



## **Warranty Information**

Sanctuary Builder takes great pride in the projects we build and the customer service that we provide to our clients. We are also rewarded by the partnerships that are formed with our clients during the concept, design and construction of their project. We strive to continue this partnership long after we complete your project. We aim to consistently impress you with our focus on attention and follow through.

While great detail and attention is given to your project, you should expect there will be items that need to be addressed once you move in. Because of this, your project will come with a number of warranties upon the completion of your project. Initially, your project comes with a limited one year warranty against any problems arising from workmanship and materials, commencing on your certificate of completion date. This warranty is issued to you as the owner of the project, and is not transferable in the event you should sell or lease your project to someone else during the warranty period.

In addition to the initial warranty period, many of the products in your new project carry separate or extended warranties. Please refer to the owner's manuals for each component of your project to learn more about each particular product and their warranty.

In addition to the information contained in the limited warranty itself; this manual includes details about one-year material and workmanship standards. The purpose is to let you know what our quality standard is for the typical concerns that can arise in a new project. The manual describes our standards for each item and action we will take to remedy items that do not meet our standards.

During your final walk thru and project orientation you will receive the manufacturers' information for the many different products throughout your project. We encourage you to review all of this information, and to complete and return to the manufacturer any warranty registration forms you have received. We also recommend that you keep all owners' manuals and project and appliance warranties together in a convenient location, should you need to refer to them in the future.

# Project Warranty

Sanctuary Builder maintains the Registrar of Contractors standards in all of the projects we build. None of the warranties herein shall apply to damages or defects arising from ordinary wear and tear, natural disasters, changes made to the Project by the Client or any negligent acts by the Client. Please be advised that as the Client, you may have additional rights, remedies and warranties beyond those contained herein.

Sanctuary Builder warrants to the Owner that the construction of the Project has been performed in a workmanlike manner and that for a period limited to one year from the certificate of completion date, Sanctuary Builder shall be obligated to make repairs due to defective materials or workmanship in the construction of the Project.

Our criteria for qualifying warranty repairs are based on typical industry practices and to meet or exceed those practices for the components of your project. However, we reserve the right to exceed these guidelines if common sense or individual circumstances dictate, without being obligated to exceed all guidelines to a similar degree or for all clients.

You will receive the signed limited warranty document at your certificate of completion. Please read through this information, as well as the service procedures discussed on the following pages. If you have any questions regarding the standards or procedures, contact our office.

Sanctuary Builder makes no warranties with respect to the appliances, equipment and accessories purchased by Sanctuary Builder from outside vendors. Manufacturer's warranties for appliances, equipment and accessories shall be transferred to the Owner at the certificate of completion.

**PLEASE NOTE: THIS IS A WARRANTY GUIDE FOR ALL POSSIBLE WORK COMPLETED. ONLY WORK PERFORMED BY SANCTUARY BUILDER AND PER THE CONTRACT IS WARRANTEED. MANY ITEMS MAY NEED TO BE ADDRESSED WITH YOUR LANDLORD, PROPERTY MANAGEMENT COMPANY OR COMPANY BRANDED MATERIALS, SIGNAGE, SPECIFICATIONS AND/OR EQUIPMENT. ALL SHELL BUILDING CONSTRUCTION SHOULD BE ADDRESSED WITH YOUR LANDLORD, DEVELOPER OR OTHER REPSONISBLE PARTY. SANCTUARY BUILDER DOES NOT WARRANTY SHELL BUILDING CONSTRUCTION UNLESS WE WERE THE SHELL BUILDING CONTRACTOR. FURTHERMORE, WE DO NOT WARRANTY ANY DAMAGED CAUSED TO YOUR SUITE, OR ITEMS WITHIN YOUR SUITE DUE TO SHELL BUILDING CONSTRUCTION. PREEXISTING ITEMS WITHIN THE SHELL INCLUDE, BUT ARE NOT LIMITED TO CONCRETE, ELECTRICAL, PLUMBING, MECHANICAL SYSTEMS, FIRE SPRINKLERS, RISER ROOM, ROOF AND ALL ROOFING COMPONENTS, CURBING, DOORS, WINDOWS, WINDOW FRAMES, DEMISING WALLS, EXISTING FRAMING, EXISTING DRYWALL AND ANY OTHER EXISTING MATERIALS OR CONDITIONS.**

# QUICK WARRANTY REFERENCE GUIDE

Items in project are warranted as specified below. The following pages contain more specified information.

## MANUFACTURER'S WARRANTIES

- A/C Compressor – Five (5) years (compressor only; excludes labor)
- Appliances
- Floor Coverings
- Heating / Cooling Duct System
- Light Fixtures
- Roof Shingles / Tiles
- Termites

## ONE YEAR WARRANTY

### EXTERIOR:

- Fence & Gates
- Paint
- EFFIS & Stucco Cracks
- Windows (excluding Glass)

### INTERIOR:

- Cabinets & Millwork
- Drywall
- Interior Doors / Adjustment
- Paint

## TWO YEAR WARRANTY

### EXTERIOR:

- Drive & Patio Cracks Exceeding 3/32"
- Electrical Wiring and Conduit
- Exterior Doors
- Framing
- Major Concrete Cracks (Exceeding 3/32")
- Plumbing
- Plumbing Line Failures
- Roof Leaks

### INTERIOR:

- Concrete
- Electrical Wiring, Switches & Outlets
- Conduit
- Fireplaces
- Framing
- Garage Door
- Insulation
- Interior Trim & Hardware
- Light Fixtures
- Marble
- Plumbing
- Plumbing Line Failures
- Shower / Tub Enclosures
- Truss & Wall Deflection

# YOUR COMPLETE WARRANTY GUIDE

In this section, we've compiled maintenance tips to help you maintain different features of the project, while adding to the appearance and long-term enjoyment of your project. Please keep in mind that this list is for guidance only, and you should refer to the appropriate owners' manual for more information.

| <b>Item</b>                           | <b>Page</b> |
|---------------------------------------|-------------|
| Acoustical Ceilings _____             | 6           |
| Appliances _____                      | 7           |
| Bathroom Accessories _____            | 9           |
| Cabinets – Hardwood _____             | 10          |
| Cabinets – P-Lam _____                | 12          |
| Concrete _____                        | 14          |
| Countertops – Ceramic Tile _____      | 16          |
| Countertops - Corian® _____           | 18          |
| Countertops – Cultured Marble _____   | 19          |
| Countertops – Granite _____           | 21          |
| Countertops – Laminate _____          | 22          |
| Doors, Trim & Hardware _____          | 24          |
| Drywall _____                         | 26          |
| Electrical Wiring System _____        | 27          |
| Exterior Doors _____                  | 30          |
| Exterior Windows _____                | 32          |
| Fire Sprinkler _____                  | 34          |
| Flooring – Carpet Pad _____           | 35          |
| Flooring – Ceramic Tile _____         | 36          |
| Flooring – Hardwood Floors _____      | 38          |
| Flooring – Stained Concrete _____     | 40          |
| Foundations, Grading & Drainage _____ | 41          |
| Grading & Drainage Notice _____       | 43          |
| Gas Appliances/Furnace _____          | 44          |
| Glass and Mirrored Glass _____        | 45          |
| HVACA Systems _____                   | 46          |
| Landscaping _____                     | 50          |
| Light Fixtures _____                  | 51          |
| Masonry Fence _____                   | 52          |
| Paint – Exterior _____                | 53          |
| Paint – Interior _____                | 54          |
| Plumbing _____                        | 55          |
| Faucets                               |             |
| Showerheads                           |             |
| Drains                                |             |
| Mop sinks                             |             |
| Toilets                               |             |
| Disposal                              |             |
| Soft Water Loop                       |             |

Emergency Shutdown Instructions for Water Heater

|                                  |    |
|----------------------------------|----|
| Roofing _____                    | 60 |
| Security System & Intercom _____ | 62 |
| Staircases _____                 | 63 |
| Stucco & EFFIS _____             | 64 |
| Termites _____                   | 65 |
| Termite Protection Notice        |    |

## **ACCOUSTICAL CEILINGS**

With most acoustical ceilings, the manufacturer provides a five-year limited warranty on the product; warranties on installation or normal wear and tear are not covered by the manufacturer. General information on ceiling tile warranty information is listed below.

### **WARRANTY INFORMATION**

***ISSUE: Improper Installation of materials***

**Warranty coverage:** Must be reported during your Project Owner Orientation.

**Responsible party:** Sanctuary Builder/manufacturer to repair.

***ISSUE: Damaged ceiling tiles/tracks or visual defect of materials***

**Warranty coverage:** Must be reported during your Project Owner Orientation.

**Responsible party:** Sanctuary Builder/manufacturer to repair.

# APPLIANCES

The individual owner's manuals for each appliance were provided to you during your New Project Orientation. Please refer to these manuals for issues regarding your appliances. General information on appliance warranty information is listed below.

## WARRANTY INFORMATION

### **ISSUE: Electrical appliance does not work**

**Warranty coverage:** One year from certificate of completion date.

**Responsible party:** Appliance manufacturer is responsible for repair.

**Client action:** See manufacturer's manual for warranty and troubleshooting information.

**Troubleshooting tip:** Check your circuit breakers and connections prior to calling for service.

### **ISSUE: Gas Range / Oven does not work**

**Warranty coverage:** One year from certificate of completion date.

**Responsible party:** Appliance manufacturer is responsible for repair.

**Client action:** See manufacturer's manual for warranty and troubleshooting information.

**Troubleshooting tip:** Check your circuit breakers and connections prior to calling for service.

### **ISSUE: Scratches, dents missing parts**

**Warranty coverage:** Must be reported during your Project Owner Orientation.

Sanctuary Builder's policy is to provide cosmetically acceptable appliances with all parts intact at time of certificate of completion.

## PROJECT MAINTENANCE TIPS

- If an electrical appliance fails to work, check to see that the appliance is plugged in, and that no circuit breakers have been tripped.
- Carefully review all owners' manuals and paperwork provided with your appliances, and learn the proper usage of each appliance.
- Never turn on a microwave when it is empty, or use any type of metal or foil in the microwave.
- Remove, complete and mail any forms needed to register warranties.
- Do not use abrasive cleaners on any appliance surface. Check the owner's manual for specialty cleaners that work best with the particular surface on your appliances.



### PROJECT CARE TIP

#### Stainless Steel

Stainless steel surfaces generally resist staining, and they need a thorough scrubbing only occasionally.

Use a non-abrasive cleanser or a commercial stainless steel cleaner according to the manufacturer's recommendations.

- Stainless steel areas should be cleaned with a stainless steel cleaner.
  
- If you have a freestanding range, it was installed with an anti-tip device which prevents movement or forward tipping while the oven door is open. If the range is moved for any reason, be certain that the range is re-installed into the anti-tip device.
  
- Ranges, Ovens & Broilers
  - Be sure to turn off all controls before cleaning.
  - You may find that the manufacturer makes a special appliance cleaner that will not only clean, but provide protection against stains.
  - Do not use an oven cleaner on metal trim.
  - Never uses gritty soaps or abrasive cleaners on any surface.
  - Do not use any sharp instrument (like a knife or razor blade) to clean any surface.
  - The outside of your stove, oven or broiler can be cleaned with a non-abrasive cleaner such as baking soda sprinkled on a damp cloth or sponge.
  - If your burner panel or oven front is stainless steel, you should use a stainless steel cleaner on it.
  - Never use harsh or abrasive cleaners on the outside of stoves, ovens or broilers.



### **PROJECT CARE TIP**

If you have gas appliances, and you smell gas:

1. Do not light any appliances
2. Do not touch any electrical switches
3. Do not use any phone in your project
4. Call your gas supplier from a neighbor's project
5. If you cannot reach your gas supplier, call the FIRE DEPT.

NOTE: Do not store or use gasoline or other flammable vapors and liquids in the vicinity of any gas appliance.

## **BATHROOM ACCESSORIES**

The individual owner's manuals and keys for each accessory (if applicable) were provided to you during your New Project Orientation. Please refer to these manuals for issues regarding your appliances.

### **WARRANTY INFORMATION**

***ISSUE:*** Scratches, dents missing parts

**Warranty coverage:** Must be reported during your Project Owner Orientation.

Sanctuary Builder's policy is to provide cosmetically acceptable bath accessories with all parts intact at time of certificate of completion.

## **CABINETS – HARDWOOD**

In most cases, the high-quality finish on your cabinets will require minimum care.

### **WARRANTY INFORMATION**

***ISSUE: Warped doors***

**Warranty coverage:** One year from certificate of completion date.

**Responsible party:** Sanctuary Builder/manufacturer to repair.

**Client action:** In second year, client to repair or adjust as desired.

***ISSUE: Cabinets separating; settlement cracks***

**Warranty coverage:** One year from certificate of completion date.

**Responsible party:** Sanctuary Builder/manufacturer to repair.

**Client action:** In second year, client to repair or adjust as desired.

***ISSUE: Door, drawer adjustments***

**Warranty coverage:** One year from certificate of completion date.

**Responsible party:** Sanctuary Builder/manufacturer to repair.

**Client action:** In second year, client to repair or adjust as desired.

***ISSUE: Scratches, nicks, chips, burns, scrapes***

**Warranty coverage:** Must be reported during your Project Owner Orientation.

**Responsible party:** Sanctuary Builder/manufacturer to repair.

### **PROJECT MAINTENANCE TIPS**

Sanctuary Builder has installed quality kitchen and bathroom cabinets and the following measures should be followed to preserve the exterior finish for lasting beauty.

- All cabinets should be cared for just like wood furniture. Do not use water to clean cabinets. If you must wipe down the cabinets with a damp cloth, be sure to remove excess moisture with a dry, soft cloth.
- Good furniture such as these cabinets cannot withstand a washing or soaking with water. Avoid dripping water, especially around sink bowl in the kitchen and bathrooms.
- To preserve the exterior finish: - Using a soft cloth, apply furniture polish generously to both sides of the cabinet doors and to the wood front frames only. The laminated interiors should not be oiled. Let the polish remain on the wood for several days, wiping off the excess after that time. This procedure should be repeated every 6-8 months.

- Other products may be substituted to lubricate the finish. However, spray waxes only temporarily bring up the sheen of the cabinets. They leave a certain build-up, which eventually has to be removed and may damage the finish.
- Avoid using abrasive cleansers or scouring pads on cabinets, as it will scratch the surface and may remove the protective finish.
- If any damage occurs to the cabinets where bare wood is exposed, the damage should be repaired and the wood refinished as soon as possible. Any moisture left to seep into the bare wood may cause problems later.



## **PROJECT CARE TIP**

### **Hardwood Cabinets**

Keep in mind that quality cabinets are made from natural hardwoods, so finish and/or grain variations are perfectly normal.

You may also notice that cabinets darken somewhat over time; again, this is a natural occurrence for hardwoods.

These trouble areas may need additional attention from time to time:

- Areas in front of the kitchen sink bowls or vanity bowls must be kept dry from dripping water and may need to be oiled more frequently.
- Areas on either side of the dishwasher, which produces some steam, might need to be preserved more often.
- Areas above surface units or around ovens where heat or moisture are generated should be watched more carefully.

## **CABINETS – P-LAM**

In most cases, the high-quality finish on your cabinets will require minimum care.

### **WARRANTY INFORMATION**

#### ***ISSUE: Warped doors***

**Warranty coverage:** One year from certificate of completion date.

**Responsible party:** Sanctuary Builder/manufacturer to repair.

**Client action:** In second year, client to repair or adjust as desired.

#### **ISSUE: Cabinets separating; settlement cracks**

**Warranty coverage:** One year from certificate of completion date.

**Responsible party:** Sanctuary Builder/manufacturer to repair.

**Client action:** In second year, client to repair or adjust as desired.

#### **ISSUE: Door, drawer adjustments**

**Warranty coverage:** One year from certificate of completion date.

**Responsible party:** Sanctuary Builder/manufacturer to repair.

**Client action:** In second year, client to repair or adjust as desired.

#### **ISSUE: Scratches, nicks, chips, burns, scrapes**

**Warranty coverage:** Must be reported during your Project Owner Orientation.

**Responsible party:** Sanctuary Builder/manufacturer to repair.

#### **ISSUE: Scratches, nicks, chips, stains, damage from improper cleaning (dull/hazy appearance)**

**Warranty coverage:** Must be reported during your Project Owner Orientation.

**Responsible party:** Sanctuary Builder / manufacturer will repair.

Sanctuary Builder's policy is acceptance of condition at time of certificate of completion.

Afterward, client to repair or adjust as desired.

### **PROJECT CLEANING/MAINTENANCE TIPS**

To clean the surface, use a damp cloth or sponge and a mild soap or detergent. Difficult stains such as coffee or tea can be removed using a mild household cleaner and baking soda; mixing to achieve a paste consistency. Use a stiff nylon bristle brush, scrubbing (approx. 15-20 strokes) the affected area. Do not scrub so as to mar (damage, scratch) the surface finish.

Stubborn stains that resist any of the above cleaning methods may require the use of undiluted household bleach or nail polish remover. Use a cotton ball saturated with bleach or nail polish remover (acetone); gently rub the stain for up to two minutes. Rinse thoroughly with warm water and wipe dry using a soft cloth. This step may be repeated if the stain appears to be going away and the color of the laminate has not been affected.

**WARNING:** Prolonged exposure of the laminate surface to bleach will cause discoloration. Always rinse laminate surfaces after cleaning! Failure to rinse after cleaning can cause damage; even if a small amount of cleaning solution remains on the surface. A dry residue

may be invisible; however, moisture from cups or drinks can reactivate it, and result in permanently etched scars or stains over time.

Recommended Household Cleaners:

- Clorox®\*
- Formula 409®
- Dawn®
- Glass Plus®
- Dow Bathroom Cleaner with Scrubbing Bubbles™
- Fantastik®
- Favor®
- Windex®
- Lestoil®
- Pledge®
- Grease Relief®
- Lysol® Brand Disinfectant Basin/Tub/Tile Cleaner
- Mr. Clean®
- TOP JOB®

\* Prolonged exposure can mar the surface

**A Few Notes of Caution:** Acidic or abrasive cleaners can damage laminate surfaces; do not use them. Drain cleaners containing lye will permanently damage the laminate surface. If you spill a drain cleaner, wipe it up immediately and rinse several times with water.

Hair, textile and food dyes can cause permanent stains. If dye should happen to spill, wipe it up immediately with dishwashing detergent or an all-purpose cleaner.

Wipe spills away promptly and rinse several times with water.

Rust removers contain harsh chemicals, which will quickly cause permanent damage. If a spill occurs, wipe off all residue immediately, wash thoroughly with soapy water and rinse several times.

Steel wool and other abrasive pads will damage the laminate face. Do not use them for cleaning and don't store steel wool pads on your countertop; the metal can rust and leave stains.

Toilet bowl cleaners contain harsh chemicals that can cause permanent damage. If spills occur, wipe up immediately, wash surface with soapy water and rinse several times.

# CONCRETE

Walks, driveways, steps, floors, patios and the foundation have been installed in accordance with applicable building codes. However, due to the inherent properties of concrete, we cannot guarantee there will be no cracking. Hair line cracking is normal and does not affect the structural integrity of the project.

## WARRANTY INFORMATION

**ISSUE: Cosmetic concrete crack (less than 3/32" wide – width of a nickel)**

**Warranty coverage:** Not covered

Due to extreme rates of expansion and contraction, it is not unusual for concrete to form cosmetic cracks. These cracks are inherent in all concrete surfaces and are not warranted. Client to repair or adjust as desired.

**ISSUE: Concrete crack more than 3/32" in width or cracks with vertical displacement of more than 1/8"**

**Warranty coverage:** Warranty coverage in the first & second years.

**Responsible party:** Sanctuary Builder will cut out and replace effected area however, a color match is not guaranteed.

**Client action:** In second year, client to repair or adjust as desired.

**ISSUE: Standing water on driveways in excess of 3/16" 30 minutes after flooding**

**Warranty coverage:** One year from certificate of completion date.

**Responsible party:** Sanctuary Builder will fill/repair effected portion only however, a color match is not guaranteed.

**Client action:** In second year, client to repair or adjust as desired.

**ISSUE: Standing water on patio, stoops, garage floors and walks less than 3/32" 30 minutes after flooding**

**Warranty coverage:** Not covered

**Client action:** Client to repair or adjust as desired.

**ISSUE: Pitting, scaling**

**Warranty coverage:** One year from certificate of completion date.

**Responsible party:** Sanctuary Builder will fill/repair effected portion only however, a color match is not guaranteed. Sanctuary Builder is not be responsible for damage caused by chemicals applied by client

**Client action:** In second year, client to repair or adjust as desired.

**ISSUE: Separation settlement/heaving of stoops or garage floors of more than 1/8"**

**Warranty coverage:** One year from certificate of completion date.

**Responsible party:** Sanctuary Builder will fill/repair effected portion only however, a color match is not guaranteed.

**Year Two Warranty coverage:** Sanctuary Builder will cut out and replace effected area however, a color match is not guaranteed.

Sanctuary Builder will replace excessive cracking upon review. We will warranty any cracks wider than 3/32” according to the Registrar of Contractual Standards. Sanctuary Builder cannot guarantee that the replaced concrete will match the original concrete color due to discoloration after concrete cures.

### **PROJECT MAINTENANCE TIPS**

- Do not use salt or commercial ice-melting products or any other materials, which may damage concrete surfaces.
- Efflorescence of concrete is a normal condition that occurs from water sources including sprinklers, drip irrigation, humidity changes and during the process of drying-out. Efflorescence is a white, chalky film composed of one or more crystallized soluble salts which is common and noticeable in concrete and masonry products, including stone veneer. This is merely the lime and alkalis that are in the cement extruding (bleeding through) the product. It is sometimes more apparent during cool, damp mornings on the shaded side of the house. It is important to know that trying to wash or rub this substance off will only prolong its presence. It is best to be patient as it will eventually fade away in its own.
- Do not drive heavy vehicles on to your driveway, walks or other poured concrete surfaces.
- Keep all expansion joints free of vegetation.
- Oven cleaner may be used for removing oil stains from concrete.

## COUNTERTOPS – CERAMIC TILE

Ceramic tile is prized for its durability and it is available in a wide variety of colors and designs. Ceramic tiles are purchased in dye lots, ensuring they have the same texture and color. Because an exact replacement match of ceramic tile is nearly impossible, we urge you to take special care to avoid breaking or damaging the ceramic tile installed in your project. Sanctuary Builder recommends saving the unused tile from the construction of your project for future repairs.

### WARRANTY INFORMATION

**ISSUE: Scratches, nicks, chips, stains, damage from improper cleaning (dull/hazy appearance)**

**Warranty coverage:** Must be reported during your Project Owner Orientation.

**Responsible party:** Sanctuary Builder / manufacturer will repair.

Sanctuary Builder's policy is acceptance of condition at time of certificate of completion.

Afterward, client to repair or adjust as desired.

**ISSUE: Loose, cracked or improperly installed tiles**

**Warranty coverage:** One year from certificate of completion date.

**Responsible party:** Sanctuary Builder / manufacturer will repair.

**Client action:** In second year, client to repair or adjust as desired.

**ISSUE: Cracks in grout of 1/16" or more at joints with dissimilar materials**

**Warranty coverage:** One year from certificate of completion date.

**Responsible party:** Sanctuary Builder / manufacturer will repair.

**Client action:** In second year, client to repair or adjust as desired.

### PROJECT MAINTENANCE TIPS

- Wipe the surface of your tiles with a damp cloth to remove water marks. For stains, simply wipe with soapy water or ammonia-based cleaners. You may use an abrasive cleaner with a green Scotch-Brite pad to remove stubborn stains.
- To maintain a 'like-new' appearance, occasionally rub tiles with a pad and warm water. To disinfect, wipe surface with solution of diluted household bleach (1 part water / 1 part bleach).
- Always use a hot pad or trivet equipped with rubber feet to protect the surface from hot pans and electrical appliances.



#### PROJECT CARE TIP

##### Ceramic Tile

Use warm water and soap to wash the new surface. Rinse then polish dry with tea towel or Turkish towel. Repeat this step every 2-3 days for the first month.

After the first month, simply wash tile with a damp cloth or sponge for daily upkeep.

- Avoid exposure to strong chemicals. If countertop is exposed to a harsh chemical, quickly flush with plenty of soapy water.
- Ceramic tile is brittle and can easily be broken by a sharp blow from a heavy object. The best way to avoid broken tiles is to use a cutting board and other protection on your ceramic tile tops when working in the kitchen. Wipe spills away promptly to prevent staining your grout.

### Grout Maintenance and Care

Ceramic tiles in bathroom showers, floors and countertops are a beautiful addition to any project, but they are located in high-traffic areas and are subject to possible household abuse. Tile requires some simple client maintenance to keep it in top condition. Cracking is an inherent characteristic of ceramic tile and grout. Cracks in tile are common in any project, and the grout joints pose the biggest potential problem areas. Sanctuary Builder will make one (1) trip to repair cracks (if necessary) during the first year. However, if the grout has been sealed, Sanctuary Builder cannot match the grout color and will not warranty color variations of the grout.

Grout is a cement product and may vary in color and shade from a single grout sample. Shading variations may occur in the grout after it is installed. Colored grouts tend to lighten in color as they cure. Around sinks, where water is prevalent, and around stove tops where cooking oil and grease is present, the grout may appear darker than in other areas of the kitchen counter.

Though the installed grout joint may appear dry and hard even after one day, grout continues to hydrate (cure) in the presence of retained water, developing the majority of its designated strength within 28 days. The grout manufacturer suggests at least a 28-day curing time before any sealers are applied. Applying sealers prior to 28 days can stop the curing process of the grout, resulting in 'soft' or 'powder' grout joints. Complete satisfaction of the color and the desired hardness of the grout joints should be in place 28 days after installation. If you choose to use a "grout sealer", allow complete "curing" to take place before their application.

Sanctuary Builder will not use a "sealer" on grout joints. NOTE: Application of any "sealer" products to the grout will void any warranties on the grout. Once a "sealer" is applied, warranties against efflorescence are voided.

To clean your grout, use clean, warm water, with a teaspoon of vinegar or ammonia to break up grease, and then follow with a clean rinse.

# COUNTERTOPS - CORIAN®

## WARRANTY INFORMATION

**ISSUE: Scratches, nicks, chips, stains, damage from improper cleaning (dull/hazy appearance)**

**Warranty coverage:** Must be reported during your Project Owner Orientation

**Responsible party:** Sanctuary Builder / manufacturer will repair.

Sanctuary Builder's policy is acceptance of condition at time of certificate of completion.

Afterward, client to repair or adjust as desired.

**ISSUE: Surface delaminating**

**Warranty coverage:** One year from certificate of completion date.

**Responsible party:** Sanctuary Builder / manufacturer will repair.

**Client action:** In second year, client to repair or adjust as desired.

**ISSUE: Cracks due to product failure**

**Warranty coverage:** One year from certificate of completion date.

**Responsible party:** Sanctuary Builder / manufacturer will repair.

**Client action:** In second year, client to repair or adjust as desired.

**ISSUE: Loose Corian®; installation defects**

**Warranty coverage:** Must be reported during your Project Owner Orientation

**Responsible party:** Sanctuary Builder / manufacturer will repair.

Sanctuary Builder's policy is acceptance of condition at time of certificate of completion.

Afterward, client to repair or adjust as desired.

## PROJECT MAINTENANCE TIPS

As with flooring, there are many different types of countertop and vanity materials available in today's projects. Please refer to the manufacturer's recommendations for cleaning and maintenance tips on the particular type of materials in your project.

# COUNTERTOPS – CULTURED MARBLE

## WARRANTY INFORMATION

**ISSUE: Scratches, nicks, chips, stains, damage from improper cleaning (dull/hazy appearance)**

**Warranty coverage:** Must be reported during your Project Owner Orientation

**Responsible party:** Sanctuary Builder / manufacturer will repair.

Sanctuary Builder's policy is acceptance of condition at time of certificate of completion.

Afterward, client to repair or adjust as desired.

**ISSUE: Cracks due to product failure**

**Warranty coverage:** One year from certificate of completion date.

**Responsible party:** Sanctuary Builder / manufacturer will repair.

**Client action:** In second year, client to repair or adjust as desired.

**ISSUE: Loose cultured marble, installation defects**

**Warranty coverage:** Must be reported during your Project Owner Orientation

**Responsible party:** Sanctuary Builder / manufacturer will repair.

Sanctuary Builder's policy is acceptance of condition at time of certificate of completion.

Afterward, client to repair or adjust as desired.

### Inherent Properties

Although cultured marble manufacturing is an imperfect science, Sanctuary Builder has instituted many procedures to insure delivery of a consistent product. Below are listed several inherent characteristics of cultured marble that are beyond our control.

- Hairline Scratches – Whether they are inward or outward, these are considered normal. Customer maintenance is recommended to buff these scratches out as they appear.
- Irregular Graining or Color – For each square foot of marble, an exact percentage of pigment is added. Although they may be disbursed in a wide range of graining, this effect gives each product a unique character. The results of color and / or graining cannot be controlled.
- Gel Coat – Gel Coat, the outermost skin of cultured marble, is prone to the following inconsistencies:
  - Orange peel effect - caused by temperature or drying
  - Ripple effect - caused by shrinkage
  - Stress marks - caused by shrinkage
  - Dimples - caused by impurities in the chemicals or catalyst
- Specs or Impurities – Specks or impurities are considered normal. Lampblack, which is mined with limestone (our basic material), is inherent. These specks filter down during the mixing stage and are impossible to identify prior to manufacturing. Very large stones are removed prior to delivery.

## **PROJECT MAINTENANCE TIPS**

- Avoid abrasive cleansers, bleaches or contact with acetone-based nail polish remover. Only use mild liquid soaps to clean cultured marble surfaces.
- Hand wipe or buff any scratches incurred during normal use with a paste wax using a feathering method. Consult your product manual for additional information.
- Items not to be used or placed on marble:
  - Razor blades to remove any foreign material
  - Cigarettes placed on any edges
  - Any acetone-based cleaners
  - Sealants other than silicone for replacement of faucets or drains

## COUNTERTOPS – GRANITE

The beauty of granite stone comes from its natural uniqueness and the satisfaction of knowing that no two stones are alike.

### WARRANTY INFORMATION

**ISSUE: Scratches, nicks, chips, stains, damage from improper cleaning (dull/hazy appearance)**

**Warranty coverage:** Must be reported during your Project Owner Orientation.

**Responsible party:** Sanctuary Builder / manufacturer will repair.

Sanctuary Builder's policy is acceptance of condition at time of certificate of completion.

Afterward, client to repair or adjust as desired.

**ISSUE: Cracks due to product failure**

**Warranty coverage:** Warranty coverage in year one and two.

**Responsible party:** Sanctuary Builder / manufacturer will repair.

**Client action:** After second year, client to repair or adjust as desired.

**ISSUE: Loose granite, installation defects**

**Warranty coverage:** One year from certificate of completion date.

**Responsible party:** Sanctuary Builder / manufacturer will repair.

**Client action:** In second year, client to repair or adjust as desired.

### PROJECT MAINTENANCE TIPS

- Wipe down granite countertops weekly with a neutral pH cleaner (available at your local project improvement store).
- Fingernail polish remover can be extremely harmful to granite.
- Items not to be used or placed on granite:
  - Razor blades to remove any foreign material
  - Cigarettes placed on any edges
  - Any acetone-based cleaners
  - Old-style Polaroid negatives, including curing lotion



#### PROJECT CARE TIP

##### Granite Countertops

Keep in mind that granite requires professional maintenance.

Your granite countertop should be viewed as a piece of art with irregular veining that is a part of its unique beauty.

Granite must be regularly cleaned and maintained to retain its beauty and durability.

# COUNTERTOPS – LAMINATE

## WARRANTY INFORMATION

**ISSUE: Scratches, nicks, chips, stains, damage from improper cleaning (dull/hazy appearance)**

**Warranty coverage:** Must be reported during your Project Owner Orientation.

**Responsible party:** Sanctuary Builder / manufacturer will repair.

Sanctuary Builder's policy is acceptance of condition at time of certificate of completion.

Afterward, client to repair or adjust as desired.

## PROJECT CLEANING/MAINTENANCE TIPS

To clean the surface, use a damp cloth or sponge and a mild soap or detergent. Difficult stains such as coffee or tea can be removed using a mild household cleaner and baking soda; mixing to achieve a paste consistency. Use a stiff nylon bristle brush, scrubbing (approx. 15-20 strokes) the affected area. Do not scrub so as to mar (damage, scratch) the surface finish.

Stubborn stains that resist any of the above cleaning methods may require the use of undiluted household bleach or nail polish remover. Use a cotton ball saturated with bleach or nail polish remover (acetone); gently rub the stain for up to two minutes. Rinse thoroughly with warm water and wipe dry using a soft cloth. This step may be repeated if the stain appears to be going away and the color of the laminate has not been affected.

**WARNING:** Prolonged exposure of the laminate surface to bleach will cause discoloration. Always rinse laminate surfaces after cleaning! Failure to rinse after cleaning can cause damage; even if a small amount of cleaning solution remains on the surface. A dry residue may be invisible; however, moisture from cups or drinks can reactivate it, and result in permanently etched scars or stains over time.

Recommended Household Cleaners:

- Clorox®\*
- Formula 409®
- Dawn®
- Glass Plus®
- Dow Bathroom Cleaner with Scrubbing Bubbles™
- Fantastik®
- Favor®
- Windex®
- Lestoil®
- Pledge®
- Grease Relief®
- Lysol® Brand Disinfectant Basin/Tub/Tile Cleaner
- Mr. Clean®
- TOP JOB®

\* Prolonged exposure can mar the surface

**A Few Notes of Caution:** Acidic or abrasive cleaners can damage laminate surfaces; do not use them. Drain cleaners containing lye will permanently damage the laminate surface. If you spill a drain cleaner, wipe it up immediately and rinse several times with water.

Hair, textile and food dyes can cause permanent stains. If dye should happen to spill, wipe it up immediately with dishwashing detergent or an all-purpose cleaner.

Wipe spills away promptly and rinse several times with water.

Rust removers contain harsh chemicals, which will quickly cause permanent damage. If a spill occurs, wipe off all residue immediately, wash thoroughly with soapy water and rinse several times.

Steel wool and other abrasive pads will damage the laminate face. Do not use them for cleaning and don't store steel wool pads on your countertop; the metal can rust and leave stains.

Toilet bowl cleaners contain harsh chemicals that can cause permanent damage. If spills occur, wipe up immediately, wash surface with soapy water and rinse several times.

# DOORS, TRIM AND HARDWARE

## WARRANTY INFORMATION

### **ISSUE: Installation defects**

**Warranty coverage:** One year from certificate of completion date.

**Responsible party:** Sanctuary Builder / manufacturer will repair.

**Client action:** In second year, client to repair or adjust as desired.

### **ISSUE: Adjustments as needed**

**Warranty coverage:** One year from certificate of completion date.

**Responsible party:** Sanctuary Builder / manufacturer will repair.

**Client action:** In second year, client to repair or adjust as desired.

### **ISSUE: Hardware mechanical defects**

**Warranty coverage:** One year from certificate of completion date.

**Responsible party:** Sanctuary Builder / manufacturer will repair. See the manufacturer's limited warranty for details.

**Client action:** In second year, client to repair or adjust as desired.

### **ISSUE: Scratched / chipped / tarnished finish**

**Warranty coverage:** Must be reported during your Project Owner Orientation.

**Responsible party:** Sanctuary Builder / manufacturer will repair.

Sanctuary Builder's policy is acceptance of condition at time of certificate of completion. Afterward, client to repair or adjust as desired.

### **ISSUE: Trim and door warping**

**Warranty coverage:** One year from certificate of completion date.

**Responsible party:** Sanctuary Builder to repair as necessary.

**Client action:** In second year, client responsibility to repair as desired.

### **ISSUE: Door binding, dragging**

**Warranty coverage:** One year from certificate of completion date.

**Responsible party:** Sanctuary Builder to repair as necessary.

**Client action:** In second year, client responsibility to repair as desired.

### **ISSUE: Hinge squeaks**

**Client action:** Spray hinges with a silicon or liquid graphite spray to stop squeaks.

### **ISSUE: Trim separation, cracking, shrinkage, splitting**

**Warranty coverage:** Must be reported during your Project Owner Orientation.

**Responsible party:** Sanctuary Builder/manufacturer will repair.

Sanctuary Builder's policy is acceptance of condition at time of certificate of completion. Client to repair or adjust as desired.

**ISSUE: Knots; grain in wood**

**Warranty coverage:** Must be reported during your Project Owner Orientation.

**Responsible party:** Sanctuary Builder/manufacturer will repair. Natural occurrence with wood products.

Sanctuary Builder's policy is acceptance of condition at time of certificate of completion. Client to repair or adjust as desired.

**ISSUE: Sap bleeding through**

**Warranty coverage:** Must be reported during your Project Owner Orientation.

**Responsible party:** Sanctuary Builder/manufacturer will repair. Natural occurrence with wood products.

Sanctuary Builder's policy is acceptance of condition at time of certificate of completion. Client to repair or adjust as desired.

# DRYWALL

Sheets of gypsum drywall are installed in your project and Sanctuary Builder ensures that the finish is defect-free at the time of certificate of completion. As natural shrinkage of the framing members and the settlement of the project occur, it is normal for cracks to appear in the drywall, and for nails and corner beads to “pop.” Clients sometimes misunderstand these occurrences as signs of poor workmanship, when in reality they are the result of the new project’s normal drying and settlement process.

## WARRANTY INFORMATION

### ISSUE: Drywall cracks / nail “pops”

**Warranty coverage:** One year from certificate of completion date.

**Responsible party:** Sanctuary Builder / manufacturer will repair ONE TIME ONLY. There is no guarantee that there will be an exact match to the existing paint and wall texture.

**Client action:** In second year, client to repair or adjust as desired.

### ISSUE: Corner bead cracks

**Warranty coverage:** One year from certificate of completion date.

**Responsible party:** Sanctuary Builder / manufacturer will repair ONE TIME ONLY. There is no guarantee that there will be an exact match to the existing paint and wall texture.

**Client action:** In second year, client to repair or adjust as desired.

## PROJECT MAINTENANCE TIPS

- Variations in framing lumber widths, moisture content of finishing compounds and paint, along with gravity, may combine to cause “waves” or “dips” visible in drywall. This is considered normal installation.
- Hairline cracks in dry walled areas are a normal and natural occurrence in any project due to settlement (natural shrinkage and compression of materials) and climate variations.
- Sanctuary Builder will repair these cracks ONE TIME ONLY during the first year, if necessary. Because your project needs to season, we recommend waiting until the 11-month review before having any cracks repaired.
- Ensure you are using the appropriate fasteners to attach mirrors, pictures or any decorative items to your drywall.



### PROJECT CARE TIP

#### Drywall

Unusual abrasions may scuff or indent the surface of gypsum walls.

In that event, fill the indentation with two to three applications of spackling compound.

# ELECTRICAL WIRING SYSTEM

## WARRANTY INFORMATION

### **ISSUE: Inoperative circuits**

**Warranty coverage:** One year from certificate of completion date.

**Responsible party:** Sanctuary Builder / manufacturer will repair.

**Client action:** Client to verify circuit breaker is not tripped, and no switch circuit is turned off before calling the electric contractor. If these happen to be the case, the trip charge by the electrician will be the client's responsibility. In second year, client responsibility to repair as desired. (Note: it is recommended that you contact a reputable licensed electrician to perform repairs to your electrical system).

### **ISSUE: Defective wiring, switches, receptacles, breakers**

**Warranty coverage:** One year from certificate of completion date.

**Responsible party:** Sanctuary Builder / manufacturer will repair.

**Client action:** Client to verify circuit breaker is not tripped, and no switch circuit is turned off before calling the electric contractor. If these happen to be the case, the trip charge by the electrician will be the client's responsibility. In second year, client responsibility to repair as desired. (Note: it is recommended that you contact a reputable licensed electrician to perform repairs to your electrical system).

### **ISSUE: Inoperative smoke detector**

**Warranty coverage:** One year from certificate of completion date.

**Responsible party:** Sanctuary Builder / manufacturer will repair.

**Client action:** Client's responsibility to test as per manufacturer's recommendations. In second year, client responsibility to repair as desired.

(Note: it is recommended that you contact a reputable licensed electrician to perform repairs to your electrical system).

### **ISSUE: Inoperative bath fan**

**Warranty coverage:** One year from certificate of completion date.

**Responsible party:** Sanctuary Builder / manufacturer will repair.

**Client action:** In second year, client responsibility to repair as desired.

(Note: it is recommended that you contact a reputable licensed electrician to perform repairs to your electrical system).

### **ISSUE: Damage to conduit lines**

**Warranty coverage:** One year from certificate of completion date.

**Responsible party:** Sanctuary Builder / manufacturer will repair.

**Client action:** In second year, client responsibility to repair as desired.

(Note: it is recommended that you contact a reputable licensed electrician to perform repairs to your electrical system).

## PROJECT MAINTENANCE TIPS

Because the electrical system is one of the more complex and potentially dangerous components of your new project, we've broken down this section into common problem areas.

To activate the main electrical panel:

1. Turn all lower breakers to the OFF position
2. Turn main breaker located at the top of the panel to the ON position
3. Turn all remaining breakers to the ON position
4. If breakers do not stay on, turn to the OFF position and reset. If breaker still does not remain in the ON position, contact your superintendent.
5. If the breaker has released, reset it by moving to the full OFF position and then back to ON. If the breaker continues to release and will not stay in the ON position, turn to the OFF position and determine if the appliance you are using has overloaded the circuit. If the problem persists, contact your superintendent.

Common Problems and Remedies:

Wall switch inoperable: When there are no ceiling fans or lights in a room, one switch will remain unused.

Garbage disposal runs continuously and dishwasher will not operate: Local electrical outlets under sink and reverse location of the cords. Also check the reset button in the disposal.

Smoke detector chirping: Replace batteries in all units. This should be done at least once a year even if detector is not chirping.

No power to lights or receptacle: Circuit breaker or Ground Fault Circuit Interrupter (GFCI) outlet is off and must be reset.

Ground Fault Circuit Interrupter (GFCI)

- The GFCI is a safety feature installed in electrical outlets located in bathrooms, kitchens, front porch, garage and patio, or anywhere where an outlet is located within 6 feet of a water source. It is a very sensitive circuit breaker which will trip when the appliance in use has a loss in grounded circuit. This provides protection in the event the appliance or its user comes in contact with water or the appliance develops an electrical short.
- Do not use a GFCI outlet for a refrigerator, freezer or sprinkler system control box. If any outlet trips the circuit, power to GFCI outlets will be interrupted.
- To reset the GFCI circuit:
  - Verify the power is OFF by plugging a test lamp into each GFCI outlet.

- Press the 'reset' button on the GFCI firmly. It should lock into place and remain depressed after pressure is released, and the test lamp should illuminate.
- If the 'reset' button does not pop out, or if the 'reset' button does pop out and the test lamp remains lit, DO NOT use any outlets in the circuit. Call your superintendent for assistance.

## EXTERIOR DOORS

Doors are subject to expansion and contraction due to changes in heat and humidity. This is normal and may correct itself as the conditions change. You should allow your project to go through at least one dry and damp season before making any permanent adjustments.

### WARRANTY INFORMATION

**ISSUE: Varnish or paint finish peeling off**

**Warranty coverage:** Must be reported during your Project Owner Orientation.

**Responsible party:** Sanctuary Builder / manufacturer will repair.

Sanctuary Builder's policy is acceptance of condition at time of certificate of completion. Afterward, client to repair or adjust as desired.

**ISSUE: Weather-stripping torn**

**Warranty coverage:** One year from certificate of completion date.

**Responsible party:** Sanctuary Builder will repair.

**Client action:** In second year, client responsibility to repair as desired.

**ISSUE: Excessive air/water leaks at door during normal weather**

**Warranty coverage:** One year from certificate of completion date.

**Responsible party:** Sanctuary Builder will repair.

**Client action:** In second year, client responsibility to repair as desired.

**ISSUE: Door needs adjustment**

**Warranty coverage:** One year from certificate of completion date.

**Responsible party:** Sanctuary Builder will repair.

**Client action:** In second year, client responsibility to repair as desired.

**ISSUE: Warped door**

**Warranty coverage:** One year from certificate of completion date.

**Responsible party:** Sanctuary Builder will repair.

**Client action:** In second year, client responsibility to repair as desired.

**ISSUE: Dents, dings, scratches**

**Warranty coverage:** Must be reported during your Project Owner Orientation.

**Responsible party:** Sanctuary Builder / manufacturer will repair.

Sanctuary Builder's policy is acceptance of condition at time of certificate of completion. Afterward, client to repair or adjust as desired.

### PROJECT MAINTENANCE TIPS

- Check the finish on your exterior doors several times per year; especially doors that receive direct sunlight. If you notice that the finish is beginning to crack or peel, refinish the door promptly after checking with a professional on the proper application methods. If left unattended, cracking and peeling will progress rapidly and destroy the surface of the door.

- It is recommended that doors be resealed at least once a year, or as needed, to ensure that the door is protected from weathering. Ask your Superintendent for advice on the proper products and methods to use in re-sealing exterior doors.
- The weather-stripping on your exterior doors will occasionally require an adjustment to maintain an adequate seal. This can easily be done by firmly running a screwdriver along the groove in the weather-stripping. While a well-sealed door should be somewhat hard to open and close, a slight air crack around the door is normal.

## **EXTERIOR WINDOWS**

Unless otherwise noted, windows installed on Sanctuary Builders are double-paned insulated windows. The manufacturer provides warranties for your windows, and Sanctuary Builder will replace any broken seals within the first year from certificate of completion.

It is normal for small amounts of condensation to form on windows during cold weather periods and it is not considered a warrantable item. The windows have been designed to minimize air and water leakage. It is also normal for small amounts of leakage to occur during severe weather conditions and this is also, not warrantable.

NOTE: Adding any after-market tinting to your glass will void your warranty. Any after-market modifications, such as automatic closures, added to your patio door will void the warranty.

### **WARRANTY INFORMATION**

#### **ISSUE: Sash locks broken**

**Warranty coverage:** One year from certificate of completion date.

**Responsible party:** Sanctuary Builder will repair.

**Client action:** In second year, client responsibility to repair as desired.

#### **ISSUE: Loss of vacuum seal in sash glass**

**Warranty coverage:** One year from certificate of completion date.

**Responsible party:** Sanctuary Builder will repair.

**Client action:** In second year, client responsibility to repair as desired.

#### **ISSUE: Scratched, cracked, broken glass**

**Warranty coverage:** Must be reported during your Project Owner Orientation.

**Responsible party:** Sanctuary Builder / manufacturer will repair.

Sanctuary Builder's policy is acceptance of condition at time of certificate of completion. Afterward, client to repair or adjust as desired.

#### **ISSUE: Excessive air/water leaks in windows**

**Warranty coverage:** One year from certificate of completion date.

**Responsible party:** Sanctuary Builder will repair.

**Client action:** In second year, client responsibility to repair as desired.

#### **ISSUE: Operation of window**

**Warranty coverage:** One year from certificate of completion date.

**Responsible party:** Sanctuary Builder will repair.

**Client action:** In second year, client responsibility to repair as desired.

#### **ISSUE: Window screens torn**

**Warranty coverage:** Must be reported during your Project Owner Orientation.

**Responsible party:** Sanctuary Builder / manufacturer will repair.

Sanctuary Builder's policy is acceptance of condition at time of certificate of completion. Afterward, client to repair or adjust as desired.

**ISSUE: Window screens fall or blow out**

**Warranty coverage:** Must be reported during your Project Owner Orientation.

**Responsible party:** Sanctuary Builder / manufacturer will repair.

Sanctuary Builder's policy is acceptance of condition at time of certificate of completion. Afterward, client to repair or adjust as desired.

## **PROJECT MAINTENANCE TIPS**

To ensure that your windows operate properly at all times, here are a few tips:

Horizontal sliding windows – Keep the track clean. Use an old toothbrush with the head lightly coated with a dust rag formula such as a furniture polish.

There are two pieces of sponge-like material located at the sill section at each end. These should be removed and cleaned once a year and placed back in their original location. This material is designed to block dust from coming through the water weep holes. The water weep holes should be kept free of debris to ensure that your windows will allow water to flow out during periods of rain. Spray the tracks periodically with a silicone spray available at your local hardware store. Avoid products that contain oil.

Vertical sliding windows – A silicone spray applied to the spiral balances located on each side of the window will keep the window operating efficiently.

Sliding glass doors – Follow the same operation as your horizontal sliding windows to ensure years of smooth operation.

For all windows and sliding glass doors:

- Do not apply excessive pressure on windows when cleaning.
- Be sure that the weep holes are kept open to allow water to drain.
- Do not lean ladders against windows.
- Make sure windows are closed and locked around young children. Window screens are not designed as safety screens and will dislodge or tear when pressure is applied.
- For safety, tempered glass is used in certain areas of the project. Tempered glass is stamped on these windows for identification.
- If the outside of the glass is extremely dirty, first wipe with a lint-free cloth. Wash with a solution of 1 tablespoon of household ammonia to a quart of warm water, or use a commercial glass cleaner containing ammonia.
- For lightly soiled windows, use a solution of 1 cup of vinegar per gallon of water. Apply the cleaning solution with lint-free cloth or sponge and dry the glass with a chamois, lint-free less cloth or paper towel. A squeegee will expedite the process. Window frames may be cleaned with a mild detergent solution.
- Vacuum the tracks on the windows and sliding doors periodically.

## **FIRE SPRINKLER**

Some municipalities require builders to install a fire sprinkler in your project. This system is designed and installed in accordance with the National Fire Protection Association standards.

### **WARRANTY INFORMATION**

#### **ISSUE: C.P.V.C. sprinkler piping**

**Warranty coverage:** Coverage extends through two years from certificate of completion date.

**Responsible party:** Sanctuary Builder/manufacturer will repair.

**Client action:** After second year, client responsibility to repair as desired.

#### **ISSUE: Pressure relief valve**

**Warranty coverage:** Coverage extends through two years from certificate of completion date.

**Responsible party:** Sanctuary Builder/manufacturer will repair.

**Client action:** After second year, client responsibility to repair as desired.

#### **ISSUE: Alarm bell and flow switch**

**Warranty coverage:** Coverage extends through two years from certificate of completion date.

**Responsible party:** Sanctuary Builder/manufacturer will repair.

**Client action:** After second year, client responsibility to repair as desired.

#### **ISSUE: Access panel**

**Warranty coverage:** Coverage extends through two years from certificate of completion date.

**Responsible party:** Sanctuary Builder/manufacturer will repair.

**Client action:** After second year, client responsibility to repair as desired.

#### **ISSUE: Damaged escutcheons and sprinkler heads**

**Warranty coverage:** Must be reported during your Project Owner Orientation.

**Responsible party:** Sanctuary Builder / manufacturer will repair.

Sanctuary Builder's policy is acceptance of condition at time of certificate of completion. Afterward, client to repair or adjust as desired.

### **PROJECT MAINTENANCE TIPS**

- Visually check your sprinkler heads monthly to make sure nothing obstructs them that would interfere with their spray pattern.
- Do not hang anything from the sprinkler heads.

# FLOORING – CARPET PAD

## WARRANTY INFORMATION

### **ISSUE: Seam opens**

**Warranty coverage:** One year from certificate of completion date.

**Responsible party:** Sanctuary Builder/manufacturer will repair.

**Client action:** In second year, client responsibility to repair as desired.

### **ISSUE: Stretching of carpeting (buckling)**

**Warranty coverage:** One year from certificate of completion date.

**Responsible party:** Sanctuary Builder/manufacturer will repair.

**Client action:** In second year, client responsibility to repair as desired.

### **ISSUE: Tack or transition strips loosen**

**Warranty coverage:** One year from certificate of completion date.

**Responsible party:** Sanctuary Builder/manufacturer will repair.

**Client action:** In second year, client responsibility to repair as desired.

### **ISSUE: Loose sub floor squeaks**

**Warranty coverage:** One year from certificate of completion date.

**Responsible party:** Sanctuary Builder/manufacturer will repair.

**Client action:** In second year, client responsibility to repair as desired.

## PROEJCT MAINTENANCE TIPS

- Carpets should be professionally cleaned once a year to remove any deep dirt or stubborn stains. Hot water (steam) extraction is the only cleaning method approved for all carpets.
- With regard to carpet stains, always treat them immediately. Waiting even 30 minutes after an accident can be too late to successfully remove a stain. A number of good quality stain and spot removers are available but it is still suggested that you seek the advice of a carpeting expert as to what is best for your brand and style of carpet.

# FLOORING – CERAMIC TILE

## WARRANTY INFORMATION

### ISSUE: Cracks in tile

**Warranty coverage:** One year from certificate of completion date.

**Responsible party:** Sanctuary Builder/manufacturer will repair.

**Client action:** In second year, client responsibility to repair as desired.

### ISSUE: Defective tile

**Warranty coverage:** One year from certificate of completion date.

**Responsible party:** Sanctuary Builder/manufacturer will repair.

**Client action:** In second year, client responsibility to repair as desired.

## PROJECT MAINTENANCE TIPS

- Clean tiles by vacuuming or damp mopping with a solution of warm water and a neutral-type floor cleaner.
- Sponge mops should not be used; they will force dirt into the grout.
- If grout is replaced or repaired, it cannot be matched exactly. Extra tiles will be provided only if there are extras once the installation is completed. Please note that this is not always the case, and it is recommended that additional tiles be purchased to replace any original tiles in the event they become damaged.

### ISSUE: Cracks in grout

**Warranty coverage:** One year from certificate of completion date.

**Responsible party:** Sanctuary Builder/manufacturer will repair.

**Client action:** In second year, client responsibility to repair as desired.

### ISSUE: Grout discoloration

**Warranty coverage:** One year from certificate of completion date.

**Responsible party:** Sanctuary Builder/manufacturer will repair. Some discoloration is inherent in all cement products.

**Client action:** In second year, client responsibility to repair as desired.

### Grout Maintenance and Care

Ceramic tiles in bathroom showers, floors and countertops are a beautiful addition to any project, but they are located in high-traffic areas and are subject to possible household abuse. Tile requires some simple client maintenance to keep it in top condition. Cracking is an inherent characteristic of ceramic tile and grout. Cracks in tile are common in any project, and the grout joints pose the biggest potential problem areas. Sanctuary Builder will make one (1) trip to repair cracks (if necessary) during the first year. However, if the grout has been sealed, Sanctuary Builder cannot match the grout color and will not warranty color variations of the grout.

Grout is a cement product and may vary in color and shade from a single grout sample. Shading variations may occur in the grout after it is installed. Colored grouts tend to lighten in color as they cure. Around sinks, where water is prevalent, and around stove tops where cooking oil and grease is present, the grout may appear darker than in other areas of the kitchen counter.

Though the installed grout joint may appear dry and hard even after one day, grout continues to hydrate (cure) in the presence of retained water, developing the majority of its designated strength within 28 days. The grout manufacturer suggests at least a 28-day curing time before any sealers are applied. Applying sealers prior to 28 days can stop the curing process of the grout, resulting in 'soft' or 'powder' grout joints. Complete satisfaction of the color and the desired hardness of the grout joints should be in place 28 days after installation. If you choose to use a "grout sealer", allow complete "curing" to take place before their application.

Sanctuary Builder will use no "sealer" on grout joints. NOTE: Application of any "sealer" products to the grout will void any warranties on the grout. Once a "sealer" is applied, warranties against efflorescence are voided.

To clean your grout, use warm water, clean water with a teaspoon of vinegar or ammonia to break up grease and always follow with a clean rinse.

# FLOORING – HARDWOOD FLOORS

## WARRANTY INFORMATION

### **ISSUE: Loose boards / squeaks**

**Warranty coverage:** One year from certificate of completion date.

**Responsible party:** Sanctuary Builder/manufacturer will repair.

**Client action:** In second year, client responsibility to repair as desired.

### **ISSUE: Cracks between planks due to expansion and contraction**

**Warranty coverage:** Expansion cracks are normal due to climate and humidity changes.

Sanctuary Builder to correct with joint filler ONE TIME ONLY, if requested, during the first year.

**Client action:** In second year, client responsibility to repair and adjust as desired.

### **ISSUE: Dents / scratches**

**Warranty coverage:** Must be reported during your Project Owner Orientation.

**Responsible party:** Sanctuary Builder / manufacturer will repair.

Sanctuary Builder's policy is acceptance of condition at time of certificate of completion.

Afterward, client to repair or adjust as desired.

**Client action:** See manufacturer's warranty / use and care brochure.

### **ISSUE: Fading / discoloration of finish**

**Warranty coverage:** Must be reported during your Project Owner Orientation.

**Responsible party:** Sanctuary Builder / manufacturer will repair.

Sanctuary Builder's policy is acceptance of condition at time of certificate of completion.

Afterward, client to repair or adjust as desired.

**Client action:** See manufacturer's warranty / use and care brochure.

### **ISSUE: Variation in stain color due to wood grain**

**Warranty coverage:** Must be reported during your Project Owner Orientation.

**Responsible party:** Sanctuary Builder / manufacturer will repair.

Sanctuary Builder's policy is acceptance of condition at time of certificate of completion.

Afterward, client to repair or adjust as desired. Manufacturer's specifications allow for minor variations in this natural product.

### **ISSUE: Variation in thickness of adjacent planks**

**Warranty coverage:** Must be reported during your Project Owner Orientation.

**Responsible party:** Sanctuary Builder / manufacturer will repair.

Sanctuary Builder's policy is acceptance of condition at time of certificate of completion.

Afterward, client to repair or adjust as desired. Manufacturer's specifications allow for minor variations in this natural product.

### **ISSUE: Pet damage**

**Responsible party:** Client to repair as needed or desired.

## **PROJECT MAINTENANCE TIPS**

- Normal maintenance should include regular sweeping or dry mopping to remove surface dust and dirt.
- The frequency of cleaning depends on the amount of traffic received.

## FLOORING – STAINED CONCRETE

Stained concrete is not a paint or coating agent - it is a coloring process involving a chemical reaction on a cementitious material. A solution made with water, acid and inorganic salts reacts with minerals already present in the concrete; the result of this reaction is color.

Acid Stains give concrete a mottled, variegated, marble-like look. Never expect Acid Stain to be uniform or have an even tone, there will be different reactions from slab to slab, and even on the same job there may be different coloration patterns. Variations of colors and mottling are to be expected and enjoyed. It is the unique random coloration of the stain that gives an Acid Stained floor its charm.

### WARRANTY INFORMATION

**ISSUE: Damage caused by Sanctuary Builder trades after installation and prior to Owner Orientation.**

**Warranty coverage:** Must be reported during your Project Owner Orientation.

**Responsible party:** Sanctuary Builder / manufacturer will repair.

Sanctuary Builder's policy is acceptance of condition at time of certificate of completion.

Afterward, client to repair or adjust as desired. Manufacturer's specifications allow for minor variations in this natural product.

### PROJECT MAINTENANCE TIPS

- Sweep daily, preferably with a dust mop or a fine bristle push broom.
- Mop spills from floor using neutral cleaner or even water alone. When required, mop or scrub the entire floor.
- Use a CLEAN MOP and CLEAN WATER to prevent smearing.
- Use a neutral cleaner at the specified dilutions. Neutral, indicating a PH of around 7. Precautions should be taken to research your chemical provider. Many cleaners state they are neutral, when in fact; they can be far from a PH of 7.
- Avoid all contact with ACID. Avoid any detergents containing Hydroxides or Sulfates. Concrete floors are high in calcium and lime content, both of which will etch when exposed to alkaline or acid.
- Except in the case of containing oil spills or other types of fluids, sweeping compounds containing wax, paraffin or petroleum byproducts should be avoided.
- To enhance appearance and durability, it is recommended that the floor be cleaned with a red pad using neutral cleaner, then apply three coats of a polymer based floor finish. Burnish with high-speed buffer to maintenance. When stripping is required, use a mild stripper and a blue pad (never black). Reapply polymer based floor finish as needed.
- **DUE TO HIGH VOLUMN TRAFFIC IT IS RECOMMENDED THAT CONCRETE STAINED FLOORS BE SEALED EVERY SIX MONTHS.**

You can never sweep your stained concrete floor often enough, as dirt and foreign particles act as abrasives. By removing these abrasives, we decrease the threat of deterioration to our floor's shine while protecting the low maintenance characteristics of a concrete floor.

# FOUNDATIONS, GRADING & DRAINAGE

## WARRANTY INFORMATION

**ISSUE: Cracks in foundation 1/8” or less**

**Responsible party:** Client responsibility to repair or adjust as desired.

**ISSUE: Cracks in foundation greater than 1/8”**

**Warranty coverage:** One year from certificate of completion date.

**Responsible party:** Sanctuary Builder will repair.

**Client action:** In second year, client responsibility to repair as desired

**ISSUE: Foundation displacement of ¼” or less**

**Responsible party:** Client responsibility to repair or adjust as desired.

**ISSUE: Foundation displacement of ¼” or greater**

**Warranty coverage:** One year from certificate of completion date.

**Responsible party:** Sanctuary Builder will repair.

**Client action:** In second year, client responsibility to repair as desired

**ISSUE: Alterations to grading and drainage**

**Warranty coverage:** Must be reported during your Project Owner Orientation.

**Responsible party:** Sanctuary Builder will repair.

Grading and drainage of the lot are established by Sanctuary Builder. Any alterations to this grading become the client’s responsibility.

## PROJECT MAINTENANCE TIPS

It is important to maintain uniform moisture conditions in the soil around your project. If this is not done, one area of your foundation may shift more vertically than other areas. Concentrated water introduced at or around the foundation may cause lifting in expansive soil conditions. If certain areas around your foundation have a high degree of moisture, the foundation will bend but not cause damage. However, the walls and interior drywall will not bend with the movement of the foundation and will show cracks. To prevent and at least minimize these conditions, we recommend the following:

- When your project was completed, the earth around the outside of your foundation was graded so that it slopes away from the house to provide water drainage. The grading away from your project was certified for positive flow. Any changes created by the owners or their agents may cause drainage conditions which will void the warranty in this area.
- Clients will sometimes create unequal soil moisture conditions around the foundations by creating water traps. This can be caused by a metal flower bed edging. Whenever you are building planters near the foundation, you should take into consideration the necessity of water draining away from the house.

- In drought conditions, you might experience large cracks in the yard soil because of lack of moisture. However, the soil beneath your foundation is protected from the surface drying effects of the sun's rays and retains its moisture. It is a tendency for your inner foundation to maintain a stable elevation, while your outside walls will drop. In watering plants and shrubs around your project, it is better to water for a short period of time every three to five days rather than watering once a week for an extended period of time.
- Hairline cracks in both drywall and block mortar joints are normal. Cracks larger than a hairline are indications of excessive soil movement and usually indicate a drainage problem. After correcting the lawn drainage problem, allow three to six months before repairing cracks since most cracks will become smaller after the soil moisture equalizes itself from the proper drainage conditions.

NOTE: Please refer to the landscape requirements provided with your landscaping for plant and irrigation placement.

## **GRADING AND DRAINAGE NOTICE**

If you are considering any additions or improvements to your project, please be advised of the following:

- Your site has been designed and graded according to plans and specifications prepared by licensed soils and civil engineers.
- The grading of your site has been inspected and approved by the governmental entity (city, county, etc.) in which your site is located.
- In cases where special soil conditions exist, that area of the site supporting your project has been graded according to a special structural section designed by a certified engineer.
- In some cases, the concrete foundation and floors of your project may have been specially designed by a certified engineer with additional steel reinforcement and other measures as required.

Additionally, your site has been carefully finish graded to drain properly. This grading is in accordance with and approved by the civil engineer and building inspector. If you should decide to install patios, fences, swimming pools, walks, landscaping or additions to your project property, it is imperative that you:

- Maintain the integrity of the drainage system installed for your site. Improper drainage or standing water next to your project can cause serious damage to the foundation or structure. The site grade is a minimum of six to eight inches below the wood sills when the project was completed. Maintain this grade as it will prevent insects and water from entering your project. Failure to maintain this grade or any alteration of it may void your structural warranty.
- Consult a competent engineer to determine if any special measures are required for your work to maintain structural soundness.
- Obtain necessary building permits, as required.

**Sanctuary Builder will not be held responsible after the certificate of completion for any modifications to the site grading.**

NOTE: Your block wall, curb, driveway, approach and sidewalk adjacent to the property, if applicable, are in satisfactory and unbroken condition upon delivery of your project. It is your responsibility to protect these improvements relative to the installation of a swimming pool and /or any other improvements to the property. You and / or your pool contractor will be responsible for restoring the block wall or the grade in the back yard to its original condition following any improvements.

## **GAS APPLIANCES, FURNACE**

Your project may be equipped with natural gas, used for a fireplace, stove, oven, water heater, furnace, and any additional gas stub options. In most cases, modern gas appliances or supply lines do not require any client-completed service, including pilot lights. Water heaters and fireplaces with ignition switches have standing pilots.

- If any gas appliance is not operating properly, please contact either the appliance manufacturer. If you suspect a leak, call your natural gas provider.
- Your natural gas provider will provide you with information about how to detect and deal with a gas leak. In addition, you will be shown how to turn off gas lines during your Client Orientation. If at any time you suspect a gas leak, it is important to leave the project and call your provider for repairs. If possible, shut off the main valve.

### **If you have gas appliances, and you smell gas:**

- Do not light any appliances
- Do not touch any electrical switches
- Do not use any phone in your project
- Call your gas supplier from a neighbor's project
- If you cannot reach your gas supplier, call the Fire Dept.

NOTE: Do not store or use gasoline or other flammable vapors and liquids in the vicinity of any gas appliance.

# GLASS AND MIRRORED GLASS

## WARRANTY INFORMATION

### **ISSUE: Cracked, scratched, chipped window glass**

**Warranty coverage:** Must be reported during your Project Owner Orientation.

**Responsible party:** Sanctuary Builder/manufacturer will repair scratches on glass observable in daylight at distance of 15 feet.

Sanctuary Builder's policy is acceptance of condition at time of certificate of completion. Client to repair or adjust as desired.

### **ISSUE: Cracked, scratched, chipped mirrored glass**

**Warranty coverage:** Must be reported during your Project Owner Orientation.

**Responsible party:** Sanctuary Builder/manufacturer will repair scratches on mirrored glass observable in daylight at distance of 3 feet.

Sanctuary Builder's policy is acceptance of condition at time of certificate of completion. Client to repair or adjust as desired.

### **ISSUE: Installation or material defect**

**Warranty coverage:** One year from certificate of completion date.

**Responsible party:** Sanctuary Builder/manufacturer will repair.

**Client action:** In second year, client responsibility to repair as desired.

### **ISSUE: Silvering failure due to manufacturing defect**

**Warranty coverage:** One year from certificate of completion date.

**Responsible party:** Sanctuary Builder/manufacturer will repair. Silvering failure is defined as silver backing separating from glass due to manufacturing defect. Silvering failure on edges or mirrors due to client negligence, such as scratches, water damage, etc., IS NOT COVERED UNDER WARRANTY.

**Client action:** In second year, client responsibility to repair as desired.

### **ISSUE: By-pass doors out of adjustment**

**Warranty coverage:** One year from certificate of completion date.

**Responsible party:** Sanctuary Builder/manufacturer will repair.

**Client action:** In second year, client responsibility to repair as desired.

# HVACA SYSTEMS

Your project is equipped with a high efficiency central air conditioning system and a gas forced air furnace. Operating procedures for this system will be reviewed with you by our Superintendent during your orientation.

Malfunctioning heating and air systems are only serviced at no charge during the warranty period. Service calls to check the units may result in a service charge if the unit is operating properly or if the malfunction is caused by dirty air filters. All materials for the HVACA unit is covered by the manufacturer for 25 years, installation of the product is covered for the first year.

## WARRANTY INFORMATION

### **ISSUE: Air conditioner compressor not working when thermostat is set for cooling**

**Warranty coverage:** One year from certificate of completion date.

**Responsible party:** Call Sanctuary Builder's Heating / Air Conditioning contractor directly for service. See manufacturer's warranty for details (NOTE: compressor and heat exchange have 'parts only' warranty coverage beyond first year.) Check battery in programmable thermostat (if applicable).

**Client action:** In second year, client responsibility to repair as desired.

(Air Conditioning problem) Before calling anyone, PLEASE:

- Check all breakers (panel box, disconnect breaker box at air conditioner compressor outside) and switch at air handler furnace.
- Check condensate drains and overflow pans for blockage.
- Check thermostat – set to “cool” setting and set low enough to cause air conditioner to cycle on.

Failure to check above before calling contractor may result in service charge to client.

### **ISSUE: Heating system not functioning when thermostat is set for heat**

**Warranty coverage:** One year from certificate of completion date.

**Responsible party:** Call Sanctuary Builder's Heating / Air Conditioning contractor directly for service. See manufacturer's warranty for details (NOTE: compressor and heat exchange have 'parts only' warranty coverage beyond first year.) Check battery in programmable thermostat (if applicable).

**Client action:** In second year, client responsibility to repair as desired.

(Heating problem) Before calling anyone, PLEASE:

- Verify that the gas is on.
- Check main breaker panel box and switch at air handler or furnace.
- Check thermostat – set to “heat” setting and set high enough to cause heat to cycle on.

Failure to check above before calling contractor may result in service charge to client.

### **ISSUE: Condensation drain line is blocked**

**Warranty coverage:** One year from certificate of completion date.

**Responsible party:** Call Sanctuary Builder Heating / Air Conditioning contractor directly for service. Line may be blocked due to dust, insulation, mildew, insect nests or blockage due to disruption of exterior grade. See helpful hints for advice.

**Client action:** In second year, client responsibility to repair as desired.

**ISSUE: Thermostat defective**

**Warranty coverage:** One year from certificate of completion date.

**Responsible party:** Call Sanctuary Builder Heating / Air Conditioning contractor directly for service. Check battery in programmable thermostat (if applicable).

**Client action:** In second year, client responsibility to repair as desired.

**ISSUE: Return air filters clogged**

**Client action:** Client to repair as needed or desired. We recommend replacing filters every 30 days.

**ISSUE: Registers scratched, damaged**

**Warranty coverage:** Must be reported during your Project Owner Orientation.

**Responsible party:** Sanctuary Builder's responsibility is for the register to be cosmetically acceptable at certificate of completion.

Sanctuary Builder's policy is acceptance of condition at time of certificate of completion.

Client to repair or adjust as desired.

**ISSUE: Room temperature not consistent with thermostat setting within 2 to 3 degrees**

**Warranty coverage:** One year from certificate of completion date.

**Responsible party:** Call Sanctuary Builder Heating / Air Conditioning contractor directly for service. ONE TIME balancing by HVAC contractor. This must be requested during the first year of occupancy. See manufacturer's warranty for details (NOTE: compressor and heat exchange have parts only warranty coverage beyond first year.) Check to make certain that filters are not clogged.

**Client action:** In second year, client responsibility to repair as desired.

**ISSUE: Refrigerant line broken at rear of condensing unit**

**Warranty coverage:** One year from certificate of completion date.

**Responsible party:** Call Sanctuary Builder Heating / Air Conditioning contractor directly for service.

**Client action:** In second year, client responsibility to repair as desired.

**ISSUE: Ductwork separates or becomes unattached**

**Warranty coverage:** Years one and two from certificate of completion date.

**Responsible party:** Sanctuary Builder will reattach and re-secure all separated or unattached ductwork.

**Client action:** After second year, client responsibility to repair or adjust as desired.

**ISSUE: Outside compressor**

**Warranty coverage:** One year from certificate of completion date.

**Responsible party:** Call Sanctuary Builder Heating / Air Conditioning contractor directly for service. Parts are warranted for up to five (5) years.

**Client action:** In second year, client responsibility to repair as desired.

**ISSUE: Curb damage**

**Warranty coverage:** One year from certificate of completion date.

**Responsible party:** Call Sanctuary Builder Heating / Air Conditioning contractor directly for service. Parts are warranted for up to five (5) years.

**Client action:** In second year, client responsibility to repair as desired.

### **PROJECT MAINTENANCE TIPS**

- Your thermostat(s) control both the heating and cooling functions of your project. In many cases, you'll have more than one unit on the project, each designed to control the climate of specific rooms.
- We recommend maintaining your thermostat at 72 degrees or cooler when using the furnace, and 78 degrees or higher when using the air conditioner. In most cases, this "comfort zone" will provide you with a proper temperature, yet keep utility bills under control. If you have more than one unit for your project, set the thermostats equally to avoid one from being overworked.
- The registers throughout your project regulate the flow of air, there by affecting the relative temperature in any area. Your HVAC trade contractor will "balance" the air flow in your project shortly after you move in, and will also illustrate the proper method for doing so.
- Your project also has one or more air return registers, which must be kept free of obstructions to maintain proper airflow. If you're not sure where these returns are located, ask your Superintendent. You'll also be shown how to replace HVAC filters. Please try to replace filters every 30 days. It is a good idea to get into the habit of replacing filters with another monthly event, such as paying your mortgage or utility bills.
- Regardless of the warranty in place on your particular equipment, it is a good idea to have the HVAC system inspected and serviced at least once each year. This will ensure that the equipment is in optimum, most efficient operating condition.
- During your Orientation, you will be shown where condensation lines run from the air handler to a drain area beside your project. It's perfectly normal for condensation to form on the equipment. Please keep in mind that is normal for the lower line to drip. However, if the upper line drips, you should contact your superintendent.
- Air Filter: Your system has a replaceable filter that is designed to reduce the flow of particles in the air. For maximum efficiency, it is important that the filter is cleaned once a month and physically replaced as recommended by the manufacturer.
- Thermostat: The thermostat is designed to control the temperature throughout your project. It should be set at a comfortable level and left there, as described earlier. The fan switch should be in the AUTO position. The thermostat also contains the controls for converting from heat to A/C.

- Registers: The registers have been engineered to provide an even air flow balance throughout your project. By opening and certificate of completion registers, you can adjust the amount of cool or warm air that enters a room. Excessive re-adjusting of the registers may cause an imbalance in the system and adversely affect its overall efficiency.

# LANDSCAPING

## WARRANTY INFORMATION

### **ISSUE: Standing water in yard**

**Warranty coverage:** One year from certificate of completion date.

**Responsible party:** Sanctuary Builder to re-grade swales as necessary. Sanctuary Builder is NOT responsible for phone and cable company damage (sunken utility trenches) or for damage done by client in moving water sprinklers around wet lawn.

**Client action:** Client not to change grade once properly established. In second year, client responsibility to repair or adjust as desired.

### **ISSUE: Sink holes other than utility lines**

**Warranty coverage:** One year from certificate of completion date.

**Responsible party:** Sanctuary Builder to re-grade yard as necessary.

**Client action:** Client not to change grade once properly established. In second year, client responsibility to repair or adjust as desired.

Refer to you landscape provider for warranty information on trees, shrubs, irrigation and landscape lighting.

# LIGHT FIXTURES

## WARRANTY INFORMATION

### **ISSUE: Inoperative fixture**

**Warranty coverage:** One year from certificate of completion date.

**Responsible party:** Sanctuary Builder to repair as necessary.

**Client action:** In second year, client responsibility to repair as desired. (NOTE: It is recommended that you contact a reputable licensed electrician to perform repairs to your electrical system.)

### **ISSUE: Burned out bulbs**

**Warranty coverage:** Must be reported during your Project Owner Orientation.

**Responsible party:** Sanctuary Builder/manufacturer will repair.

Sanctuary Builder's policy is acceptance of condition at time of certificate of completion. Client to repair or adjust as desired.

### **ISSUE: Broken glass on lighting fixture**

**Warranty coverage:** Must be reported during your Project Owner Orientation.

**Responsible party:** Sanctuary Builder/manufacturer will repair.

Sanctuary Builder's policy is acceptance of condition at time of certificate of completion. Client to repair or adjust as desired.

### **ISSUE: Tarnished interior brass**

**Warranty coverage:** One year from certificate of completion date.

**Responsible party:** Sanctuary Builder to repair as necessary.

**Client action:** In second year, client responsibility to repair as desired.

## PROJECT MAINTENANCE TIPS

- For your convenience, bulbs and florescent tubes have been installed in all light fixtures, as required.
- Batteries have installed in all smoke detectors.
- We recommend that you note the different bulbs and batteries in use and purchase replacements soon after you move in.
- See ELECTRICAL WIRING SYSTEM page 27 for troubleshooting and maintenance tips.

# MASONRY FENCE

## WARRANTY INFORMATION

**ISSUE: Masonry block and/or mortar cracks 1/8" or less**

**Client action:** Client responsibility to repair or adjust as desired.

**ISSUE: Masonry block and/or mortar cracks greater than 1/8"**

**Warranty coverage:** One year from certificate of completion date.

**Responsible party:** Sanctuary Builder to repair as necessary. No guarantee of mortar color match.

**Client action:** In second year, client responsibility to repair as desired.

**ISSUE: Wall separation or other structural settlement**

**Warranty coverage:** Year's one and two from certificate of completion date.

**Responsible party:** Sanctuary Builder to repair as necessary. No guarantee of mortar color match.

**Client action:** After second year, client responsibility to repair as desired.

## PROJECT MAINTENANCE TIPS

- The height of the fence is measured from the ground at the base of the inside of the fence, once final grade is completed. A fence that measures between 68 and 76 inches to the top of the cap block is standard.
- Your lot is not perfectly flat. Therefore, it may be necessary to step the fence to follow the contour of the ground.

# **PAINT - EXTERIOR**

## **WARRANTY INFORMATION**

### **ISSUE: Crack in caulking**

**Warranty coverage:** Must be reported during your Project Owner Orientation.

**Responsible party:** Sanctuary Builder/manufacturer will repair.

Sanctuary Builder's policy is acceptance of condition at time of certificate of completion.

Client to repair or adjust as desired.

### **ISSUE: Paint blistering, peeling**

**Warranty coverage:** One year from certificate of completion date.

**Responsible party:** Sanctuary Builder/manufacturer to repair as necessary.

**Client action:** In second year, client responsibility to repair as desired.

### **ISSUE: Efflorescence**

Efflorescence is a white, chalky film composed of one or more crystallized soluble salts which is common and noticeable in masonry products such as stucco & EFFIS & EFFIS, concrete and cultured stone. This is merely the lime and alkalis that are present in the materials extruding (bleeding through) out of the wall. It is usually more apparent during cool, damp mornings on the shaded side of the house. Efflorescence is not a defect, but a natural by product of the process where water evaporates from masonry. Efflorescence will diminish with time and eventually disappear. To reduce efflorescence, reduce regular and direct contact of masonry surfaces from sprinkler or irrigation water.

# **PAINT - INTERIOR**

## **WARRANTY INFORMATION**

**ISSUE: Raw wood, drips, over spray**

**Warranty coverage:** One year from certificate of completion date.

**Responsible party:** Sanctuary Builder to repaint however, we do not guarantee paint matching.

**Client action:** In second year, client responsibility to repair as desired.

**ISSUE: Dents scratches, chips, dirt and other cosmetic defects not noted at certificate of completion**

**Warranty coverage:** Must be reported during your Project Owner Orientation.

**Client action:** Client to touch up as needed use touch up kit provided by Sanctuary Builder at your Project Owner Orientation.

**ISSUE: Raised grain in trim products**

Not covered - normal characteristic of product over time.

## PLUMBING

The plumbing in your project has been installed under the direction of a qualified plumbing contractor and should require only minimum maintenance for many years. Your prompt attention to any problems which arise could also prevent a larger and more costly problem from developing in the future.

### WARRANTY INFORMATION

**ISSUE: Leaks from pipes (supply & waste) due to faulty material or installation**

**Warranty coverage:** Years one and two from certificate of completion date.

**Responsible party:** Sanctuary Builder to repair or replace as necessary. Sanctuary Builder will not be responsible for consequential damages. Consult your client's insurance policy.

**Client action:** After second year, client to repair or replace as desired.

**ISSUE: Excessive pipe noise caused by "hammering"**

**Warranty coverage:** One year from certificate of completion date.

**Responsible party:** Sanctuary Builder to repair or replace as necessary. Hammering is a noise associated with a vibrating rattle sound. Hammering pipes shall be repaired to correct the situation. Other noises, such as water flowing through supply and waste lines, expansion and contraction of supply and wastes lines, and any other sound are considered normal and are not covered under warranty.

**Client action:** In second year, client responsibility to repair as desired.

**ISSUE: Clogged pipes, stopped-up fixtures and drains due to defective installation or materials**

**Warranty coverage:** Years one and two from certificate of completion date.

**Responsible party:** Sanctuary Builder to repair or replace as necessary. Clogged pipes due to improper client usage are not covered under warranty and will result in a repair charge by a plumbing contractor. Sanctuary Builder will not be responsible for consequential damages. Consult your client's insurance policy.

**Client action:** After second year, client responsibility to repair as desired.

**ISSUE: Water supply fails to deliver water caused by defective workmanship or materials**

**Warranty coverage:** Years one and two from certificate of completion date.

**Responsible party:** Sanctuary Builder to repair or replace as necessary. If conditions beyond a builder's control or client negligence are the cause of the problem, there is no warranty and the client will be billed by a plumber for the service call.

Sanctuary Builder will not be responsible for consequential damages. Consult your client's insurance policy.

**Client action:** After second year, client responsibility to repair as desired.

**ISSUE: Fixture fails to deliver hot or cold water**

**Warranty coverage:** One year from certificate of completion date.

**Responsible party:** Sanctuary Builder to repair or replace as necessary.

**Client action:** In second year, client responsibility to repair as desired.

**ISSUE: Leaks from faucet or valve due to defective workmanship or materials**

**Warranty coverage:** One year from certificate of completion date.

**Responsible party:** Sanctuary Builder to repair or replace as necessary. Sanctuary Builder will not be responsible for consequential damages. Consult your client's insurance policy.

**Client action:** In second year, client responsibility to repair as desired.

**ISSUE: Plumbing fixture, appliance or fitting does not function**

**Warranty coverage:** One year from certificate of completion date.

**Responsible party:** Sanctuary Builder to repair or replace as necessary. Sanctuary Builder will not be responsible for consequential damages. Consult your client's insurance policy.

**Client action:** In second year, client responsibility to repair as desired.

**ISSUE: Fiberglass tub or shower pan defects due to manufacturer defect or installation**

**Warranty coverage:** One year from certificate of completion date.

**Responsible party:** Sanctuary Builder to repair or replace as necessary. Sanctuary Builder will not be responsible for consequential damages. Consult your client's insurance policy.

**Client action:** In second year, client responsibility to repair as desired.

**ISSUE: Cracking, chips, scratches, dents, stains on plumbing fixtures, appliances or fittings**

**Warranty coverage:** Must be reported during your Project Owner Orientation.

**Responsible party:** Sanctuary Builder/manufacturer will repair. Sanctuary Builder will not be responsible for repairs unless damage is reported within 30-day review period.

Sanctuary Builder's policy is acceptance of condition at time of certificate of completion.

Client to repair or adjust as desired.

**ISSUE: Tarnished or rusted fixtures due to manufacturer's defect**

**Warranty coverage:** Must be reported during your Project Owner Orientation.

**Responsible party:** Sanctuary Builder/manufacturer will repair or replace as necessary.

Sanctuary Builder's policy is acceptance of condition at time of certificate of completion.

Client to repair or adjust as desired.

**ISSUE: Grease Traps not functioning properly**

**Warranty coverage:** One year from certificate of completion date.

**Responsible party:** Sanctuary Builder/manufacturer will repair or replace as necessary.

**Client action:** In second year, client responsibility to repair as desired. We recommend calling a licensed plumber for repair.

## **PROJECT MAINTENANCE TIPS**

There are many different features of your project that fall under the broad heading of "plumbing." The following are some general and some specific suggestions on how to handle plumbing maintenance and repair issues.

During your Project Owner Orientation, you should have been shown the location and operation for the main inlet water valve to your project. If you're not sure where that is or how it works, ask your Superintendent.

- Faucets: Faucets vary considerably in their style and operation, so please consult your owner's manuals for information on the kitchen and bath faucets specific to your project.
  - Washer-type faucets consist of moveable parts, which will require periodic maintenance. Leaking faucets of this type generally can be repaired by replacing the worn faucet washers. The cartridge-type faucets found in single-lever water controls have no washers, and require no lubrication. These cartridges must still be changed, although with less frequency than washer-type faucets.
  - Before attempting to repair a faucet, be certain to turn off the water source below the faucet in the cabinet, or at the main service valve in the garage. Faucet aerators are small, round, screened attachments found at the openings of your kitchen and bath faucets. These attachments add air to the water as it leaves the faucet.
  - Cleaning the aerators is a task common to all faucets. The attachment adds air to the water as it leaves the faucet, reducing splashing and water use. Aerators also trap small mineral deposits found in the water; the volume will vary, depending on the water in your community. To clean the aerator, follow the directions in your manual to unscrew it from the faucet, remove any debris and rinse the screen, then replace the equipment on the faucet.
  
- Care of Faucets:
  - Wipe as needed with a soft, damp cloth.
  - Use only warm water to remove dry water marks.
  - Do not use cleaners which contain abrasives or harsh chemicals. Use of abrasives or chemical cleaners will damage the finish and void the warranty.
  
- Showerheads: Showerheads may need occasional cleaning, again due to hard water buildup. To do so, carefully unscrew the showerhead and flush debris out by running water backwards through the showerhead.
  
- Drains: Each plumbing fixture in your project has a drain trap, a J-shaped piece designed to provide a water barrier between your project and the danger of sewage gas. The trap holds water, which prevents the airborne bacteria and sewer odor from entering the house. If any fixture is left unused for an extended period, the water barrier may evaporate and allow the unwanted gas into the project. For this reason, we recommend running water through all drains at regular intervals, including the clothes washer drain.



### **PROJECT CARE TIP**

#### **Drains**

The following procedure will help keep your drains clear of blockage:

2. Run hot water through the drain for one minute.
3. Place three tablespoons of ordinary washing soda (baking soda) in the drain.
4. Flush just enough hot water to wash soda down the drain.
5. Let stand for 15 minutes.
6. Rinse with hot water.

- Do not use drain-cleaning chemicals such as liquid Drano. These products may damage the plastic pipes of your project's plumbing system. If you have a clogged drain that you cannot free yourself after a few minutes, we recommend calling a licensed plumber.
- Toilets: City codes require all new projects to install low-flow toilets due to water conservation efforts. If this is your first experience with this type of toilet, you may find that they are not as efficient at completely flushing, and may require extra flushes.
- Drop-in bowl cleaners and deodorizers can damage the internal parts of your toilet and should not be used.
- Disposal: Always use cold water when using your garbage disposal. Many clients wrongly conclude that because their disposal can grind up most of their garbage it can eliminate grease and other substances that they would not otherwise pour down a drain. You should never pour grease into a disposal. When grinding greasy substances, use plenty of cold water. Cold water will hinder grease coagulation and assist in moving it through the drain.
- Should your drain clog, do not pour chemicals into the disposal. Most disposals have a reset button that works much in the same way as a circuit breaker. Should your disposal become overloaded with a substance and it cannot grind, it will turn itself off.
- In the event a utensil or other item is accidentally dropped into the garbage disposal, it can be easily removed as follows:
  - Unplug the disposal
  - Remove the rubber flange that is located in the sink directly above the disposal
  - Remove the object
  - Replace the flange
  - Plug the disposal back in
- If the disposal does not work, the first step is to press the reset button, usually found on the top or bottom of the disposal motor. If this does not work, check the GFCI outlet to make sure it has not tripped and reset, if needed.

#### Soft Water Loop (option)

- Special water lines are provided for use with a soft water package. The softener loop is designed to bypass the ice maker, the cold side of the kitchen sink, exterior hose bibs and the landscape system.

#### Emergency Shutdown Instructions for the Water Heater

##### To Avoid Damage When Leakage Occurs:

1. TURN THE GAS OFF – Twist the dial on top of the thermostat from the ON to the OFF position.

2. TURN THE WATER SUPPLY OFF – Twist the handle on the water valve above the water heater clockwise until it stops. (If water does not stop, turn of the main water valve located in the garage).
3. DRAIN WATER HEATER IF NECESSARY TO AVOID WATER DAMAGE – Attach a garden hose to the drain faucet connection at the bottom of the water heater. Run the other end of the hose to a lower location where hot or rusty water won't cause damage. Open a hot water faucet in the house to allow air to enter the water heater, as the water drains.
4. ALLOW AIR TO ENTER HEATER – Pull the handle up on the relief valve to allow are to enter the tank.

# ROOFING

Your roof adds beauty to your project while protecting it. Its service life can be prolonged if you avoid walking on it and refrain from nailing anything to it. The roof on your project has been constructed with quality material, and should give you many years of protection if properly maintained by a licensed roofing contractor.

## WARRANTY INFORMATION

### **ISSUE: Roof or flashing leak**

**Warranty coverage:** One year from certificate of completion date.

**Responsible party:** Sanctuary Builder/manufacturer to repair. Sanctuary Builder will not be responsible for consequential damages. Consult your client's insurance company. Any roof leaks due to negligence are not covered under warranty. Roof leaks due to severe storm damage, winds over 54 mph and Acts of God are not covered under warranty. Consult your client's insurance for damage resulting from these conditions.

**Client action:** In second year, client responsibility to repair as desired.

### **ISSUE: Color variations on roof tiles**

Color variations are considered normal and are not warrantable.

### **ISSUE: Broken roof tiles**

**Warranty coverage:** Must be reported during your Project Owner Orientation.

**Responsible party:** Sanctuary Builder/manufacturer will repair or replace as necessary. Sanctuary Builder's policy is acceptance of condition at time of certificate of completion. Client to repair or adjust as desired.

### **ISSUE: Leaks from vents (ridges/louver)**

**Warranty coverage:** One year from certificate of completion date.

**Responsible party:** Sanctuary Builder to repair or replace as necessary. Sanctuary Builder will not be responsible for consequential damages. Consult your client's insurance company. Roof leaks due to severe storm damage, winds over 54 mph and Acts of God are not covered under warranty. Consult your client's insurance for damage resulting from these conditions.

**Client action:** In second year, client responsibility to repair as desired.

### **ISSUE: Material failure**

**Warranty coverage:** One year from certificate of completion date.

**Responsible party:** Sanctuary Builder to repair or replace as necessary. Any roof leaks due to negligence are not covered under warranty. Roof leaks due to severe storm damage, winds over 54 mph and Acts of God are not covered under warranty. Consult your client's insurance for damage resulting from these conditions. Please refer to manufacturer's limited warranty with reference to material.

**Client action:** In second year, client responsibility to repair as desired.

## PROJECT MAINTENANCE TIPS

- Tile roofs are susceptible to breakage. Only a licensed roofer should be allowed on your roof.
- Where metal roof flashings and roof materials meet, there will be some expansion and contraction due to temperature change. Flashings seal places where the roof abuts walls, chimneys, valleys or where two roof slopes meet.
- Should a leak occur after the warranty period has expired, call a qualified roofer to make the necessary repairs. Supporting material carried under the roof covering will eventually deteriorate if a leak is not properly repaired.
- Nothing should be stored in the attic of your project. The trusses are designed to carry the load of the roof, not for storage.
- Attic access panels are for the use of qualified service people only, and should be left closed when not in use.
- It is recommended that Christmas lights not be attached to cornice details.
- If your project has a pitched roof, the crawl space between the ceiling and the roof will have louvered openings at both ends of the project. These are to allow warm, moist air collecting there to escape. Louvered openings should remain unobstructed all year round. If they are closed, harmful quantities of moisture may accumulate.



### PROJECT CARE TIP

#### Roof maintenance

Preventative maintenance is recommended on a periodic basis and an annual roof inspection by a qualified roofer to check the Roof Mastic around all roof penetrations; i.e., vent stacks, chimneys, all metal flashings, etc.

## **SECURITY SYSTEM & INTERCOM**

The security system, Intercom system and /or central vacuum system will be fully demonstrated to you after certificate of completion by the installing contractor. See literature pertaining to this contractor for a phone number, if needed.

### **WARRANTY INFORMATION**

**ISSUE: System not functioning**

**Warranty coverage:** One year from certificate of completion date.

**Responsible party:** Call the installation company directly to repair. Check circuit breakers for item before calling anyone.

**Client action:** See documents for extended warranties.

### **PROJECT MAINTENANCE TIPS**

- See manufacturer's document for maintenance tips.
- On the intercom system, the door answering feature can be used rather than opening the front door to strangers.
- Check circuit breakers before calling anyone.
- Test your security system monthly.

# STAIRCASES

## WARRANTY INFORMATION

**ISSUE: Loose pickets, newels, handrails**

**Warranty coverage:** One year from certificate of completion date.

**Responsible party:** Sanctuary Builder to repair as necessary.

**Client action:** In second year, client responsibility to repair as desired.

**ISSUE: Stair squeaks**

**Warranty coverage:** One year from certificate of completion date.

**Responsible party:** Sanctuary Builder to repair as necessary.

**Client action:** In second year, client responsibility to repair as desired.

# STUCCO & EFFIS

## WARRANTY INFORMATION

**ISSUE: Cracks in stucco & EFFIS 1/16" wide or less**

**Client action:** Client responsibility to repair or adjust as desired.

**ISSUE: Cracks in stucco & EFFIS greater than 1/16"**

**Warranty coverage:** One year from certificate of completion date.

**Responsible party:** Sanctuary Builder/manufacturer to repair.

**Client action:** In second year, client responsibility to repair as desired.

**ISSUE: Efflorescence**

See Efflorescence

## PROEJCT MAINTENANCE TIPS

- Hairline cracks in stucco & EFFIS are a normal occurrence in any project, due to settling and climate variations. While your project is under warranty, Sanctuary Builder will repair stucco & EFFIS cracks 1/16" in width or larger in conjunction with the 11-month warranty inspection. Please keep in mind that the paint on the repaired surface will not match exactly with the surrounding surfaces.
- Painting the stucco & EFFIS regularly, every 2-3 years or as needed, and building up the coats of paint is recommended.
- Efflorescence is a white, chalky film composed of one or more crystallized soluble salts, which is common or more noticeable in masonry. This is merely the lime and alkalis bleeding through. It is sometimes more apparent during cool, damp mornings on the shaded side of the house.



### PROJECT CARE TIP

Avoid spraying water from irrigation or watering systems on stucco & EFFIS surfaces.

Check the spray from your lawn and plant watering system to make certain that water is not spraying or accumulating on stucco & EFFIS surfaces.

# TERMITES

Termites are easier to bar from a new house than exterminate from an old one. Therefore, Sanctuary Builder takes appropriate precautions against them while each project is under construction. The termite warranty we supply is renewable. Refer to the warranty supplied by the exterminator for detailed information.

## WARRANTY INFORMATION

**ISSUE: Presence of termites in or on the project**

**Warranty coverage:** Warranty coverage in the first five years from the certificate of completion.

**Responsible party:** Sanctuary Builder/contractor to spot treat as needed as long as the chemical barrier has been maintained by the Client.

**Client action:** After the 5th year, client responsibility to repair. An extended warranty may be available through the original termite treatment contractor.

## PROJECT MAINTENANCE TIPS

- To inspect for termites, check the perimeter of your project where the walls meet the foundation. Termites leave small tubes made of earth or mud in an attempt to climb up to the wood above the foundation. Search the sides of your footing walls for the earthen tubes which termites build to reach the wood above the foundation, and use the blade of the jackknife to test wood for soundness. If you suspect the presence of termites, call your superintendent.
- Termite treatment consists of constructing a chemical barrier in the dirt against the foundation of your project. Pre-treatment is done before concrete slabs and stoops are poured. This area should not be disturbed, as it may compromise the chemical barrier. Please restrict any planting around the perimeter of the project to no closer than 24" from the house, as continued watering will break down the barrier.

## TERMITE PROTECTION NOTICE

The ground under your project and around the immediate perimeter of the foundation has been treated with a chemical to establish a barrier against termites. It is crucial to maintain the integrity of the termite protection around your project. **PREVENT THIS BARRIER FROM BEING BROKEN** to avoid a possible termite infestation. Be aware of the following situations that can break or bypass this barrier:

**Digging:** Any digging within two feet of the foundation for sprinkler plumbing, planting of shrubs, etc.

**Construction:** Any work (such as a room addition or sidewalk, etc.) which involves pouring of concrete against the original foundation.

**Planters:** A planter built against the side of a house can bypass the existing chemical barrier.

Moisture: Any consistent moisture source near the foundation can attract termites and may cause the chemical barrier to break down faster. Planters next to the foundation, or faulty grading which does not allow water to flow away from the house, can also contribute to this problem.

In the event your chemical barrier is disturbed in any way, it is imperative that it is reestablished. This work must be performed by the original pre-treatment company at the client's expense, or risk cancellation of the warranty.

If you have any questions concerning termites or any of the above recommendations, please call your superintendent.