' fees, regardless of whether you have an otherwise legitimate claim under this Warranty. Also, because this Warranty provides for mandatory arbitration of disputes, if any party commences litigation in violation of this Warranty, such party shall reimburse the other parties to the litigation for their costs and expenses, including attorneys' fees, incurred in seeking the dismissal of such litigation.

**Action Following Award.** We agree to take action to comply with the Arbitration Award within sixty (60) calendar days after receipt of a written Arbitration Award. After receipt of the Arbitration Award, we will commence repairs as soon as possible and will complete them within sixty (60) calendar days of receipt of the Arbitration Award, with the exception of any seasonal repairs or items that would otherwise reasonably take more than sixty (60) calendar days to complete. We will complete any such repairs or replacement with diligence but will not be required to incur overtime or weekend expenses.

**Enforcement.** Either party may, within one year after the issuance of a written Arbitration Award, apply to the Superior Court of the State of Washington, to confirm the award. Your tender to us of a written demand for arbitration shall, as of the date of our receipt of such demand, toll the running of any applicable statute of limitations for the matter to be arbitrated.

**Limitation of Remedies.** Arbitrator is limited to ordering the defect to be rectified and is precluded from awarding monetary damages unless it is shown that the failure of the builder to timely rectify the defect is in bad faith or, the parties have separately agreed in writing that damages are an available remedy.

## **F. Transferability of Warranties**

The Warranties set forth in this Warranty Booklet are available only to the First Purchaser of the Home and shall not be transferable to any subsequent owner. Any such purported transfer shall be void and of no effect. The One Year Warranty shall terminate immediately upon any transfer or other conveyance of the Home from the First Purchaser of the Home to a subsequent owner.

## **G. Time is of the Essence**

Time is of the essence hereunder with respect to any action to be taken by any party hereto. Failure to report timely, a defect concern, would lead to deterioration, for which SDC Homes is not responsible.

## **H. Severability**

This Warranty is not known to violate any known federal or state statute, rule, regulation, or common law. However, any provision herein that is found to be invalid or in violation of any statute, rule, regulation, or common law shall be considered null and void, with the remaining provisions remaining viable, in effect, and enforceable. Such remaining provisions shall be fully severable, and this Warranty shall be construed and enforced as if such invalid provisions had never been inserted in this Warranty.

## **I. Construction**

This Warranty shall be construed and enforced in accordance with the laws of the State of Washington. Unless some other meaning is apparent from the context, the plural shall include the singular and vice versa, and masculine, feminine and neuter words shall be used interchangeably. Any terms not otherwise defined herein shall be ascribed and given their common meaning, taking into account the context in which said terms are used. The paragraph and section headings in this Warranty are included to facilitate reference only, do not form any part of this Warranty, and shall not in any way affect the interpretation hereof.

## **J. Entire Agreement**

This document constitutes the entire agreement between you and us with respect to our mutual obligations under the Warranty. This Warranty supersedes and replaces all prior agreements, discussions, and representations between you and us, which are merged into and superseded by this Warranty. You agree that you are not relying on any oral agreements, understandings or representations apart from those contained and reflected in this Warranty.

# **APPENDIX A: CONSTRUCTION PERFORMANCE GUIDELINES**

## **Appendix A: Construction Performance Guidelines**

### **1. SITE WORK**

#### **1.1 DEFICIENCY Settling of ground around foundation, utility trenches or other areas on the property where excavation and backfill have taken place that affect drainage away from Home.**

CONSTRUCTION PERFORMANCE GUIDELINE Settling of ground around foundation walls, utility trenches or other filled areas that exceeds a maximum of six inches from finished grade established by SDC Homes.

SDC HOMES' RESPONSIBILITY: If SDC Homes has provided final grading, SDC Homes shall fill settled areas affecting proper drainage, during the Warranty Term. You are responsible for removal and replacement of shrubs and other landscaping affected by placement of the fill.

EXCLUSION(S) Exclusions in sections 1.2 and 1.3 apply to section 1.1 also.

#### **1.2 DEFICIENCY Improper surface drainage.**

CONSTRUCTION PERFORMANCE GUIDELINE Necessary grades and swales shall be established to provide proper drainage away from the Home. Site drainage, under the Limited Warranty, is limited to grades within 10 feet and swales within 20 feet of the foundation of the Home. Standing or ponding water should generally not remain in these areas for a period longer than 24 hours after a rain, except in swales that drain from adjoining properties or where a sump pump discharges. In these areas an extended period of 48 hours is to be allowed for water to dissipate. The possibility of standing water after an unusually heavy rainfall should be anticipated and is not to be considered a deficiency. No grading determination is to be made while there is frost or snow or when the ground is saturated.

SDC HOMES' RESPONSIBILITY: SDC Homes is only responsible for initially establishing the proper grades, swales and drainage away from Home. You are responsible for maintaining such grades and swales once constructed by SDC Homes. SDC Homes is not responsible for drainage deficiencies attributable to grading requirements imposed by state, county, or local governing agencies.

EXCLUSION(S) Standing or ponding water outside of defined swales and beyond 10 feet from the foundation of the Home, or that is within 10 feet but is caused by unusual grade conditions or retention of treed areas, is not considered a deficiency. Standing or ponding water caused by changes in the grade or placement of sod, fencing, or any other obstructions by you is excluded from Limited Warranty coverage.

### **1.3 DEFICIENCY Soil erosion.**

CONSTRUCTION PERFORMANCE GUIDELINE NONE

SDC HOMES' RESPONSIBILITY: NO COVERAGE

EXCLUSION(S) NONE. SDC Homes is not responsible for soil erosion due to acts of God or other conditions beyond SDC Homes's control. Soil erosion and runoff caused by failure of you to maintain the properly established grades, drainage structures and swales; stabilized soil, sodded, seeded and landscaped areas; are excluded from Limited Warranty coverage.

### **1.4 DEFICIENCY Grassed or landscaped areas that are disturbed or damaged due to work performed by SDC Homes on the property in correcting a deficiency.**

CONSTRUCTION PERFORMANCE GUIDELINE Landscaped areas that are disturbed during repair work are deficiencies.

SDC HOMES' RESPONSIBILITY: Restore grades, seed and landscape to meet original condition. SDC Homes is not responsible for grassed or landscaped areas, which are damaged by others, including any work performed by public or private utility companies.

EXCLUSION(S) Replacement of trees and large bushes that existed at the time Home was constructed or those added by you after occupancy or those that subsequently die are excluded from Limited Warranty coverage.

## **2. FOUNDATION**

### **2.1 DEFICIENCY Basement or foundation wall cracks, other than expansion or control joints.**

CONSTRUCTION PERFORMANCE GUIDELINE Concrete cracks greater than 1/8 inch in width, or which allow exterior water to leak into basement, are deficiencies.

SDC HOMES' RESPONSIBILITY: Repair non-structural cracks by surface patching. These repairs should be made toward the end of the first year of Limited Warranty coverage to permit normal stabilizing of the Home by settling.

EXCLUSION(S) Shrinkage cracks are not unusual and are inherent in the concrete curing process.

### **2.2 DEFICIENCY Separation or movement of concrete slabs within the structure at construction and control joints.**

CONSTRUCTION PERFORMANCE GUIDELINE NONE. NO COVERAGE.

SDC HOMES' RESPONSIBILITY: NONE.

EXCLUSION(S) Concrete slabs within the structure are designed to move at construction and control joints and are not deficiencies. You are responsible for maintenance of joint material.

### **2.3 DEFICIENCY Efflorescence is present on surface of basement floor.**

CONSTRUCTION PERFORMANCE GUIDELINE NONE. NO COVERAGE.

SDC HOMES' RESPONSIBILITY: NONE. This is a normal condition.

EXCLUSION(S) N/A

### **2.4 DEFICIENCY Uneven concrete floor slabs.**

CONSTRUCTION PERFORMANCE GUIDELINE Except for basement floors or where a floor or a portion of floor has been designed for specific drainage purposes, concrete floors in rooms finished for habitability by SDC Homes shall not have pits, depressions or areas of unevenness exceeding 3/8 inch in 32 inches.

SDC HOMES' RESPONSIBILITY: Repair/replace to meet the Construction Performance Guidelines. Where applicable, surface patching is an accepted method of repair. Reinstall or replace any finish flooring material as necessary.

EXCLUSION(S) N/A

### **2.5 DEFICIENCY Cracking of basement floor.**

CONSTRUCTION PERFORMANCE GUIDELINE Minor cracks in concrete basement floors are common. Cracks exceeding 1/4 inch in width or 1/4 inch in vertical displacement are deficiencies.

SDC HOMES' RESPONSIBILITY: Repair cracks exceeding maximum tolerance by surface patching or other methods, as required.

EXCLUSION(S) N/A

### **2.6 DEFICIENCY Interior concrete work is pitting, scaling or spalling.**

CONSTRUCTION PERFORMANCE GUIDELINE Interior concrete surfaces that disintegrate to the extent that aggregate is exposed and loosened under normal conditions of use are deficiencies.

SDC HOMES' RESPONSIBILITY: SDC Homes shall take whatever corrective action is necessary to repair or replace defective concrete surfaces.

EXCLUSION(S) SDC Homes is not responsible for deterioration caused by salt, chemicals, mechanical implements, or other factors beyond SDC Homes' control.

### **2.7 DEFICIENCY Cracks in concrete block basement walls.**

CONSTRUCTION PERFORMANCE GUIDELINE Small shrinkage cracks that do not affect the structural ability of masonry foundation walls are not unusual. Cracks 1/4 inch or greater in width are deficiencies.

SDC HOMES' RESPONSIBILITY: SDC Homes shall investigate to determine cause. SDC Homes shall take the necessary steps to remove the cause and make repairs by pointing and patching, reinforcement or replacement of the defective courses.

EXCLUSION(S) N/A

## **2.8 DEFICIENCY Concrete block basement wall is bowed.**

CONSTRUCTION PERFORMANCE GUIDELINE Block concrete walls shall not bow in excess of 1 inch in 8 feet when measured from the base to the top of the wall.

SDC HOMES' RESPONSIBILITY: SDC Homes shall repair basement walls that are bowed in excess of 1 inch in 8 feet.

EXCLUSION(S) N/A

## **2.9 DEFICIENCY Cracks in concrete slab-on-grade floors, with finish flooring.**

CONSTRUCTION PERFORMANCE GUIDELINE Cracks that rupture or significantly impair the appearance or performance of the finish flooring material are deficiencies.

SDC HOMES' RESPONSIBILITY: Repair cracks as required so as not to be apparent when the finish flooring material is in place. Repair or replace finish flooring.

EXCLUSION(S) N/A

## **2.10 DEFICIENCY Leaks in basement or in foundation/crawl space.**

CONSTRUCTION PERFORMANCE GUIDELINE Leaks resulting in actual trickling of water through the walls or seeping through the floor are deficiencies.

SDC HOMES' RESPONSIBILITY: Take such action as is necessary to correct basement and crawl space leaks, except where the cause is determined to be the result of your negligence. A sump pit and pump is to be installed by SDC Homes in the affected area as the standard course of action. Should the condition continue to exist, then SDC Homes shall take necessary action to correct the problem.

EXCLUSION(S) Leaks caused by landscaping improperly installed by you or failure by you to maintain proper grades are excluded from Limited Warranty coverage. Dampness in basement and foundation walls or in concrete basement and crawl space floors is often common to new construction and is not a deficiency.

## **2.11 DEFICIENCY Inadequate ventilation or moisture control in crawl spaces.**

CONSTRUCTION PERFORMANCE GUIDELINE Crawl spaces shall have adequate ventilation to remove moisture or other approved method of moisture control. Ventilation or other moisture control methods shall be considered inadequate if there is damage to supporting members or insulation due to moisture accumulation.

SDC HOMES' RESPONSIBILITY: SDC Homes shall investigate to determine cause, and make necessary repairs. Corrective action may include the installation of properly sized louvers, vents, vapor barrier, or other locally approved methods of moisture control.

EXCLUSION(S) Temporary conditions may cause condensation in crawl spaces that can not be eliminated by ventilation and/or vapor barrier. Night air may cool foundation walls and provide a cool surface on which moisture may condense. In homes that are left unheated in the winter, the underside of floors may provide a cold surface on which warmer crawl space air may condense. These and other similar conditions are beyond SDC Homes' control. Maintaining adequate heat and seasonal adjustment of vents is your responsibility.

## 3. WOOD FLOOR FRAMING

### 3.1 DEFICIENCY Wood beam or post is split

CONSTRUCTION PERFORMANCE GUIDELINE Beams or posts, especially those 2-1/2 inches or greater in thickness, will sometimes split as they dry subsequent to construction. Unfilled splits exceeding 1/4-inch in width and all splits exceeding 3/8 inch in width are deficiencies.

SDC HOMES' RESPONSIBILITY: SDC Homes shall repair or replace as required. Filling splits are acceptable for widths up to 3/8 inch.

EXCLUSION(S) Some characteristics of drying wood are beyond the control of SDC Homes and cannot be prevented.

### 3.2 DEFICIENCY Floor squeaks.

CONSTRUCTION PERFORMANCE GUIDELINE Loud and objectionable squeaks caused by improper installation or loose subfloor are deficiencies, but a totally squeak-proof floor cannot be guaranteed.

SDC HOMES' RESPONSIBILITY: SDC Homes will refasten any loose subfloor or take other corrective action to reduce squeaking to the extent possible within reasonable repair capability without removing floor and ceiling finishes.

EXCLUSION(S) Floor squeaks may occur when a subfloor that has come loose from the joists is deflected by the weight of a person and rubs against the nails that hold it in place. Squeaks may also occur when one joist is deflected while the other members remain stationary. Because the Construction Performance Guidelines requires SDC Homes to make a reasonable attempt to eliminate squeaks without requiring removal of floor and ceiling finishes, nailing loose subflooring with casing nails into the carpet surface and countersinking the head is an acceptable practice.

### 3.3 DEFICIENCY Uneven wood framed floors.

CONSTRUCTION PERFORMANCE GUIDELINE Wood floors shall not have more than a 1/4 inch ridge or depression within any 32 inch measurement.

SDC HOMES' RESPONSIBILITY: Correct or repair to meet the Construction Performance Guidelines.

EXCLUSION(S) N/A

### 3.4 DEFICIENCY Wood frame walls out of square.

CONSTRUCTION PERFORMANCE GUIDELINE The diagonal of a triangle with sides of 12 feet and 16 feet along the edges of the floor shall be 20 feet plus or minus 1 inch.

SDC HOMES' RESPONSIBILITY: SDC Homes shall make necessary modifications to any floor not complying with the Construction Performance Guidelines.

EXCLUSION(S) N/A

## 4. WALLS

### 4.1 DEFICIENCY Wood frame walls out of plumb.

CONSTRUCTION PERFORMANCE GUIDELINE All interior and exterior frame walls or ceilings have slight variations on the finish surfaces. Walls or ceilings that are bowed more than 1 inch within a 32 inch horizontal measurement or 1 inch within any 8 foot vertical measurement, are deficiencies.

SDC HOMES' RESPONSIBILITY: Exterior and interior frame walls or ceilings bowed in excess of the allowable standard shall be corrected to meet the allowances of the Construction Performance Guidelines.

EXCLUSION(S) N/A

### 4.2 DEFICIENCY Bowed stud walls or ceilings.

CONSTRUCTION PERFORMANCE GUIDELINE Wood frame walls that are more than 1 inch out of plumb for any 32 inch vertical measurement are a deficiency.

SDC HOMES' RESPONSIBILITY: Make necessary repairs to meet the Construction Performance Guidelines.

EXCLUSION(S) N/A

### 4.3 DEFICIENCY Water or air leaks in exterior walls due to inadequate caulking.

CONSTRUCTION PERFORMANCE GUIDELINE Joints and cracks in exterior wall surfaces and around openings that are not properly caulked to exclude the entry of water or excessive drafts are a deficiency.

SDC HOMES' RESPONSIBILITY: Repair and/or caulk joints in exterior wall surfaces as required to correct deficiency. These repairs should be made toward the end of the first year of Limited Warranty coverage.

EXCLUSION(S) You must maintain caulking once the condition is corrected.

### 4.4 DEFICIENCY Sound transmission between rooms, floor levels, adjoining condominium units in a building, or from the street into Home.

CONSTRUCTION PERFORMANCE GUIDELINE NONE. NO COVERAGE.

SDC HOMES' RESPONSIBILITY: NONE.

EXCLUSION(S) NO COVERAGE is provided for soundproofing.

### 4.5 DEFICIENCY Insufficient insulation.

CONSTRUCTION PERFORMANCE GUIDELINE Insulation that is not installed around all habitable areas in accordance with established local industry standards is a deficiency.

SDC HOMES' RESPONSIBILITY: SDC Homes shall install insulation of sufficient thickness and characteristics to meet the local industry standards. In the case of dispute, cost for investigating the sufficiency of insulation and restoring areas to prior condition is to be borne by you if it is found that the standard has been met by SDC Homes.

EXCLUSION(S) N/A

#### **4.6 DEFICIENCY Window is difficult to open or close.**

CONSTRUCTION PERFORMANCE GUIDELINE Windows should require no greater operating force than that described in the manufacturer's specifications.

SDC HOMES' RESPONSIBILITY: SDC Homes shall correct or repair as required to meet manufacturer's specifications.

EXCLUSION(S) N/A

#### **4.7 DEFICIENCY Double hung windows do not stay in place when open.**

CONSTRUCTION PERFORMANCE GUIDELINE Double hung windows are permitted to move within a 2 inch tolerance, up or down when put in an open position. Any excessive movement exceeding the tolerance is a deficiency.

SDC HOMES' RESPONSIBILITY: Adjust sash balances during the Limited Warranty term. Where possible, SDC Homes will instruct you on the method of adjustment for future repair.

EXCLUSION(S) N/A

#### **4.8 DEFICIENCY Condensation or frost on window frames and glass.**

CONSTRUCTION PERFORMANCE GUIDELINE NONE.

SDC HOMES' RESPONSIBILITY: NONE.

EXCLUSION(S) Window glass and frames will collect condensation on the frame and glass surface when humidity and temperature differences are present. Condensation is usually the result of temperature/humidity conditions in the Home.

#### **4.9 DEFICIENCY Storm doors, windows and screens do not operate or fit properly.**

CONSTRUCTION PERFORMANCE GUIDELINE Storm doors, windows and screens, when installed, which do not operate or fit properly to provide the protection for which they are intended, are considered deficiencies.

SDC HOMES' RESPONSIBILITY: SDC Homes shall make necessary adjustments for proper fit and operation. Replace when adjustment cannot be made.

EXCLUSION(S) Missing screens, rips or gouges in the screen mesh are not covered by this Limited Warranty.

#### **4.10 DEFICIENCY Warpage of interior or exterior doors.**

CONSTRUCTION PERFORMANCE GUIDELINE Interior and exterior doors that warp so as to prevent normal closing and fit are deficiencies. The maximum allowable warpage of an interior door is 1/4 inch when measured from corner to corner.

SDC HOMES' RESPONSIBILITY: Repair or replace as may be required. New doors to be refinished to match the original as closely as possible.

EXCLUSION(S) N/A

#### **4.11 DEFICIENCY Door panels split.**

CONSTRUCTION PERFORMANCE GUIDELINE Door panels that have split to allow light to be visible through the door are deficiencies.

SDC HOMES' RESPONSIBILITY: If light is visible, fill crack and finish panel to match as closely as possible. Correct during the Limited Warranty term.

EXCLUSION(S) N/A

#### **4.12 DEFICIENCY Bottom of doors drag on carpet surface.**

CONSTRUCTION PERFORMANCE GUIDELINE Where it is understood by SDC Homes and you, carpet is planned to be installed as floor finish by SDC Homes, the bottom of the doors which drag on the carpet are deficiencies.

SDC HOMES' RESPONSIBILITY: Undercut doors as required.

EXCLUSION(S) Where you select carpet that has excessively high pile, you are responsible for any additional door undercutting.

#### **4.13 DEFICIENCY Door binds against jamb or head of frame or does not lock.**

CONSTRUCTION PERFORMANCE GUIDELINE Passage doors that do not open and close freely without binding against the doorframe are deficiencies. Lock bolt is to fit the keeper to maintain a closed position.

SDC HOMES' RESPONSIBILITY: Adjust door and keeper to operate freely.

EXCLUSION(S) Wood doors may stick during occasional periods of high humidity.

#### **4.14 DEFICIENCY Excessive opening at the bottom of interior doors.**

CONSTRUCTION PERFORMANCE GUIDELINE Passage doors from room to room that have openings between the bottom of the door and the floor finish material in excess of 1-1/2 inches are deficiencies. Closet doors having an opening in excess of 2 inches are deficiencies.

SDC HOMES' RESPONSIBILITY: Make necessary adjustment or replace door to meet the required tolerance.

EXCLUSION(S) N/A

#### **4.15 DEFICIENCY Siding is bowed.**

CONSTRUCTION PERFORMANCE GUIDELINE Bows exceeding 1/2 inch in 32 inches are deficiencies.

SDC HOMES' RESPONSIBILITY: SDC Homes will repair bowed siding to meet standard. If replacement of siding is required, SDC Homes will match original material as closely as possible. You should be aware that the new finish may not exactly match the original surface texture or color.

EXCLUSION(S) Bowed siding due to your actions or neglect, such as bowing caused by sprinkler system repeatedly wetting siding, is not a deficiency.

#### 4. Walls - Continued

##### **4.16 DEFICIENCY Nails have stained siding.**

CONSTRUCTION PERFORMANCE GUIDELINE Nail stains exceeding 1/2 inch in length and visible from a distance of 20 feet are deficiencies.

SDC HOMES' RESPONSIBILITY: SDC Homes shall correct by removing stains, painting, or staining the affected area. SDC Homes shall match color and finish as closely as possible. Where paint or stain touch up affects the majority of the wall surface, the whole area shall be refinished.

EXCLUSION(S) "Natural weathering" or semitransparent stains are excluded from coverage

##### **4.17 DEFICIENCY Loose or fallen siding**

CONSTRUCTION PERFORMANCE GUIDELINE All siding that is not installed properly, which causes same to come loose or fall off, is a deficiency.

SDC HOMES' RESPONSIBILITY: Reinstall or replace siding and make it secure.

EXCLUSION(S) Loose or fallen siding due to your actions or neglect, such as leaning heavy objects against siding, impact, or sprinkler systems repeatedly wetting siding, is not a deficiency.

##### **4.18 DEFICIENCY Cracks in masonry, brick, or stone veneer.**

CONSTRUCTION PERFORMANCE GUIDELINE Small hairline cracks resulting from shrinkage are common in mortar joints of masonry construction. Cracks greater than 1/4inch in width are deficiencies.

SDC HOMES' RESPONSIBILITY: SDC Homes will repair cracks greater than 1/4 inch by tuck pointing and patching. These repairs should be made toward the end of the first year of Limited Warranty coverage to permit Home to stabilize and normal settlement to occur. SDC Homes is not responsible for color variations between existing and new mortar.

EXCLUSION(S) N/A

##### **4.19 DEFICIENCY Separation of brick or masonry edging from concrete slab or step.**

CONSTRUCTION PERFORMANCE GUIDELINE It is common for the joint to crack between concrete and masonry due to the dissimilarity of the materials. Cracks in excess of 1/4 inch are a deficiency.

SDC HOMES' RESPONSIBILITY: Grout crack fully and reset loose masonry where required. Replacement of masonry material, if required, shall match the existing as closely as possible.

EXCLUSION(S) N/A

##### **4.20 DEFICIENCY Plaster cracking or spalling of stucco and cement plaster.**

CONSTRUCTION PERFORMANCE GUIDELINE Hairline cracks in stucco or cement plaster are common especially if applied directly to masonry backup. Cracks greater than 1/8 inch in width or spalling of the finish surfaces are deficiencies.

SDC HOMES' RESPONSIBILITY: Scrape out cracks and spalled areas. Fill with cement plaster or stucco to match finish and color as close as possible.

EXCLUSION(S) SDC Homes is not responsible for failure to match color or texture, due to nature of material.

#### **4.21 DEFICIENCY Separation of coating from base on exterior stucco wall.**

CONSTRUCTION PERFORMANCE GUIDELINE The coating shall not separate from the base on an exterior stucco wall.

SDC HOMES' RESPONSIBILITY: Scrape out cracks and spalled areas. Fill with cement plaster or stucco to match finish and color as close as possible. SDC Homes shall repair areas where the coating has separated from the base.

EXCLUSION(S) SDC Homes is not responsible for failure to match color or texture, due to the nature of the material.

#### **4.22 DEFICIENCY Exterior sheathing and subflooring which delaminates or swells.**

CONSTRUCTION PERFORMANCE GUIDELINE Sheathing and subflooring delaminating or swelling on the side that the finish material has been applied is a deficiency.

SDC HOMES' RESPONSIBILITY: SDC Homes shall repair or replace subflooring or sheathing as required. Replacement of the finish materials, when necessary, shall be done to match the existing finish as closely as possible.

EXCLUSION(S) N/A

#### **4.23 DEFICIENCY Knot and wood stains appear through paint on exterior.**

CONSTRUCTION PERFORMANCE GUIDELINE Excessive knot and wood stains that bleed through the paint are considered deficiencies.

SDC HOMES' RESPONSIBILITY: SDC Homes shall seal affected areas where excessive bleeding of knots and stains appear and touch-up paint to match as closely as possible.

EXCLUSION(S) N/A

#### **4.24 DEFICIENCY Delamination, splitting, or deterioration of exterior siding.**

CONSTRUCTION PERFORMANCE GUIDELINE Exterior siding that delaminates, splits or deteriorates is a deficiency.

SDC HOMES' RESPONSIBILITY: Repair/replace only the damaged siding. Siding to match the original as closely as possible, however, you should be aware that the new finish may not exactly match the original surface texture or color.

EXCLUSION(S) Delaminated siding due to your actions or neglect, such as delamination caused by sprinkler system repeatedly wetting siding, is not a deficiency.

#### **4.25 DEFICIENCY Unsatisfactory quality of finished exterior trim and workmanship.**

CONSTRUCTION PERFORMANCE GUIDELINE Joints between exterior trim elements and siding or masonry which are in excess of 1/4 inch are deficiencies. In all cases, the exterior trim abutting masonry siding shall be capable of performing its function to exclude the elements.

SDC HOMES' RESPONSIBILITY: Repair open joints and touch up finish coating where required to match existing color as closely as possible. Caulk open joints between dissimilar materials.

EXCLUSION(S) N/A

#### 4. Walls - Continued

##### **4.26 DEFICIENCY Painting required following other work.**

CONSTRUCTION PERFORMANCE GUIDELINE Necessary repair of a painted surface under this Limited Warranty is to be refinished to match surrounding areas as closely as possible.

SDC HOMES' RESPONSIBILITY: SDC Homes shall refinish repaired areas to meet the standard as required.

EXCLUSION(S) Failure to color match based on fading.

##### **4.27 DEFICIENCY Exterior paint or stain peels or deteriorates.**

CONSTRUCTION PERFORMANCE GUIDELINE Exterior paints or stains that peel or deteriorate during the Limited Warranty term could be deficiencies.

SDC HOMES' RESPONSIBILITY: SDC Homes shall properly prepare and refinish affected areas, matching color as closely as possible. Where finish repairs affect the majority of the surface areas the whole area should be refinished. Paint repairs should be done towards the end of the first year of the Warranty Term, and will only be done one time during the Warranty Term. The Limited Warranty on the newly repainted surfaces will not extend beyond the original Warranty Term.

EXCLUSION(S) Fading, however, is normal and subject to the orientation of painted surfaces to the climactic conditions which may prevail in the area. Fading is not a deficiency.

##### **4.28 DEFICIENCY Deterioration of varnish or lacquer finishes.**

CONSTRUCTION PERFORMANCE GUIDELINE Natural finish on interior woodwork that deteriorates during the Limited Warranty term is a deficiency.

SDC HOMES' RESPONSIBILITY: SDC Homes shall refinish affected areas of natural finished interior woodwork, matching the color as closely as possible.

EXCLUSION(S) Varnish-type finishes used on exterior surfaces will deteriorate rapidly and are not covered by the Limited Warranty.

##### **4.29 DEFICIENCY Mildew or fungus forms on painted or factory finished surfaces.**

CONSTRUCTION PERFORMANCE GUIDELINE NONE. NO COVERAGE.

SDC HOMES' RESPONSIBILITY: NONE.

EXCLUSION(S) N/A

## 5. ROOFS

### 5.1 DEFICIENCY Attic vents or louvers leak.

CONSTRUCTION PERFORMANCE GUIDELINE Attic vents and louvers shall not leak.

SDC HOMES' RESPONSIBILITY: SDC Homes shall repair or replace the roof vents as necessary to meet the Construction Performance Guidelines.

EXCLUSION(S) Infiltration of wind-driven rain and snow are not considered leaks and are beyond the control of SDC Homes.

### 5.2 DEFICIENCY Roof or flashing leaks.

CONSTRUCTION PERFORMANCE GUIDELINE Roof or flashing leaks that occur under normal weather conditions are deficiencies.

SDC HOMES' RESPONSIBILITY: Correct any roof or flashing leaks that are verified to have occurred under normal weather conditions.

EXCLUSION(S) Where cause of leaks is determined to result from severe weather conditions such as ice and snow build-up, high winds and driven rains, such leaks are not deficiencies.

### 5.3 DEFICIENCY Standing water on built-up roofs.

CONSTRUCTION PERFORMANCE GUIDELINE Water shall drain from a flat or low-pitched roof within 24-hours of a rainfall.

SDC HOMES' RESPONSIBILITY: SDC Homes will take corrective action to assure proper drainage of the roof.

EXCLUSION(S) Minor ponding or standing of water is not considered a deficiency.

### 5.4 DEFICIENCY Roof shingles have blown off.

CONSTRUCTION PERFORMANCE GUIDELINE Shingles shall not blow off in winds less than the manufacturer's standards or specifications.

SDC HOMES' RESPONSIBILITY: SDC Homes will replace shingles that blow off in winds less than the manufacturer's standards or specifications only if improper installation is shown to be the cause.

EXCLUSION(S) Shingles that blow off in winds less than the manufacturer's standards or specifications due to a manufacturing defect in the shingles are the manufacturer's responsibility. Shingles that blow off in hurricanes, tornadoes, hailstorms, or winds, including gusts greater than 60 miles per hour, are not deficiencies. You should consult shingle manufacturer's warranty for specifications, standards, and manufacturer's warranty responsibility if shingles blow off in higher wind speeds.

### 5.5 DEFICIENCY Defective shingles.

CONSTRUCTION PERFORMANCE GUIDELINE NONE. NO COVERAGE.

SDC HOMES' RESPONSIBILITY: NONE

EXCLUSION(S) Manufacturing defects in shingles are not covered under the Limited Warranty. You should consult shingle manufacturer's warranty for specifications, standards, and manufacturer's warranty responsibility.

### **5.6 DEFICIENCY Gutters and downspouts leak.**

CONSTRUCTION PERFORMANCE GUIDELINE Gutters and downspouts that leak are deficiencies.

SDC HOMES' RESPONSIBILITY: Repair leaks in gutters and downspouts.

EXCLUSION(S) You are responsible for keeping gutters and downspouts free from debris that would obstruct drainage.

### **5.7 DEFICIENCY Water remains in gutters after a rain.**

CONSTRUCTION PERFORMANCE GUIDELINE Small amounts of water may remain in some sections of gutter for a short time after a rain. Standing water in gutters shall not exceed 1/2-inch in depth.

SDC HOMES' RESPONSIBILITY: SDC Homes will repair gutters to assure proper drainage.

EXCLUSION(S) You are responsible for keeping gutters and downspouts free from debris that would obstruct drainage.

## **6. PLUMBING**

### **6.1 DEFICIENCY Leakage from any piping.**

CONSTRUCTION PERFORMANCE GUIDELINE Leaks in any waste, vent and water piping are deficiencies.

SDC HOMES' RESPONSIBILITY: SDC Homes shall make necessary repairs to eliminate leakage.

EXCLUSION(S) Condensation on piping does not constitute leakage, and is not a deficiency, except where pipe insulation is required.

### **6.2 DEFICIENCY Faucet or valve leak.**

CONSTRUCTION PERFORMANCE GUIDELINE A valve or faucet leak due to material or workmanship is a deficiency and is covered during the Warranty Term.

SDC HOMES' RESPONSIBILITY: SDC Homes shall repair or replace the leaking faucet or valve.

EXCLUSION(S) Leakage caused by worn or defective washers or seals are your maintenance item.

### **6.3 DEFICIENCY Water in plumbing pipes freezes and the pipes burst.**

CONSTRUCTION PERFORMANCE GUIDELINE Drain, waste, vent, and water pipes shall be adequately protected to prevent freezing and bursting during normally anticipated cold weather.

SDC HOMES' RESPONSIBILITY: SDC Homes shall correct conditions not meeting Construction Performance Guidelines.

EXCLUSION(S) Burst pipes due to your neglect and resultant damage are not SDC HOMES' RESPONSIBILITY:. You are responsible for draining exterior faucets, and maintaining suitable temperature in the Home to prevent water in pipes from freezing. During periods when the outdoor temperature falls below the design temperature you are responsible for draining or otherwise protecting pipes. Homes, which are periodically occupied, such as summer homes, or where there will be no occupancy for an extended period of time, must be properly winterized or periodically checked to insure that a reasonable temperature is maintained.

#### **6.4 DEFICIENCY Water supply system fails to deliver water.**

CONSTRUCTION PERFORMANCE GUIDELINE All service connections to municipal water main or private water supply are SDC HOMES' RESPONSIBILITY: when installed by SDC Homes.

SDC HOMES' RESPONSIBILITY: SDC Homes shall repair as required if failure to supply water is the result of deficiency in workmanship or materials.

EXCLUSION(S) If conditions exist which disrupt or eliminate the sources of water supply that are beyond SDC Homes' control, then SDC Homes is not responsible.

#### **6.5 DEFICIENCY Noise from water pipe system.**

CONSTRUCTION PERFORMANCE GUIDELINE Some noise can be expected from the water pipe system, due to the flow of water. However, the supply pipes should not make the pounding noise called "water hammer." "Water hammer" is a deficiency covered only during the Warranty Term.

SDC HOMES' RESPONSIBILITY: SDC Homes shall correct to eliminate "water hammer."

EXCLUSION(S) Noises due to water flow and pipe expansion are not considered deficiencies.

#### **6.6 DEFICIENCY Defective plumbing fixtures, appliances or trim fittings.**

CONSTRUCTION PERFORMANCE GUIDELINE Fixtures, appliances, or fittings shall comply with their manufacturer's standards as to use and operation.

SDC HOMES' RESPONSIBILITY: NONE

EXCLUSION(S) Defective plumbing fixtures, appliances, and trim fittings are covered under their manufacturer's warranty.

#### **6.7 DEFICIENCY Staining of plumbing fixtures due to high iron, manganese, or other mineral content in water.**

CONSTRUCTION PERFORMANCE GUIDELINE NONE. NO COVERAGE.

SDC HOMES' RESPONSIBILITY: NONE.

EXCLUSION(S) N/A

#### **6.8 DEFICIENCY Sanitary sewers, fixtures, waste or drain lines are clogged.**

CONSTRUCTION PERFORMANCE GUIDELINE SDC Homes is not responsible for sewers, fixtures, or drains that are clogged because of your actions or negligence. Sanitary sewers, fixtures, waste or drain lines that do not operate or drain properly due to improper construction are deficiencies.

SDC HOMES' RESPONSIBILITY: When defective construction is shown to be the cause, SDC Homes shall make necessary repairs. If your actions or negligence are the cause, you are responsible for correcting the problem. You are liable for the entire cost of any sewer and drain cleaning service provided by SDC Homes where clogged drains are caused by your actions or negligence.

EXCLUSION(S) SDC Homes is not responsible for sewer lines that extend beyond the property lines on which the Home is constructed.

### **6.9 DEFICIENCY Septic systems fail to operate properly.**

CONSTRUCTION PERFORMANCE GUIDELINE Septic system should be capable of properly handling normal flow of household effluent.

SDC HOMES' RESPONSIBILITY: SDC Homes shall take corrective action if it is determined that malfunction is due to a deficiency in workmanship, materials, or failure to construct system in accordance with state, county, or local requirements. SDC Homes is not responsible for malfunctions or limitations in the operation of the system attributable to design restrictions imposed by state, county, or local governing agencies. SDC Homes is also not responsible for malfunctions which occur or are caused by conditions beyond SDC Homes' control, including your negligence, abuse, freezing, soil saturation, changes in ground water table, or other acts of nature.

EXCLUSION(S) You are responsible for periodic pumping of the septic tank and a normal need for pumping is not a deficiency. The following are considered your negligence or abuse as exclusion under the Limited Warranty: a) excessive use of water such as overuse of washing machine and dishwasher, including their simultaneous use; b) connection of sump pump, roof drains or backwash from water conditioner, to the system; c) placing of non-biodegradable items in the system; d) addition of harsh chemicals, greases or cleaning agents, and excessive amounts of bleaches or drain cleaners; e) use of a food waste disposer not supplied by SDC Homes ; f) placement of impervious surfaces over the disposal area; g) allowing vehicles to drive or park over the disposal area; h) failure to periodically pump out the septic tank when required. Sewage pumps are excluded under the Limited Warranty.

## **7. ELECTRICAL**

### **7.1 DEFICIENCY Fuses blow or circuit breakers trip.**

CONSTRUCTION PERFORMANCE GUIDELINE Fuses and circuit breakers that deactivate under normal usage, when reset or replaced are deficiencies during the Limited Warranty term.

SDC HOMES' RESPONSIBILITY: SDC Homes shall check all wiring and replace wiring or breaker if it does not perform adequately or is defective.

EXCLUSION(S) N/A

### **7.2 DEFICIENCY Ground fault interrupter trips frequently.**

CONSTRUCTION PERFORMANCE GUIDELINE Ground fault interrupters are sensitive safety devices installed into the electrical system to provide protection against electrical shock. These devices are sensitive and can be tripped very easily. Ground fault outlets that do not operate as intended are considered deficiencies.

SDC HOMES' RESPONSIBILITY: SDC Homes shall replace the device if defective during the Limited Warranty term.

EXCLUSION(S) N/A

### **7.3 DEFICIENCY Malfunction of electrical outlets, switches, or fixtures.**

CONSTRUCTION PERFORMANCE GUIDELINE All switches, fixtures and outlets which do not operate as intended are considered deficiencies only during the first year of Limited Warranty coverage.

SDC HOMES' RESPONSIBILITY: SDC Homes shall repair or replace defective switches, fixtures and outlets.

EXCLUSION(S) Malfunction of light fixtures, switches and outlets may be covered under their manufacturers' warranty.

## **7.4 DEFICIENCY Electrical conductors failure of wiring to carry its designed load.**

CONSTRUCTION PERFORMANCE GUIDELINE Wiring that is not capable of carrying the designated load, for normal residential use to switches, receptacles, and equipment, is a deficiency.

SDC HOMES' RESPONSIBILITY: SDC Homes shall check wiring and replace if it fails to carry the designated load.

EXCLUSION(S) N/A

## **7.5 DEFICIENCY Light fixture tarnishes.**

CONSTRUCTION PERFORMANCE GUIDELINE NONE. NO COVERAGE.

SDC HOMES' RESPONSIBILITY: NONE.

EXCLUSION(S) Finishes on light fixtures may be covered under their manufacturers' warranty.

## **7.6 DEFICIENCY Infiltration around doors and windows**

CONSTRUCTION PERFORMANCE GUIDELINE Some infiltration is usually noticeable around doors and windows, especially during high winds. No daylight shall be visible around frame when window or exterior door is closed.

SDC HOMES' RESPONSIBILITY: SDC Homes shall repair to meet Construction Performance Guidelines.

EXCLUSION(S) In high wind areas, you may need to have storm windows and doors installed to eliminate drafts.

# **8. INTERIOR CLIMATE CONTROL**

## **8.1 DEFICIENCY Drafts from electrical outlets.**

CONSTRUCTION PERFORMANCE GUIDELINE NONE. NO COVERAGE.

SDC HOMES' RESPONSIBILITY: NONE.

EXCLUSION(S) The electrical junction box on exterior walls may produce a slight air flow whereby the cold air can be drawn through the outlet into a room. This occurrence is normal in new home construction.

## **8.2 DEFICIENCY Clouding and condensation on inside surfaces of insulated glass.**

CONSTRUCTION PERFORMANCE GUIDELINE Insulated glass that clouds up or has condensation on the inside surfaces of the glass is more than likely caused by an excessive amount of moisture being formed inside the house. Moisture can form from excessive cooking, showering or groups of people inside the home. If the inside surface of the glass between the two panes of glass forms condensation this is a deficiency.

SDC HOMES' RESPONSIBILITY: SDC Homes shall replace glass in accordance with window and glass manufacturer's requirements.

EXCLUSION(S) N/A

### **8.3 DEFICIENCY Ductwork makes noises.**

CONSTRUCTION PERFORMANCE GUIDELINE NONE. NO COVERAGE.

SDC HOMES' RESPONSIBILITY: NONE.

EXCLUSION(S) When metal is heated, it expands, and when cooled, it contracts. The resulting "ticking" or "crackling" sounds are to be expected and are not deficiencies.

### **8.4 DEFICIENCY Ductwork makes excessively loud noises known as "oil canning."**

CONSTRUCTION PERFORMANCE GUIDELINE The stiffening of the ductwork and the gauge of metal used shall be such that ducts do not "oil can." The booming noise caused by oil canning is a deficiency.

SDC HOMES' RESPONSIBILITY: SDC Homes shall take the necessary steps to eliminate noise caused by oil canning.

EXCLUSION(S) N/A

### **8.5 DEFICIENCY Ductwork separates, becomes unattached.**

CONSTRUCTION PERFORMANCE GUIDELINE Ductwork that is not intact or securely fastened is a deficiency.

SDC HOMES' RESPONSIBILITY: SDC Homes shall reattach and re-secure all separated or unattached ductwork.

EXCLUSION(S) N/A

### **8.6 DEFICIENCY Ductwork and heating piping not insulated in uninsulated area.**

CONSTRUCTION PERFORMANCE GUIDELINE Ductwork and heating pipes that are run in uninsulated crawl spaces, garages or attics are to be insulated. Basements are not "uninsulated areas," and no insulation is required.

SDC HOMES' RESPONSIBILITY: SDC Homes shall install required insulation.

EXCLUSION(S) N/A

### **8.7 DEFICIENCY Inadequate heat.**

CONSTRUCTION PERFORMANCE GUIDELINE A heating system shall be capable of producing an inside temperature of at least 70-degrees Fahrenheit as measured in the center of the room at a height of 5 feet above the floor under local outdoor winter design conditions. NOTE FOR HEATING: There may be periods when the outdoor temperature falls below the design temperature, thereby lowering the temperature in Home.

SDC HOMES' RESPONSIBILITY: SDC Homes shall correct heating system as required to provide the required temperatures if a deficiency exists.

EXCLUSION(S) Orientation of Home and location of room will also provide a temperature differential, especially when the heating system is controlled by a single thermostat for one or more floor levels. You are responsible for balancing dampers and registers and for making other necessary minor adjustments.

## **8.8 DEFICIENCY Inadequate cooling.**

CONSTRUCTION PERFORMANCE GUIDELINE When air conditioning is provided, the cooling system is to be capable of maintaining a temperature of 78 degrees Fahrenheit as measured in the center of each room at height of 5 feet above the floor, under local outdoor summer design conditions. NOTE FOR AIR CONDITIONING: In the case of outside temperatures exceeding 95-degrees Fahrenheit, the system shall keep the inside temperature 15-degrees cooler than the outside temperature. National, state, or local requirements shall supersede this guideline where such requirements have been adopted by the local governing agency.

SDC HOMES' RESPONSIBILITY: Please refer to manufacturers warranty coverage for the cooling system provided by SDC Homes.

EXCLUSION(S) Orientation of Home and location of room will also provide a temperature differential, especially when the air-conditioning system is controlled by a single thermostat for one or more levels. You are responsible for balancing dampers and registers and for making other necessary minor adjustments.

## **8.9 DEFICIENCY Condensate lines clog up.**

CONSTRUCTION PERFORMANCE GUIDELINE NONE. NO COVERAGE.

SDC HOMES' RESPONSIBILITY: SDC Homes shall provide clean and unobstructed lines on Effective Date of Warranty.

EXCLUSION(S) Condensate lines will clog under normal conditions. You are responsible for continued operation of drain lines.

## **8.10 DEFICIENCY Refrigerant lines leak.**

CONSTRUCTION PERFORMANCE GUIDELINE SDC Homes-installed refrigerant lines or ground loop pipes that develop leaks during normal operation are deficiencies.

SDC HOMES' RESPONSIBILITY: SDC Homes shall repair leaking lines and recharge the unit as required.

EXCLUSION(S) Leaks due to your actions or negligence are excluded.

## **8.11 DEFICIENCY Improper mechanical operation of evaporative cooling system.**

CONSTRUCTION PERFORMANCE GUIDELINE Equipment that does not function properly at temperature standard set is a deficiency.

SDC HOMES' RESPONSIBILITY: Please refer to manufacturers warranty coverage for the cooling system provided by SDC Homes.

EXCLUSION(S) N/A

## **8.12 DEFICIENCY Bath or kitchen exhaust fans improperly vented into attic.**

CONSTRUCTION PERFORMANCE GUIDELINE Bath or kitchen exhaust fans that are vented into attics cause moisture to accumulate resulting in damage to supporting members or insulation.

SDC HOMES' RESPONSIBILITY: SDC Homes shall vent exhaust fans to the outside to correct deficiencies.

EXCLUSION(S) N/A

## **8.13 DEFICIENCY Inadequate ventilation or moisture control in attics or roofs.**

CONSTRUCTION PERFORMANCE GUIDELINE Attics or roofs shall have adequate ventilation to remove moisture.

SDC HOMES' RESPONSIBILITY: SDC Homes shall investigate to determine cause, and make necessary repairs. Corrective action may include the installation of properly sized louvers, vents, vapor retardant, or other locally approved method of moisture control.

EXCLUSION(S) You are responsible for keeping existing vents unobstructed. Locally approved and properly constructed "hot roof" or other alternative roof designs may not require ventilation and, where there is no evidence of moisture damage to supporting members or insulation, are not deficiencies.

## 9. INTERIOR

### 9.1 DEFICIENCY Door panels shrink and expose bare wood.

CONSTRUCTION PERFORMANCE GUIDELINE NONE.

SDC HOMES' RESPONSIBILITY: NONE.

EXCLUSION(S) Door panels will shrink due to the nature of the material, exposing bare wood at the edges and are not deficiencies.

### 9.2 DEFICIENCY Hardware does not work properly, fails to lock or perform its intended purpose.

CONSTRUCTION PERFORMANCE GUIDELINE All hardware installed on doors and windows that does not operate properly is deficient.

SDC HOMES' RESPONSIBILITY: SDC Homes shall adjust, repair or replace hardware as required.

EXCLUSION(S) N/A

### 9.3 DEFICIENCY Exposed nail heads in woodwork.

CONSTRUCTION PERFORMANCE GUIDELINE Setting nails and filling nail holes are considered part of painting and finishing. After painting or finishing, nails and nail holes may at times show minor divots or depressions due to the shrinking of caulking and/or spackle.

SDC HOMES' RESPONSIBILITY: No action required

EXCLUSION(S) N/A

### 9.4 DEFICIENCY Unsatisfactory quality of finished interior trim and workmanship.

CONSTRUCTION PERFORMANCE GUIDELINE Joints between moldings and adjacent surfaces that exceed 1/8 inch in width are deficiencies.

SDC HOMES' RESPONSIBILITY: Repair defective joints and touch up finish coating where required to match as closely as possible. Caulking is acceptable.

EXCLUSION(S) N/A

### 9.5 DEFICIENCY Interior trim is split.

CONSTRUCTION PERFORMANCE GUIDELINE NONE. NO COVERAGE.

SDC HOMES' RESPONSIBILITY: NONE.

EXCLUSION(S) Splits, cracks, and checking are inherent characteristics of all wood products, and are not considered deficiencies.

### 9.6 DEFICIENCY Hammer marks visible on interior trim.

CONSTRUCTION PERFORMANCE GUIDELINE Hammer marks on interior trim shall not be readily visible from a distance of 6 feet under normal lighting conditions.

SDC HOMES' RESPONSIBILITY: SDC Homes shall fill hammer marks and refinish or replace affected trim to meet the Construction Performance Guidelines. Refinished or replaced areas may not match surrounding areas exactly.

EXCLUSION(S) N/A

## **9.7 DEFICIENCY Gaps between cabinets, ceiling and walls.**

CONSTRUCTION PERFORMANCE GUIDELINE Countertops, splash boards, base and wall cabinets are to be securely mounted. Gaps in excess of 1/4 inch between wall and ceiling surfaces are a deficiency.

SDC HOMES' RESPONSIBILITY: SDC Homes shall make necessary adjustment to cabinets and countertops or close gap by means of molding suitable to match the cabinet or countertop finish, or as closely as possible; or other acceptable means common in the industry.

EXCLUSION(S) N/A

## **9.8 DEFICIENCY Warping of kitchen and vanity cabinet doors and drawer fronts.**

CONSTRUCTION PERFORMANCE GUIDELINE Warpage that exceeds 1/4 inch as measured from the face of the cabinet frame to the furthestmost point of warpage on the drawer or door front in a closed position is a deficiency.

SDC HOMES' RESPONSIBILITY: SDC Homes shall correct or replace door or drawer front as required.

EXCLUSION(S) N/A

## **9.9 DEFICIENCY Kitchen and vanity cabinet doors and drawers bind.**

CONSTRUCTION PERFORMANCE GUIDELINE Cabinet doors and drawers shall open and close with reasonable ease.

SDC HOMES' RESPONSIBILITY: SDC Homes shall adjust or replace doors.

EXCLUSION(S) N/A

## **9.10 DEFICIENCY Surface cracks and delaminations in high pressure laminates of vanity and kitchen cabinet countertops.**

CONSTRUCTION PERFORMANCE GUIDELINE Countertops fabricated with high pressure laminate coverings that delaminate or have surface cracks or joints exceeding 1/16 inch between sheets are considered deficiencies.

SDC HOMES' RESPONSIBILITY: SDC Homes shall repair or replace laminated surface covering having cracks or joints exceeding the allowable width.

EXCLUSION(S) N/A

## **9.11 DEFICIENCY Cracks in plaster wall and ceiling surfaces.**

CONSTRUCTION PERFORMANCE GUIDELINE Hairline cracks are not unusual. Cracks in plaster wall and ceiling surfaces exceeding 1/16 inch in width are deficiencies.

SDC HOMES' RESPONSIBILITY: SDC Homes shall repair cracks that are greater than 1/16 inch in width. Such conditions should be reported near the end of the one year Limited Warranty coverage to allow for normal movement in the home. Builder will only correct and repair sheetrock cracking one time during the one year warranty period. If at any time prior to the end of the one year warranty buyer request that corrections be made, this will be the only corrective action taken to repair the sheetrock in the home and any further repairs will be charged at the rate of \$75 per hour.

EXCLUSION(S) Homeowner is responsible for repainting said sheetrock repairs with their home buyer touch up paint kit. Builder will in no way be responsible for supplying, matching and or painting the sheetrock repairs.

### **9.12 DEFICIENCY Paint splatters and smears on finish surfaces.**

CONSTRUCTION PERFORMANCE GUIDELINE Paint splatters on walls painted by SDC Homes are deficiencies.

SDC HOMES' RESPONSIBILITY: SDC Homes shall remove paint splatters without affecting the finish of the material, or replace the damaged surface if paint cannot be removed.

EXCLUSION(S) Minor paint splatter and smears on impervious surfaces that can be easily removed by normal cleaning methods are considered to be your maintenance and are not deficiencies.

### **9.13 DEFICIENCY Peeling of wallcovering installed by SDC Homes.**

CONSTRUCTION PERFORMANCE GUIDELINE Peeling of wallcovering is a deficiency, unless it is due to your abuse or negligence.

SDC HOMES' RESPONSIBILITY: SDC Homes shall repair or replace defective wallcovering.

EXCLUSION(S) Wallpaper applied in high moisture areas is exempt from this Guideline because the problem results from conditions beyond SDC Homes' control.

### **9.14 DEFICIENCY Pattern in wallcovering mismatched at the edges.**

CONSTRUCTION PERFORMANCE GUIDELINE Pattern in wallcovering shall match at the edges.

SDC HOMES' RESPONSIBILITY: SDC Homes shall remove mismatched wallcovering and replace. SDC Homes is not responsible for discontinued patterns or variations in color.

EXCLUSION(S) Defects in the wallcovering patterns are the manufacturer's responsibility, and excluded from Limited Warranty coverage.

### **9.15 DEFICIENCY Nail pops.**

CONSTRUCTION PERFORMANCE GUIDELINE Nail pops and blisters that are readily visible from a distance of 6 feet under normal lighting conditions are deficiencies.

SDC HOMES' RESPONSIBILITY: SDC Homes will repair such blemishes if the nail is completely protruding through the sheetrock. Such conditions should be reported near the end of the one year Limited Warranty coverage to allow for normal movement in the home. Builder will only correct and repair nail pops and blisters one time during the one year warranty period. If at any time prior to the end of the one year warranty buyer request that corrections be made, this will be the only corrective action taken to repair the sheetrock in the home and any further repairs will be charged at the rate of \$75 per hour.

EXCLUSION(S) Depressions or slight mounds at nail heads are not considered deficiencies. SDC Homes is not responsible for nail pops or blisters that are not visible, such as those covered by wallpaper. Homeowner is responsible for repainting said sheetrock repairs with their home buyer touch up paint kit. Builder will in no way be responsible for supplying, matching and or painting the sheetrock repairs.

### **9.16 DEFICIENCY Cracked corner bead and excess joint compound.**

CONSTRUCTION PERFORMANCE GUIDELINE Cracked or exposed corner beads separated by more than 1/8 inch are deficiencies.

SDC HOMES' RESPONSIBILITY: SDC Homes will repair to meet Construction Performance Guidelines by caulking the crack with an approved caulking provided expansion and contraction. Such conditions should be reported near the end of the one year Limited Warranty coverage to allow for normal movement in the home. Builder will only correct and repair nail pops and blisters one time during the one year warranty period. If at any time prior to the end of the one year warranty buyer requests that corrections be made, this will be the only corrective action taken to repair the sheetrock in the home and any further repairs will be charged at the rate of \$75 per hour.

EXCLUSION(S) Homeowner is responsible for repainting said sheetrock repairs with their home buyer touch up paint kit. Builder will in no way be responsible for supplying, matching and or painting the sheetrock repairs.

### **9.17 DEFICIENCY Drywall cracks.**

CONSTRUCTION PERFORMANCE GUIDELINE Hairline cracks are not unusual. Cracks in interior gypsum board or other drywall materials exceeding 1/8 inch in width are deficiencies.

SDC HOMES' RESPONSIBILITY: SDC Homes shall repair cracks that are greater than 1/8 inch in width. Such conditions should be reported near the end of the one year Limited Warranty coverage to allow for normal movement in the home. Builder will only correct and repair nail pops and blisters one time during the one year warranty period. If at any time prior to the end of the one year warranty buyer requests that corrections be made, this will be the only corrective action taken to repair the sheetrock in the home and any further repairs will be charged at the rate of \$75 per hour.

EXCLUSION(S) Cracks that are less than 1/8 inch are not considered deficiencies. Homeowner is responsible for repainting said sheetrock repairs with their home buyer touch up paint kit. Builder will in no way be responsible for supplying, matching and or painting the sheetrock repairs.

### **9.18 DEFICIENCY Lumps and ridges and nail pops in wallboard that appear after the Homeowner has wallcovering installed by others.**

CONSTRUCTION PERFORMANCE GUIDELINE NONE. NO COVERAGE.

SDC HOMES' RESPONSIBILITY: NONE.

EXCLUSION(S) You shall insure that the surface to receive wallcovering is suitable and assume full responsibility should lumps, ridges, and nail pops occur at a later date.

### **9.19 DEFICIENCY Interior paint coverage.**

CONSTRUCTION PERFORMANCE GUIDELINE Wall, ceiling, and trim surfaces that are painted shall not show through new paint when viewed from a distance of 6-feet under normal lighting conditions.

SDC HOMES' RESPONSIBILITY: SDC Homes shall repaint wall, ceiling or trim surfaces where inadequate paint has been applied. Where the majority of the wall or ceiling surface is affected, the entire area will be painted from breakline to breakline. SDC Homes is not required to repaint an entire room unless all walls and ceiling have been affected.

EXCLUSION(S) N/A

## **10. FLOOR FINISHES**

### **10.1 DEFICIENCY Carpet does not meet at the seams.**

CONSTRUCTION PERFORMANCE GUIDELINE It is not unusual for carpet seams to show. However, a visible gap or overlapping at the seam due to improper installation is a deficiency.

SDC HOMES' RESPONSIBILITY: SDC Homes shall work to eliminate visible gap or overlapping at the seam.

EXCLUSION(S) Carpet material is not covered under this Warranty (see manufacturer's warranty).

### **10.2 DEFICIENCY Color variations in carpet.**

CONSTRUCTION PERFORMANCE GUIDELINE NONE. NO COVERAGE.

SDC HOMES' RESPONSIBILITY: NONE.

EXCLUSION(S) Colors may vary by dye lot, and from one end to another in the same roll. Side-to-side shading may show at most if not all seams, even where the same dye lot is used. Carpet material is not covered under the Limited Warranty. You should consult carpet manufacturer's warranty for specifications, standards, and manufacturer's warranty responsibility for color variations.

### **10.3 DEFICIENCY Carpeting loosens, or the carpet stretches.**

CONSTRUCTION PERFORMANCE GUIDELINE When stretched and secured properly, wall-to-wall carpeting installed as the primary floor covering shall not come up, loosen, or separate from the points of attachment are deficiencies.

SDC HOMES' RESPONSIBILITY: SDC Homes will re-stretch or re-secure carpeting to meet Construction Performance Guidelines one time only during the Limited Warranty term.

EXCLUSION(S) N/A

### **10.4 DEFICIENCY Nail pops appear on the surface of vinyl flooring.**

CONSTRUCTION PERFORMANCE GUIDELINE Readily apparent nail pops are deficiencies.

SDC HOMES' RESPONSIBILITY: SDC Homes shall correct nail pops that have caused damage to the floor material and repair or replace damaged floor covering in the affected area. SDC Homes is not responsible for discontinued patterns or color variations.

EXCLUSION(S) N/A

### **10.5 DEFICIENCY Depressions or ridges appear in the vinyl flooring due to subfloor irregularities.**

CONSTRUCTION PERFORMANCE GUIDELINE Readily apparent depressions or ridges exceeding 1/8 inch are a deficiency. The ridge or depression measurement is taken as the gap created at one end of a 6 inch straight edge placed over the depression or ridge with 3 inches on one side of the deficiency held tightly to the floor.

SDC HOMES' RESPONSIBILITY: SDC Homes shall take required action to bring the deficiency within acceptable tolerances so as to be not readily visible. SDC Homes is not responsible for discontinued patterns or color variations in the floor covering, your neglect or abuse, nor installations performed by others.

EXCLUSION(S) N/A

### **10.6 DEFICIENCY Vinyl flooring or base loses adhesion.**

CONSTRUCTION PERFORMANCE GUIDELINE Vinyl flooring or base that lifts, bubbles, or becomes unglued is a deficiency.

SDC HOMES' RESPONSIBILITY: SDC Homes shall repair or replace vinyl flooring or base as required. SDC Homes is not responsible for discontinued patterns or color variations.

EXCLUSION(S) N/A

### **10.7 DEFICIENCY Seams or shrinkage gaps show at vinyl flooring joints.**

CONSTRUCTION PERFORMANCE GUIDELINE Gaps in excess of 1/16 inch in width in vinyl floor covering joints are deficiencies. Where dissimilar materials abut, a gap in excess of 1/8 inch is a deficiency.

SDC HOMES' RESPONSIBILITY: SDC Homes shall repair or replace the vinyl flooring to meet the Construction Performance Guidelines. SDC Homes is not responsible for discontinued patterns or color variations of floor covering. Proper repair can be affected by sealing gap with seam sealer.

EXCLUSION(S) N/A

## **10.8 DEFICIENCY Flooring cupping, open joints, or separations in wood flooring.**

CONSTRUCTION PERFORMANCE GUIDELINE Open joints or separations between floorboards of finished wood flooring shall not exceed 1/8 inch in width. Cups in strip floorboards shall not exceed 1/16 inch in height in a 3 inch maximum distance when measured perpendicular to the length of the board.

SDC HOMES' RESPONSIBILITY: SDC Homes shall determine the cause and if the result of a deficiency in workmanship or material, correct one time only. For repairable deficiencies, repair cracks by filling and refinishing to match the wood surface as closely as possible. For non-repairable deficiencies, replace and finish affected area to match remaining flooring as closely as possible.

EXCLUSION(S) Wood floors are subject to shrinkage and swell due to seasonal variations in the humidity level of Home. While boards may be installed tight together, gaps or separations may appear during heating seasons or periods of low humidity. Gaps or separations that close during non-heating seasons are not considered deficiencies. You should be familiar with the recommended care and maintenance requirements of your wood floor. Repeated wetting and drying, or wet mopping may damage wood finishes. Dimples or scratches can be caused by moving furniture or dropping heavy objects, and certain high heel style shoes may cause indentations. These conditions are not covered by the Limited Warranty.

## **10.9 DEFICIENCY Flagstone, marble, quarry tile, slate, or other hard surface flooring is broken or loose.**

CONSTRUCTION PERFORMANCE GUIDELINE Tile, flagstone, or similar hard surfaced flooring that cracks or becomes loose is a deficiency. Subfloor and wallboard are required to be structurally sound, rigid, and suitable to receive finish.

SDC HOMES' RESPONSIBILITY: SDC Homes shall replace cracked tiles, marble, or stone and re-secure loose tiles, marble, or stone flooring.

EXCLUSION(S) Cracking and loosening of flooring caused by your negligence is not a deficiency. SDC Homes is not responsible for color and pattern variations or discontinued patterns of the manufacturer.

## **10.10 DEFICIENCY Cracks appear in grouting of ceramic tile joints or at junctions with other material such as a bathtub, shower, or countertop.**

CONSTRUCTION PERFORMANCE GUIDELINE Cracks in grouting of ceramic tile joints are deficiencies. Re-grouting of these cracks is your maintenance responsibility.

SDC HOMES' RESPONSIBILITY: NONE.

EXCLUSION(S) Open cracks or loose grouting, where the wall surface abuts the flashing lip at a tub, shower basin, or countertop are considered your maintenance and any resultant damage to other finish surfaces due to leaks, etc. are not considered deficiencies.

## 11. MISCELLANEOUS

### 11.1 DEFICIENCY Fireplace or chimney does not draw properly causing smoke to enter home.

CONSTRUCTION PERFORMANCE GUIDELINE A properly designed and constructed fireplace or chimney shall function correctly. High winds can cause temporary negative or down drafts. Negative drafts can also be caused by obstructions such as tree branches, steep hillsides, adjoining homes, and interior furnaces. In some cases, it may be necessary to open a window slightly to create an effective draft. Since negative draft conditions could be temporary, it is necessary for the homeowner to substantiate the problems to SDC Homes by constructing a fire so the condition can be observed.

SDC HOMES' RESPONSIBILITY: When determined that the malfunction is based upon improper construction of the fireplace, SDC Homes shall take the necessary steps to correct the problem.

EXCLUSION(S) When it is determined that the fireplace is properly designed and constructed, but still malfunctions due to natural causes beyond SDC Homes' control, SDC Homes is not responsible.

### 11.2 DEFICIENCY Chimney separation from structure to which it is attached.

CONSTRUCTION PERFORMANCE GUIDELINE Newly built fireplaces will often incur slight amounts of separation. Separation that exceeds 1/2 inch from the main structure in any 10 foot vertical measurement is a deficiency.

SDC HOMES' RESPONSIBILITY: SDC Homes shall correct. Caulking or grouting is acceptable unless the cause of the separation is due to structural failure of the chimney foundation. In that case, caulking is unacceptable.

EXCLUSION(S) N/A

### 11.3 DEFICIENCY Cracks in mortar joints.

CONSTRUCTION PERFORMANCE GUIDELINE Small hairline cracks in mortar joints resulting from shrinkage are not unusual. Cracks in stone or brick hearth or facing greater than 1/4 inch in width are deficiencies.

SDC HOMES' RESPONSIBILITY: SDC Homes will repair cracks exceeding standard by pointing or patching. SDC Homes is not responsible for color variations between existing and new mortar.

EXCLUSION(S) Heat and flames from normal fires can cause cracking of firebrick and mortar joints. This should be expected and is not covered by the Limited Warranty.

### 11.4 DEFICIENCY Cracking, settling or heaving of stoops and steps.

CONSTRUCTION PERFORMANCE GUIDELINE Stoops and steps that have settled, heaved, or separated in excess of 1 inch from Home are a deficiency.

SDC HOMES' RESPONSIBILITY: SDC Homes shall take whatever corrective action is necessary to meet the Construction Performance Guideline.

EXCLUSION(S)

### **11.5 DEFICIENCY Cracking of attached garage floor slab.**

CONSTRUCTION PERFORMANCE GUIDELINE Cracks in concrete garage floor greater than 3/16 inch in width or 3/16 inch in vertical displacement are deficiencies.

SDC HOMES' RESPONSIBILITY: SDC Homes shall repair excessive cracks in the slab by filling, chipping out and surface patching, or other suitable method to meet the Construction Performance Guideline. Repaired area may not match the existing floor in color and texture.

EXCLUSION(S) SDC Homes is not responsible for cracking or deterioration caused by the storage of unusually heavy equipment or placement of excessive loads that exceed the weight of a typical automobile or light truck, or by other factors beyond SDC Homes' control. Movement and the resulting cracking may be minimized by good drainage, proper installation of landscaping and suitable maintenance.

### **11.6 DEFICIENCY Garage door fails to operate or fit properly.**

CONSTRUCTION PERFORMANCE GUIDELINE Garage doors that do not operate and fit the door opening within the manufacturer's installation tolerances are deficiencies. Some entrance of the elements can be expected under heavy weather conditions and is not considered a deficiency.

SDC HOMES' RESPONSIBILITY: Make necessary adjustments to meet the manufacturer's installation tolerances.

EXCLUSION(S) No adjustment is required when cause is determined to result from installation of an electric door opener by anyone other than SDC Homes or SDC Homes' subcontractors.

### **11.7 DEFICIENCY Cracks in attached patio slab and sidewalks.**

CONSTRUCTION PERFORMANCE GUIDELINE NONE. NO COVERAGE.

SDC HOMES' RESPONSIBILITY: NONE.

EXCLUSION (S) NO COVERAGE is provided for this element under the Limited Warranty.

## **12. LANDSCAPING**

CONSTRUCTION PERFORMANCE GUIDELINE NONE. NO COVERAGE

SDC HOMES' RESPONSIBILITY: NONE.

EXCLUSION (S) NO COVERAGE is provided for this element under the Limited Warranty.

## APPENDIX B: EXCLUSIONS

This Warranty does not provide any coverage for the following items, which are specifically excluded:

1. Any and all exclusions identified in Appendix A (Construction Performance Guidelines);
2. Defects in swimming pools and other recreational facilities; driveways; boundary walls, retaining walls and bulkheads (except where boundary walls, retaining walls or bulkheads are necessary for the structural stability of the Home); fences; landscaping (including sod, seeding, shrubs, trees, and plantings); sprinkler systems, patios, decks, stoops, steps and porches, outbuildings, detached carports, or any other appurtenant structure or attachment to the dwelling itself; or other additions or improvements not a part of your Home;
3. Defects in any manufactured items or fixtures such as appliances, lighting or plumbing fixtures, equipment (except as specifically defined in the Construction Performance Guidelines) or any other item that is covered by a manufacturer's warranty, and Defects in systems that are caused by failure of any such manufactured item. Appliances and items of equipment not covered by this Warranty include but are not limited to: air conditioning units, attic fans, boilers, burglar alarms, carbon monoxide detectors, ceiling fans, central vacuum systems, chimes, dishwashers, dryers, electric meters, electronic air cleaners, exhaust fans, fire alarms, fire protection sprinkler systems, freezers, furnaces, garage door openers, garbage disposals, gas meters, gas or electric grills, heat exchangers, heat pumps, humidifiers, intercoms, oil tanks, outside lights or motion lights not attached to the Home, range hoods, ranges, refrigerators, sewage pumps, smoke detectors, solar collectors, space heaters, sump pumps, thermostats, trash compactors, washers, water pumps, water softeners, water heaters, whirlpool baths, and whole-house fans. This exclusion shall also apply to any system or appliance that has malfunctioned as a result of a manufacturer's defect, recall and/or defective materials or parts;
4. Defects in any systems, appliances, equipment and components used in connection with solar heating or solar power systems, along with electronic, computerized or energy management systems or devices, lighting and appliance management systems, such as a "Smart House";
5. Any and all consequential loss or damage, including without limitation, any damage to property not covered by this Warranty, any damage to personal property, any damage to property that you do not own, any bodily damage or personal injury of any kind, including physical or mental pain and suffering and emotional distress, and any medical or hospital expenses, or lost profits;
6. Costs of shelter, transportation, food, moving, storage, or other incidental expenses related to relocation during repair, or any other costs due to loss of use, inconvenience, or annoyance;
7. Any loss or damage arising from normal wear and/or deterioration of the Home;
8. Any condition that has not resulted in actual physical damage to your Home;
9. Any loss or damage arising from defects in land or other real property that was not part of your Home, or any property that was not included in the purchase price stated on the Certificate of Warranty Coverage;
10. Any loss or damage that arises while your Home is being used primarily for nonresidential purposes;
11. Any loss or damage arising from changes in the level of underground water table that were not reasonably foreseeable at the time of construction of your Home;
12. Any loss or damage that is caused or made worse by any of the following causes, whether acting alone or in sequence or concurrence with any other cause or causes whatsoever, including without limitation:
  - a. Negligence, improper maintenance, defective material or work supplied by, or improper operation by, anyone other than us or our employees, agents or subcontractors, including failure to comply with the warranty requirements of manufacturers of appliances, equipment or fixtures;
  - b. Your failure to minimize or mitigate any Defect, condition, loss or damage as soon as practicable or to give prompt and proper notice to us of any Defect, including costs that are attributable to your unreasonable delay in pursuing a claim;
  - c. Failure to maintain the original grade of the ground surrounding the Home;

*Appendix B: Exclusions - Continued*

- d. Abuse or use of your Home, or any part thereof, beyond the reasonable capacity of such part for such use;
  - e. Microorganisms, fungus, decay, wet rot, dry rot, soft rot, rotting of any kind, mold, mildew, vermin, termites, insects, rodents, birds, wild or domestic animals, plants, corrosion, rust, radon, radiation, formaldehyde, asbestos, any solid, liquid or gaseous pollutant, contaminant, toxin, irritant or carcinogenic substance, whether organic or inorganic, and electromagnetic field or emission, including any claim of health risk or diminished habitability based on any of the foregoing; and
  - f. Acts of God, riot or civil commotion, war, vandalism, hurricane, tornado or other windstorm, fire, explosion, blasting, smoke, water escape, tidal wave, flood, hail, snow, ice storm, lightning, falling trees or other objects, aircraft, vehicles, mudslide, avalanche, earthquake, volcanic eruption, nuclear incidents, vandalism, pests, pets, freezing damage, theft, roots and settlement of earth.
13. Any loss or damage caused by buried debris, underground springs, sinkholes, mineshafts or other anomalies in a building site provided by you that were not disclosed to us in writing or reasonably foreseeable;
  14. Defects in any systems, appliances and/or services relating to hazardous or toxic material including, but not limited to, acids, asbestos, lead and lead based products and any other hazardous contaminants;
  15. Any request for warranty performance submitted to us after an unreasonable delay between time of discovery of the Defect or Structural Defect and time of reporting;
  16. Any request for warranty performance submitted to us later than thirty (30) days after the expiration of the applicable Warranty Term;
  17. Any Defects or Structural Defects you knew about prior to the Effective Date, including "walk-through" and "punch-list" type items;
  18. Any loss or damage caused, in whole or in part, by any peril or occurrence for which compensation is provided by federal or state legislation or public funds;
  19. Any reduction in value or loss of value of your Home; and
  20. Failure to perform any washing, cleaning, or cleanup following repairs required under this Warranty;
  21. Defects arising from improper installation, repair, or other such construction activity by a party other than us, including improper wiring, inadequate or lack of capacity, power failures, power surges, overloads, missing parts, failure to properly maintain, failure to properly clean, neglect, misuse, corrosion, and any modification to the Home;
  22. Any Defects affecting or caused by alterations or extensions to the Home that are carried out after the Effective
  23. Any professional fees except those reasonably incurred with our specific written consent. (Note - we may in our absolute discretion waive this exclusion if we accept a claim that we had at first rejected.)
  24. Replacement of any undamaged item because another item of the same nature, design or color has to be replaced and the original items cannot be matched;
  25. Any maintenance condition identified as a result of an annual inspection that remains uncorrected for a period of forty-five (45) or more days and is identified as such in the next annual inspection.

## **APPENDIX C:**

### **HOMEOWNER WARRANTY SERVICE REQUEST FORMS**

# SDC HOMEOWNER WARRANTY SERVICE REQUEST FORM

<b>Name:</b>	<b>Phone/Cell#</b>	<b>Home#</b>
<b>Address</b>		<b>Email:</b>
<b>Lot Number:</b>	<b>Community:</b>	
<b>Submittal Date:</b>		

## INSTRUCTIONS:

Here is how to request service using this form. 1) Complete the warranty sub-section(s) number corresponding to the section under which you're requesting service, located in your homeowner warranty manual. Example: Under Interior reference section 9.2 for exposed nail heads. 2) Provide a brief description of the issue you are having and the location of the room.

Section #	Warranty Section Title	Sub-Section	Section #	Warranty Section Title	Sub-Section
1.	Site Work		7.	Electrical	
2.	Foundation		8.	Interior Climate Control	
3.	Wood Floor Framing		9.	Interior	
4.	Walls		10.	Floor Finishes	
5.	Roofs		11.	Miscellaneous	
6.	Plumbing		12.	Landscaping	

Section #	Description	Room



**MAIL TO:**  
 SDC Homes, LLC.  
 Customer Care  
 424 29th Street NE, Suite B  
 Puyallup, WA 98372

**FAX TO:**  
 SDC Homes, LLC.  
 Customer Care  
 (253)446-6860

**EMAIL TO:**  
 customercare@sdchomebuilders.com  
**sdchomebuilders.com**

# SDC HOMEOWNER WARRANTY SERVICE REQUEST FORM

<b>Name:</b>	<b>Phone/Cell#</b>	<b>Home#</b>
<b>Address</b>		<b>Email:</b>
<b>Lot Number:</b>	<b>Community:</b>	
<b>Submittal Date:</b>		

## INSTRUCTIONS:

Here is how to request service using this form. 1) Complete the warranty sub-section(s) number corresponding to the section under which you're requesting service, located in your homeowner warranty manual. Example: Under Interior reference section 9.2 for exposed nail heads. 2) Provide a brief description of the issue you are having and the location of the room.

Section #	Warranty Section Title	Sub-Section	Section #	Warranty Section Title	Sub-Section
1.	Site Work		7.	Electrical	
2.	Foundation		8.	Interior Climate Control	
3.	Wood Floor Framing		9.	Interior	
4.	Walls		10.	Floor Finishes	
5.	Roofs		11.	Miscellaneous	
6.	Plumbing		12.	Landscaping	

Section #	Description	Room



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 SDC Homes, LLC.  
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**FAX TO:**  
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 Customer Care  
 (253)446-6860

**EMAIL TO:**  
 customercare@sdchomebuilders.com  
**sdchomebuilders.com**

# SDC HOMEOWNER WARRANTY SERVICE REQUEST FORM

<b>Name:</b>	<b>Phone/Cell#</b>	<b>Home#</b>
<b>Address</b>		<b>Email:</b>
<b>Lot Number:</b>	<b>Community:</b>	
<b>Submittal Date:</b>		

## INSTRUCTIONS:

Here is how to request service using this form. 1) Complete the warranty sub-section(s) number corresponding to the section under which you're requesting service, located in your homeowner warranty manual. Example: Under Interior reference section 9.2 for exposed nail heads. 2) Provide a brief description of the issue you are having and the location of the room.

Section #	Warranty Section Title	Sub-Section	Section #	Warranty Section Title	Sub-Section
1.	Site Work		7.	Electrical	
2.	Foundation		8.	Interior Climate Control	
3.	Wood Floor Framing		9.	Interior	
4.	Walls		10.	Floor Finishes	
5.	Roofs		11.	Miscellaneous	
6.	Plumbing		12.	Landscaping	

Section #	Description	Room



**MAIL TO:**  
 SDC Homes, LLC.  
 Customer Care  
 424 29th Street NE, Suite B  
 Puyallup, WA 98372

**FAX TO:**  
 SDC Homes, LLC.  
 Customer Care  
 (253)446-6860

**EMAIL TO:**  
 customercare@sdchomebuilders.com  
**sdchomebuilders.com**

# SDC HOMEOWNER WARRANTY SERVICE REQUEST FORM

<b>Name:</b>	<b>Phone/Cell#</b>	<b>Home#</b>
<b>Address</b>		<b>Email:</b>
<b>Lot Number:</b>	<b>Community:</b>	
<b>Submittal Date:</b>		

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# TIPS ON CARING FOR YOUR NEW SDC HOME

## **SDC Warranty Service Document**

Welcome to your new SDC Home. We hope that you enjoy your days here. By maintaining your new home properly, you will enjoy it more and contribute to the total quality and beauty of your neighborhood. On the following pages, you will find some Homeowner Maintenance Tips, which should help you maintain your new home. These will be items that are not covered in this warranty and are the Homeowner's Responsibility. Please familiarize yourself with our Warranty Service Procedures, which are found in this section.

### **Items Covered in This Section**

- Air Conditioning (if applicable)
- Heating System
- Gas Shut Off
- Electrical
- Plumbing
- Sewer & Septic System
- Roof & Gutters
- Door Locks & Weather Stripping
- Garage Overhead Door
- Concrete
- Drainage/Landscaping
- Drywall
- Painting & Staining
- Cabinets
- Millwork
- Counter Tops
- Floor Covering
- Building Material Expansion
- Contraction Caulking

# Warranty Service Procedures and Forms

## (1) AIR CONDITIONER (if applicable)

Air Conditioning can add much to the comfort of your home, but not maintaining it correctly can result in wasted energy and improper cooling. To help you maximize your air conditioning system, we offer the following suggestions:

- A. Your air conditioner is a closed system, which means that the interior air is continually recycled and cooled until the desired air temperature is reached. You need to help your air conditioner system by closing your drapes to keep direct sunlight out and keep doors and windows shut.
- B. If you come home at 5:30 p.m. on a day when the temperature had reached 90 degrees, and set your thermostat to 75 degrees, the air conditioning unit will begin cooling, but will take a long time to reach the desired temperature. At 5:30 p.m., the air conditioning unit will start cooling the air, but the walls; carpet and furniture release heat and nullify this cooling. It may be hours before the air conditioning unit has cooled the walls, carpet and furniture.
- C. If no one is home during the day, you should set the air conditioner to a moderate temperature before leaving, allowing the unit to maintain the cooler temperature through the day. Then lower the setting slightly further when you arrive home. Setting the thermostat at 60 degrees will NOT cool the home any faster and can result in the unit “freezing up” and not performing at all, which can damage the unit.
- D. Be sure to adjust the cooling vents to maximize airflow to occupied parts of the Home. If your air conditioner does not operate properly even after you have followed the above guidelines and the manufacturer’s warranty booklet, call the subcontractor listed on the Warranty Service page. Remember that you will be responsible for paying the service call, unless the problem is covered by the manufacturer’s warranty.

## (2) HEATING SYSTEM

A. Good maintenance of the furnace can save energy dollars as well as prolong the life of your Furnace. Carefully read the Manufacturer’s Warranty Booklet and remember to change and/or clean the filter monthly during the heating season.

B. If you find yourself with no heat, the following may identify the cause. Also, review the Manufacturer’s Warranty Booklet for help. These are normal homeowner’s maintenance items. If your heating contractor makes a service call to turn on a switch, replace a fuse or reset a breaker, you will be obligated to pay a service charge.

1. Thermostat temperature setting and switches
2. The On/Off switch @ the furnace
3. The fuse, if your furnace has one
4. On/Off switch on furnace-check the Manufacture's Booklet for location
5. Breaker on the electrical panel
6. Safety switch for the fan cover
7. Filters

If none of these are the problem, call our Warranty Service Department, but, remember, only problems caused by an installation error will be warranted. The furnace is warranted by the Manufacturer.

### **(3) GAS SHUT-OFF**

There is a shut off on the gas line at or near its connection to each appliance that is supplied by the gas. There is also a main shut off at the gas meter located on the exterior (side of the garage). This shut off will turn off the gas to the whole house. If you smell gas fumes, first try to locate where the fumes are coming from and turn off the gas to that appliance. Call the Warranty Service Department. If turning off the gas to that appliance doesn't stop the fumes then turn off the main shut-off at the meter and call the Gas Company immediately for emergency service. Note: if gas is turned off to some of the following appliances you will need to re-light the pilot light.

Gas Fireplaces: The pilot light will need to be re-lit. Follow the instructions provided with the fireplace. Most fireplaces have an igniter (no need for matches).

Gas Ranges: Most ranges have an electronic pilot light so there is no need to light.

Hot Water Tank: The pilot light will need to be re-lit. Follow the instructions provided with the hot water tank. (You will need long wood matches.)

Furnace: The furnace has an electronic pilot light so there is no need to light.

### **(4) ELECTRICAL**

The meter control panel that contains the electrical breakers for your home includes a "MAIN" shut off that controls all the power to your home. In addition to the Main breaker switch, individual breakers control the separate circuits to your home. These individual breakers have three positions: ON, OFF and TRIPPED.

If you lose power to a specific portion of your home, check the individual circuit breakers in the control panel. If any breaker is in the TRIPPED position, first flip it to the OFF position and then it can be turned on. Switching the breaker from the TRIPPED position directly to the ON position will not restore electrical power. If you experience a total loss of electrical power to your home:

A. Check the main breaker in the meter control panel discussed above.

B. Next, check with your local utility company to see if the problem is with the source of electrical power supplied to your home.

PLEASE NOTE THAT A LOSS OF POWER TO A LIMITED AREA OF YOUR HOME IS NOT CONSIDERED AN EMERGENCY!

If a wall outlet is not working, first check to see if it is controlled by a wall switch. Also check to be sure that the light bulb or the appliance being used is working. Your home's electrical system also contains GROUND FAULT INTERRUPTER CIRCUITS, commonly referred to as GFI receptacles. Installation of these GFI receptacles is a safeguard against excessive moisture and heavy appliance use. Faulty appliances, especially hair dryers, are a common cause of tripped GFI receptacles. GFI receptacles have a reset button directly on the receptacle. If power is lost simply press the RESET button. The most common places to find these GFI receptacles are in Bathrooms, Kitchens, and Exterior receptacles. That doesn't mean that each Bathroom & Kitchen will have one. There needs to be one on each circuit and two bathrooms may be on the same circuit so look through the house to know where your GFIs are located. If any of your circuit breakers continue to trip, unplug all items that are connected to that circuit and then reset the breaker. If the circuit then remains on, one of the items you had connected to it is defective. If it continues to trip, call the electrician listed under Emergency Subcontractor Phone Numbers. If a service call is required and it is determined that the problem is not warranted, you will be responsible for the electrician charges.

## **(5) PLUMBING**

To insure against plumbing problems, observe the following guidelines:

A. Many plumbing clogs are caused by improper garbage disposal use. Always use plenty of cold water when running the disposal. Allow the water to run 10 to 15 seconds after shutting off the disposal.

B. Provided your home is heated at a normal level, pipes should not freeze. Heat should be set at 65 degrees at the least when you're away during winter months. If temperatures are below normal, you should open cupboards to allow heat to the pipes and let faucets drip to keep pipes from freezing.

C. During freezing weather, outside faucets must be shut off and the hoses removed. Hose bibs, which are located at the front of a garage, have a second shut-off in the garage. Turn this valve off and then open the hose bib to drain the remaining water out. Finally, disconnect your hoses from the hose bib.

D. In the event of a leak or broken pipe, shut off water to the fixture as soon as possible and call a plumber. Each sink and commode has a shut off for its water supply or uses the main house water shut off if necessary.

E. Lines installed for sprinkler systems are the responsibility of the Homeowner.

F. If our water supply stops completely, first check the main water shut off which is located some place in the house or garage. Next, check the water meter shut off to confirm the service has not been shut down in your area. If this is not the problem, please call our Warranty Service Department.

PLEASE NOTE: Having to shut OFF the water to an isolated item in the home (such as a toilet) is not an emergency. If it is a warrantable problem, submit it to our Warranty Service Department in accordance with normal procedures.

## **(6) SEWER STOPPAGE**

All of your sewer and drain lines should operate freely and should have been inspected by the local building department. If a sewer or drain line becomes clogged, repair is required. Should an emergency problem develop with your sewer or drain lines and you have determined that the clogging is not a result of a blockage caused by improper disposal or other homeowner maintenance problem, you should contact us immediately.

Preventive maintenance is the best safeguard against clogged drains or sewer lines. Clogs are generally caused by the improper disposal of waste materials. It is very important to follow the manufacturer's guidelines regarding the use of garbage disposals and not to flush excessive amounts of waste when using your bathroom toilets. The use of plunger can facilitate the clearing of minor clogs, and if you use a chemical agent, be sure to follow the manufacturer's instructions carefully to avoid personal injury. If a service call is requested and it is determined that the problem is not warranted, you will be responsible for the plumber's charges.

## **(7) SEWERS WITH GRINDER PUMPS (if applicable)**

Grinder Pumps are needed in lots where the main sewer lines in the street have to be installed very shallowly to get fall. In most cases the sewer stub from the house with fall will end up being lower than the sewer main so in that case a Grinder Pump is needed. There is a tank set below ground with an access lid. The sewer line from the house connects to the tank. The solids are ground and then pumped out to the main sewer line in the street. This system will have a power disconnect switch located on the exterior next to the house sewer stub. There is also a panel with an alarm light and an audible horn to let you know if the pump stops working. If the alarm goes off, first check that the disconnect switch is in the ON position (kids lie to play with this switch). Next go to the main electrical panel and check the breaker to make sure that it didn't trip. If that doesn't work, call the Warranty Service Department.

## **(8) SEPTIC SYSTEM (if applicable)**

See the Inspecting Your Septic Tank pamphlet that is included (if applicable).

## **(9) ROOF & GUTTERS**

After severe storms, a visual inspection of the roof is called for. Notify your homeowner's insurance if there is storm damage noted. Maintain the gutters and down spouts so that they are free of debris and will drain quickly. Clean your gutters out once each year, preferably right before winter.

## **(10) GARAGE OVERHEAD DOOR**

On yearly basis, WD40 should be applied to track, roller, hinges, pulleys and springs. Also, check to see if nuts and bolts are tight.

## **(11) DOOR LOCKS & WEATHER STRIPPING**

Lubricate door locks with graphite, silicone or other waterproof lubricant. Avoid oil, as it will gum up. Tighten locks as needed. Exterior Doors have a rubber weather stripping on each side across the top of the jamb. The bottom of the door jamb is called Threshold; this can be wood or aluminum, in most cases. Most wood Thresholds are adjustable. You either turn screws down to lower or back out the screws to raise it. There is also a rubber sweep on the bottom of the door, which rubs on the Threshold to seal the bottom. Check the rubber sweep from time to time to make sure there is a tight seal. If needed adjust the Threshold. If the rubber starts to tear replace it and re-adjust the Threshold. Aluminum Thresholds in most cases are not adjustable but the rubber sweep at the bottom of the door is, there are 4-5 screws, just loosen and adjust as needed and then re-tighten. This is the Homeowner's Responsibility. The weather stripping is not covered under this warranty.

## **(12) CONCRETE**

Our Warranty does not cover most concrete. Concrete is not replaced because of cracking. By maintaining good drainage away from your home, you are protecting both your home's foundation and the basement floor slab. Sweep your garage out. Don't hose it down.

## **(13) DRAINAGE & LANDSCAPING**

Proper drainage depends on proper grading to ensure efficient drainage of water away from the foundation of your home.

A. The grading has been done to facilitate water run-off. Do not fill in or change Drainage, as you may cause foundation problems to your home.

B. You are responsible for maintaining grades and swales in order to keep water away from your foundation. You are also responsible for landscaping your yard in order to avoid soil erosion.

## **(14) DRYWALL**

A. Truss Lift: This is when the bottom cord of the truss will crown up in turn lifting the bottom cord of the truss off the top plates of the interior walls. This is caused by the changes in temperature and humidity. (Truss lifting is most severe during the colder months.) There is nothing that can be done to fix this. If there is some cracking in the corners between the walls and ceiling, wait until the warmer months and caulk it using a Latex Caulking (see Caulking). This is the Homeowner's Responsibility.

B. Lumber Dry-out: Lumber will shrink and as it shrinks you may get some small cracking at interior corners and outside corners. If they're small, just caulk them with some Latex caulking (See Caulking). This is the Homeowner's Responsibility.

C. Wall Dings: Wall dings, which were not noted on the pre-closing walk through list, are the Homeowner's Responsibility. To repair, use a putty knife and remove any loose drywall, then use the putty knife and fill with some Spackling Compound. Let dry, then sand smooth with small sanding block. Then take a wet cloth and wipe the area around spot (to blend with old texture). Let dry, tape off area around the spot (like millwork, windows, baseboards, carpet, etc.), then spray area with a Spray Texture, let dry and paint.

D. Larger Structural Cracking: Will be covered by the warranty and repaired on the 11th month Service trip or sooner. We will come in to the house only one time within the year warranty period. It will be up to the Buyer when that is.

## **(15) PAINTING & STAINING**

Follow these guidelines for painting and staining in your home:

A. Paint touch-up after the new home orientation. This is the Homeowner's Responsibility. Interior walls can be wiped off with water. (Do not scrub walls.)

C. Check the surface of your home's exterior annually to see if you can repair, paint or stain.

D. Separation of wood trim from the adjacent material is a normal result of shrinkage, which can require caulking and touch-up painting as a repair. This is a Homeowner's Responsibility.

## **(16) CABINETS**

Cabinets should be cleaned with products such as Liquid Gold or Old English Furniture Polish. White cabinets can be cleaned by using mild soap and water solutions.

## **(17) MILLWORK**

Stained Millwork: Should be cleaned with a product such as Liquid Gold or Old English Polish (windows will dry out from the sun). Scratches and/or dents can be repaired by using some stain or putty. Stained millwork will expand and contract, subject to the changes in temperature and humidity. You will need to from time to time re-putty the miter corners on mitered casing and/or baseboard. This is the Homeowner's Responsibility.

Painted Millwork: Can be cleaned by using a mild soap and water solution. scratches can be sanded and repainted. Dents or nail holes can be filled, sanded and repainted. Painted millwork will expand and contract subject to the changes in temperature and humidity. From time to time, you will need to re-putty the miter corners on mitered trim and/or baseboard. This is the Homeowner's Responsibility.

Caulking: We caulk all the baseboards to the wall because we feel that the house looks better doing this. (This doesn't need to be done.) If there is any shrinkage, just re-caulk with some white Latex Caulking (see Caulking). This is the Homeowner's Responsibility. If after move-in you notice some nail holes which may have not been filled, just use putty to fill and wipe off with a clean rag. This is the Homeowner's Responsibility.

## **(18) COUNTER TOPS**

Always use a cutting board when cutting, chopping, etc. Protect the counter from hot pans and avoid abrasive cleaners that will damage the luster of the surface. Backsplashes and counter tops will need to be caulked from time to time. This is the Homeowner's Responsibility. Use a white and/or clear silicone caulking. SEE CAULKING Note: Tile grout lines do not have a sealer on it. This is the Homeowner's Responsibility.

## **(19) FLOOR COVERING**

The three most common types of flooring are: Hardwood, Ceramic Tile and Vinyl.

A. Hardwood Floor: Wood floors will respond noticeably to changes in humidity; a humidifier will help, but will not completely eliminate this reaction. Wood floors will exhibit the following traits: When new, small splinters of wood will appear, dimples or scratches can be caused by moving furniture, dropping heavy or sharp objects, etc. Some shrinkage or warping can be expected, especially around heat vents or any heat producing appliances. Warping will occur if the floor becomes repeatedly wet or is thoroughly soaked even one time. A dulling of the finish in heavy traffic areas is likely; a white filmy appearance is caused by moisture. Daily care of hardwood floors and preventative maintenance is the primary goal. For example: never wet mop a hardwood floor. Excessive water causes wood to expand, possibly damaging the floor.

Waxing is not necessary or recommended. We recommend that in a period of six months to one year, you have an extra coat of polyurethane applied to your hardwood floor. This should be done by a qualified contractor. The exact timing will depend on your particular lifestyle.

NOTE: It is common for hardwood flooring to expand and contract subject to the changes in humidity through out the year. You will get gaping (shrinking) between the board and with time they will expand back to a tight fit. Each Home Buyer lives differently, you may need to get a humidifier if you start getting a lot of shrinkage.

B. Ceramic Tile: This is one of the easiest of the floor coverings to care for. Simply vacuum or wet mop if needed, but do not add detergent to the water. If the floor needs cleaning, use warm water and dishwasher crystals, and rinse thoroughly. It is normal for slight separation to occur where tile grout meets another material, such as along the edge of a bathtub. Tub and tile caulk can be used to seal the separation.

C. Vinyl: High heels should not be worn while walking on vinyl floors, as this will cause damage. Clean according to manufacturer's recommendations or use vinegar and water solution. Scratches, cuts and the like in vinyl after your pre-closing walkthrough are the Homeowner's Responsibility.

## **(20) BUILDING MATERIAL EXPANSION & CONTRACTION**

Most building materials will expand and contract subject to changes in temperature and humidity. All materials do not expand and contract at the same rate and the result may be small cracks in the drywall and paint and small separations between materials. This is very normal in a new home, even in the highest quality of construction. Shrinkage of the wood and sheet-rock items in your home is inevitable, and this will be most noticeable during the first year following completion of the construction. However, generally all that is needed is a small cosmetic repair, sometimes involving only minor caulking. Keep in mind though, even properly installed caulk will eventually require replacement by you the Homeowner.

## **(21) CAULKING**

It is the Homeowner's Responsibility to properly maintain the caulking throughout the home. This is especially critical in the bathrooms. Tile grout that is cracking should be immediately repaired with a good tub and tile caulk. Three types of caulk are: A. Silicone Caulk – White and/or Clear caulking that contains silicone will not accept paint, but works best where water is present. (Around showers, between counter & back splash, between fiberglass tubs and wall tiles, bottom of toilets.) B. Latex Caulk – White interior latex caulking (painter's caulk) is appropriate for an area that requires painting. (Drywall cracking, between window and Window wrap, etc.) C. Caulk – White and/or Brown exterior caulking like OSI is appropriate in areas (Siding seams, around windows, etc.) that require painting.

## **(22) OUR WARRANTY SERVICE PROCEDURES**

Our aim is to build a home free of defects, but we know that is impossible to build a perfect house, and we know that no builder can, but we try anyway. We know that mistakes are made and we will work to correct those covered by this warranty.

The Warranty Procedures to be followed are as outlined below: For emergency service during business hours, please contact Jeremy Perkins at [Jeremy@sdchomebuilders.com](mailto:Jeremy@sdchomebuilders.com) or call 253-468-7010. Please review what we consider an emergency before calling. After hours or weekends, you will need to call the appropriate subcontractor directly. All warranty related issues must be communicated in writing using the SDC Homeowner Warranty Service Request Form located in Appendix C of the Homeowner's Warranty Guide. Complete all information and pay special attention to identifying the Section Number, Warranty Section Title and Sub-Section along with the Description of the issue you are having. Follow the directions on the form for delivery to SDC Homes.

11(Eleven)-Month List – These are additional warrantable items, which you discover and which you believe we are responsible for and are not homeowner maintenance items. Please mail both lists at the appropriate time to our office at SDC Homes, 429 29th Street NE, Suite B, Puyallup, WA 98372-6785. We ask that you describe the problem in detail. After we received the Warranty Service Request Form, we will call to set up a time to do a List Walk Through with you. After has been completed, we will then get the appropriate person scheduled to complete the repair. We or one of our subcontractors will call you for an appointment once we have completed the List Walk Through. Work is performed Monday-Friday between 8:00am and 5:00pm. Please make arrangements to be home at the scheduled appointment time, leave a key some place at the location, or mail a key to this office prior to any unscheduled appointment.

# FLOORING CARE AND INFORMATION PACKET

## VINYL

Care Information: Avoid furniture placement and traffic on your new floors for a minimum 24-hour time frame after initial installation. All vinyl floors should be cleaned the day after the initial installation to remove manufacturer's markings and residue. To do this, use clean hot water with the manufacturer's recommended cleaner and rinse with clean hot water. Towel off remaining water.

Furniture Placements: Furniture and/or appliances will cause indentations in your vinyl unless proper rests, glides, or casters are used.

Types of Load and Solutions: Heavy or seldom moved: Glass or hard plastic caps with a minimum of 1-1/2 sq. in. of load bearing surface. Light Furniture: 1" to 1-1/2 " glides with smooth flat bases, rounded edges, and flexible pin. Frequently Moved: 2" diameter casters with soft, non-staining 1/4" rubber treads and easy ball bearing swiveling action. NOTE: Maximum recommended stationary load = 75 lbs. per square inch.

Moving of Furniture and Appliances: When moving heavy furniture and/or appliances, place a plywood or hardboard panel on the new vinyl floor and "WALK" the product across the board. NEVER slide furniture and/or appliances on vinyl floor. No vinyl will withstand this type of abuse, and may tear or wrinkle.

Care of Vinyl Floor: Vinyl wear layers were designed to withstand routine household wear. However, they will lose their luster if subjected to sand and dirt (especially in heavy traffic areas). Surface dirt can easily be removed by sweeping, vacuuming, or mopping.

Cleaning Vinyl Floor: Mix one (1) gallon of water to one (1) cup vinegar for household mixed cleaner or purchase the recommended cleaning product for your particular floor. DO NOT USE ANY ABRASIVE CLEANERS, TSP, SPIC-N-SPAN, PINESOL, ETC. This will deteriorate the vinyl's wear layer causing a dull finish. Should this occur there are products available to return the shine. Contact your floor covering subcontractor for information. Washing the floor: Use a clean sponge mop and your Wear Layer Cleaner above or Manufacturer's recommended product to clean the floor. Do not flood the floor. Loosen ground in dirt with a soft brush. The chart below will show specialty cleaning:

With 1 Urethane Wear Layer	Dull spots, light to deep scratches or abrasion	Wash area with vinyl floor cleaner, rinse, and dry. Apply a liberal amount of floor finish to the area.
With PVC No-Wax Wearlayer and Vinyl Wearlayer	Dull spots, light to deep scratches or abrasion	Apply a mild abrasive cleaner to a soft Cloth and rub area to remove scratches. Rinse and dry, buff area with a soft cloth or lamb's wool pad. If necessary apply a liberal amount of floor finish to area.
For Any Vinyl Floor Wearlayer	Dull colored marks, footwear scuff residue	Use a clean cloth dampened with a Charcoal lighter fluid and rub the area to remove the residue. NOTE: Lighter fluid is FLAMMABLE. Use caution when handling flammable solvents. Wash with vinyl cleaner, rinse with water, and dry. If the area is dull after performing the above, follow directions under Dull Spots above. NOTE: Some footwear residue may cause a stain if left on the flooring surface. To remove the stain, saturate a white cloth with chlorine bleach and leave on the area over-night. Cover the cloth with plastic wrap and seal the edges with tape to prevent evaporation.
Stain and/or Spill Removal	No floor is completely stain resistant. Certain spills and smears can be especially harmful. Solvent type shoe polish, hair weaving and dyeing solutions, lipsticks, wax crayons, furniture oils and polishes, animal excretions, and others. Wipe up all spills before they set.	Stain Removal: Household chlorine bleach will effectively remove some stains. For tough stains, cover area overnight with a clean white cloth soaked with bleach, cover the cloth with plastic wrap and seal the edges with tape to prevent evaporation. Rust and Grass Stains: Use a 10% solution of oxalic acid (available at most drug stores) to reduce or remove stain. Handle with care. Cigarette Burns: No resilient floor is cigarette proof. Careful use of fine steel wool or cleanser will usually remove the scorch.

## SPECIAL INFORMATION:

**Asphalt and Tar:** Driveways are a special hazard to resilient floors of all types. Asphalt and tar deposits on shoes may discolor a vinyl floor, especially in hot weather. A non-staining fiber mat placed near entrances will help remove deposits on shoes. Also, a coating of vinyl floor finish may help protect the flooring. If it becomes discolored, the finish can be removed and the flooring re-coated.

**Tears, Cuts and Indentations:** Tears, cuts and indentations may result from high heels, rocks embedded in shoes, dropping sharp objects, unprotected chair or table legs or children's toys. Deep burns and cuts should be repaired by a qualified installer. Contact your floor covering subcontractor for more information.

**Mats:** Some rubber-backed mats can cause the floor to discolor. We recommend the use of a mat or rug that does not have a rubber or latex back.

**Sunlight Protection:** Full length drapes or blinds are recommended at such large openings as a sliding glass door. Draw the drapes or blinds closed during peak sunlight hours.

**PLASTIC LAMINATE:** Care Information: Plastic laminates are easy to care for. Most cleaning can be done with warm soapy water and a sponge, or with a household ammoniated liquid detergent. Abrasive cleaners should not be used. Do Not Set Hot Pans On Plastic Laminate: This may scorch or bubble the laminate surface. Scorches are permanent damage. Bubbles can be repaired by a qualified Installer. Contact your floor covering subcontractor for more information.

**Stains:** Plastic laminates are susceptible to staining from a variety of foods. Although the stain may persist for several days, repeated cleaning with an all purpose cleaning agent will usually remove such stain. Non-abrasive cleaners containing bleach should be applied to a sponge or cloth, NOT directly to the laminate surface. This will leave a non-removable stain.

**Seam Shrinkage:** Plastic laminates are not stable when exposed to direct sunlight. Exposure can cause this sheet material to shrink and pull away at seams. This problem can be cured with matching color seam filler. Note: Pulled seams will allow water to reach and deteriorate the contact adhesive. We recommend prompt attention to this problem.

**Scratching:** Laminates are plastic and are therefore subject to scratches, cuts, and pits from knives and other sharp objects.

**Caulking:** Caulk that is discolored or pulling loose is not a warranty item. If this occurs, we suggest you remove the old caulking completely and re-caulk.

**CERAMIC TILE:** Care Information: Ceramic tile is one product in your home that requires very little care. It is one of the easiest surfaces to maintain. Most dirt will not adhere to the tile surface. Note: Standing water will deteriorate the tile and particularly the grout. We recommend that standing water be removed promptly.

**Glazed Tile: Walls/Counters:** Wipe clean with a damp cloth or sponge. For soiling use either a window cleaning agent or an all-purpose non-abrasive liquid cleaner. **Floors:** Mop with a mild solution of soap-less detergent in water. One (1) cup white vinegar to one (1) gallon warm water works great. Rinse thoroughly.

**Unglazed Tile: Walls/Counters:** Wipe clean with a damp cloth or sponge. For dirt use a diluted concentration of detergent. **Floors:** Mop with a mild solution of soap-less detergent in water. One (1) cup white vinegar to one (1) gallon warm water works great. Rinse thoroughly.

## STAINS:

Fruit Juices & Lipstick	Cleaning liquid then chlorine bleach
Organic or Non-Organic Dyes	Chlorine bleach as early as possible
Water Stains & Soap Build-Up	Ammonia, cleaner and vinegar
Iodine	Ammonia
Mercurochrome	Chlorine bleach
Blood	Hydrogen peroxide, chlorine bleach or chlorinated (bleaching) scouring powder
Coffee, Tea & Food Colors	Soap-less detergent solution or all-purpose household cleaning liquid, then chlorine bleach

Grout: Settling in the grout is normal and will cause some cracking, most likely in the corners and edges. This should be handled promptly. Whitening of the grout is caused by soluble salts in gray cement-based materials settling or grouting products floating to top. Clean with a grout and tile cleaner and rinse well for several days after cleaning.

Caulking: Caulk that is discolored or pulling loose is not a warranty item. If this occurs, we recommend you re-caulk immediately. For general use it is recommended to re-caulk once a year.

Crazing: This is the effect of fine lines appearing on the surface of glazed tile. Crazing is caused by: 1) aging, 2) heat, 3) cold. Crazing is a natural occurrence in tile.

## HARDWOOD FLOORS

Care Information: You may walk on your new hardwood floors in stocking feet 12 to 14 hours after the installation of the final coat of finish. Do NOT use the floor for a minimum of 48 hours after the final coat installation. During the first 48 hours DO NOT MOVE FURNITURE ONTO THE FLOOR. Wait 10 days before placing area rugs. During the first 3 to 4 weeks DO NOT WASH FLOOR. During this time frame, vacuum and sweep the floor with a soft broom. Gritty sand is the worst thing for your hardwood floor. To keep sand from damaging the floor, vacuum or sweep the floor regularly. This will increase the life of your Hardwood finish significantly. Use protective mats at exterior doors to prevent sand and grit from tracking over your Floors. Do not use mats with foam, rubber, or plastic backing. This may cause Discoloration on your floor due to the off-gassing of these products. To keep your floor in top condition, a re-coat and buffing should be done every 2 (two) years. This will give you optimum protection. This process is similar in cost to professionally cleaning your carpets. If this procedure is not followed, a re-sand and finish will need to be done costing 10 times the cost of a re-coat and buff.

Cleaning: Wash your hardwood floor with one (1) cup white vinegar to one (1) gallon water mixture. Wet your natural sponge mop (or Wood wise mop) or soft cloth in the above mixture and wring out as much as possible. Damp mop your floor, then dry the washed area (not allowing water to stand on the floor) with a soft fluffy towel. You may use two other cleaning products on your hardwood floor without causing damage. 1) Woodwise Floor Cleaner; 2) Synteko Floor Cleaner. DO NOT WET MOP. DO NOT USE MURPHY'S OIL SOAP OR ANY OTHER HOUSEHOLD WOOD CLEANING, DUSTING, OR POLISHING PRODUCT. THIS WILL DAMAGE YOUR WOOD'S FINISH. NEVER USE WAX ON YOUR SWEDISH FINISH FLOOR. To protect your floors from furniture wear and tear, installation of felt, moleskin, or nickel plated floor protections on your furniture legs is strongly recommended. No high heeled shoes should be worn on your floor. This will prevent extreme damage. Over 88,000 pounds per square inch of pressure is exerted onto your floor from a high heel. This type of pressure damages even concrete.

## GENERAL CHARACTERISTICS OF HARDWOOD:

1) Shrinking/Cracking: This frequently occurs in the winter months when heating systems dry homes. It is usually self-correcting with the humidity of summer. Most apparent when white pigment is used in staining the floor. 2) Cupping: The effects of wood taking in moisture; source must be found and corrected. 3) Stain Color: Shade of stain may vary due to density and color differences in the floor boards. 4) Sanding Marks: The result of machine finishing; the hand-sanding process is only available on Table Top furniture finishing. 5) Debris in the Finish: A dust-free environment is impossible; however, normal foot traffic should buff this out. Occasionally, bugs may drop into wet finish. 6) Remodeling: When adding new wood to existing wood, the new wood WILL NOT match. If a blending is not acceptable, then complete replacement should be considered. 7) Recommended Re-Coating: 1-1/2 to 2 years. The above items are normal characteristics of hardwood floors, they are not warranty items. Please call your floor covering subcontractor should you have any questions.

## CARPET:

Care information: Below are ways to make carpet care easier: 1) Soil Reduction: We recommend absorbent area rugs at all walk-off areas. Area rugs should have a soft, non-abrasive backing. These can be placed on a hard surface or carpeted areas. For use on hardwood, a non-staining, rubber backed rug (made for Hardwood) is recommended or purchases a specialty hardwood cushion for your area rugs. 2) Daily care: To extend the life of your carpet, vacuum with an upright vacuum daily. Do not use a vacuum with teeth or combs. This will tear or twist apart. 3) Carpet Cleaning: We recommend a professional chemical-dry cleaning method or a professional steam cleaning method via Hammond & Knoll in Tacoma or D.A. Burns in Seattle. DO NOT USE A BISSELL (or like) OR RENTAL MACHINE. These methods do not have enough power to pull all the water and cleaning solution from your carpet and thus will attract more dirt. We recommend a professional cleaner only.

## CARPET CHARACTERISTICS:

1) Shading-After installation: Wine shading may be noticeable at seam areas. Often this occurs due to the dye process from one edge to the other. Once furniture and window coverings are in place this will be less noticeable due to filtration of light. 2) Seams: All carpeted homes will have some seams. Some carpet styles hide the seaming better than others. For Berber style carpet you will have seams that show. It is unavoidable. 3) Pile Crush: Pile crush is most apparent in high traffic areas or in front of furniture. It is caused by high traffic, animals, shoes, and bare feet. This is often mistaken for wear. Pile crushing is when the yarn (pile) is laying over. Unfortunately, it cannot be eliminated, but it can be minimized by daily vacuuming and brushing of the pile. 4) Texture Change: Normal use of the carpet will cause a texture (appearance) change. This is a result of loss of twist in individual tufts and pile crush. Pile crush is to be handled as stated above. Twist loss can only be reduced by placing soft backed rugs in high traffic areas.

**Stain removal:** Spills and stains should be attended to immediately. The longer the spot sits, the more difficult it is to remove. Please follow the instructions below for help in treating stains:

- 1) Blot up spills (DO NOT RUB) with a clean, white absorbent towel. Do not napkins, as this will fall apart creating an even bigger mess.
- 2) Remove solid materials with spatula, dull knife, or spoon.
- 3) Spot removal products should be pre-tested according to the instructions.
- 4) Do not soak the carpet. Blotting should be worked from the outer to the center to prevent rings from occurring. If the following primary agent, does not work proceed to the secondary agent.
- 5) Gently rinse the spot with water then blot up excess moisture. Set a dry towel over the spot and weight it down, allow it to sit and absorb all remaining moisture. Vacuum the area once it has completely dried.

## Spotting Agents:

- A) Detergent and Water**
- B) Paint remover (without oil)**
- C) Dry cleaning fluid**
- D) Rust remover**
- E) Acetone or nail polish remover (without oil)**
- F) Water**
- G) Ammonia and Water**
- H) Acetic acid or white vinegar**
- I) Dry compound cleaner**
- J) Vacuum**

## Stains and Cleaning Agents Guide:

- 1) Airplane cement = E, A, F
- 2) Animal glue = F, A, F
- 3) Ball-point Ink = C, B, C, E, D
- 4) Beer = A, H, F OR I
- 5) Butter = C, A, H, F
- 6) Blood = A, G., A, F, D
- 7) Calamine lotion = A, F
- 8) Candle Wax = C, B, C
- 9) Carbon black = K, C, A, F
- 10) Chocolate Milk = A, G, H, A, F
- 11) Catsup = A, Q, A, F
- 12) Chewing gum = Ice Cubes, I
- 13) Clay = J, C, A, F
- 14) Cola =A, G, H, F, or I
- 15) Coffee = A, F, or I
- 16) Coffee with Cream = A, H, A, F
- 17) Instant Coffee = A, H, A, F
- 18) Colored paper = C, B, A, F
- 19) Crayon = C, B, C, A, F
- 20) Duco Cement = C, E, F
- 21) Egg = A, G, A, F, or I
- 22) Food Dye = A, G, F
- 23) Fruit 730 Juice = A, G, H, F
- 24) Furniture dye/Polish = C, B, C, A, F
- 25) Gravy = A, G, H, A, F, or I
- 26) Car Grease = C, B, A, F or I
- 27) Ice Cream = A G, H, A, F, C, or I
- 28) Iodine Tincture = A, C, H, F
- 29) Iron Rust = J, D, F
- 30) Latex Paint = A, G, F, B, C
- 31) Linseed Oil = C, I
- 32) Lipstick = B, C, A, G, H, F
- 33) Liquor = A, H
- 34) Merthiolate = A, G, H, F
- 35) Milk = A, G, H, F, A, F, C
- 36) Mayonnaise = C, A, H, F
- 37) Mustard = A, H, A, D
- 38) Nail Polish = C, B, E, A, G, H, F
- 39) Car Oil = C, B, A, G, H, F, or I
- 40) Oil Paint = C, B, C, A, G, F
- 41) Salad Oil = C, A, H, F
- 42) Pepto Bismol = C, A, F
- 43) Permanent Ink = C, B, C, A, G, F,
- 44) Rouge = C, B, A, F
- 45) Rubber cement = C, B, C, A, F
- 46) Shoe Dye = C, B, C, A, F
- 47) Shoe Polish = C, B, C, A, G, F
- 48) Tar = C, B, A, F or I
- 49) Urine = A, G, H, F, D
- 50) Water Colors = A, F, G, F

Should you require further information, call your floor covering subcontractor.



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