



## **Warranty Information**

Sanctuary Builder takes great pride in the homes we build and the customer service that we provide to our homebuyers. We are also rewarded by the partnerships that are formed with our homebuyers during the purchase and construction of their home. We strive to continue this partnership long after you receive the keys to your home. We aim to consistently impress you with our focus on attention and follow through.

While great detail and attention is given to your home, you should expect there will be items that need to be addressed once you move in. Because of this, your home will come with a number of warranties upon the close of escrow. Your new Sanctuary Builder Home comes with a limited one year warranty against any problems arising from workmanship and materials, commencing on your close of escrow date. This warranty is issued to you as the original purchaser of the home, and is not transferable in the event you should sell your home within the warranty period.

In addition to the Sanctuary Builder Home Warranty, many of the products in your new home carry separate or extended warranties. Please refer to the owner's manuals for each component of your home 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 home. 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 you will receive the manufacturers' information for the many different products throughout your home. 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 home and appliance warranties together in a convenient location, should you need to refer to them in the future.

## Home Warranty

Sanctuary Builder maintains the Registrar of Contractors standards in all of the homes 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 Home by the Homeowner or any negligent acts by the Homeowner. Please be advised that as the Homeowner, you may have additional rights, remedies and warranties beyond those contained herein.

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

Our criteria for qualifying warranty repairs are based on typical industry practices and to meet or exceed those practices for the components of your home. 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 homeowners.

You will receive the signed limited warranty document at your closing. 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 Buyer at the close of escrow.

# QUICK WARRANTY REFERENCE GUIDE

Items in home 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
- Stucco Cracks
- Windows (excluding Glass)

### INTERIOR:

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

## TWO YEAR WARRANTY

### EXTERIOR:

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

### INTERIOR:

- Concrete
- Electrical Wiring, Switches & Outlets
- 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 home, while adding to the appearance and long-term enjoyment of your home. Please keep in mind that this list is for guidance only, and you should refer to the appropriate owners' manual for more information.

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# APPLIANCES

The individual owner's manuals for each appliance were provided to you during your New Home 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 close of escrow date.

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

**Homeowner 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 close of escrow date.

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

**Homeowner 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 Home Owner Orientation.

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

## HOME 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.



### HOME 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.



### HOME 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 home
4. Call your gas supplier from a neighbor's home
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.

# CABINETS

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

## WARRANTY INFORMATION

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

**Warranty coverage:** One year from close of escrow date.

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

**Homeowner action:** In second year, homeowner to repair or adjust as desired.

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

**Warranty coverage:** One year from close of escrow date.

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

**Homeowner action:** In second year, homeowner to repair or adjust as desired.

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

**Warranty coverage:** One year from close of escrow date.

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

**Homeowner action:** In second year, homeowner to repair or adjust as desired.

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

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

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

## HOME 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.



## HOME 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.

# 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 home.

## 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. Homeowner 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.

**Homeowner action:** In second year, homeowner 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 close of escrow date.

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

**Homeowner action:** In second year, homeowner 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

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

**ISSUE: Pitting, scaling**

**Warranty coverage:** One year from close of escrow 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 homeowner

**Homeowner action:** In second year, homeowner 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 close of escrow 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.

### **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 home. Sanctuary Builder recommends saving the unused tile from the construction of your home for future repairs.

### WARRANTY INFORMATION

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

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

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

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

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

**Warranty coverage:** One year from close of escrow date.

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

**Homeowner action:** In second year, homeowner 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 close of escrow date.

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

**Homeowner action:** In second year, homeowner to repair or adjust as desired.

### 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.



#### HOME 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 home, but they are located in high-traffic areas and are subject to possible household abuse. Tile requires some simple homeowner maintenance to keep it in top condition. Cracking is an inherent characteristic of ceramic tile and grout. Cracks in tile are common in any home, 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 Home Owner Orientation

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

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

**ISSUE: Surface delaminating**

**Warranty coverage:** One year from close of escrow date.

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

**Homeowner action:** In second year, homeowner to repair or adjust as desired.

**ISSUE: Cracks due to product failure**

**Warranty coverage:** One year from close of escrow date.

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

**Homeowner action:** In second year, homeowner to repair or adjust as desired.

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

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

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

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

## MAINTENANCE TIPS

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

# COUNTERTOPS – CULTURED MARBLE

## WARRANTY INFORMATION

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

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

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

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

**ISSUE: Cracks due to product failure**

**Warranty coverage:** One year from close of escrow date.

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

**Homeowner action:** In second year, homeowner to repair or adjust as desired.

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

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

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

Sanctuary Builder's policy is acceptance of condition at time of closing. Afterward, homeowner 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.

## **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 Home Owner Orientation.

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

Sanctuary Builder's policy is acceptance of condition at time of closing. Afterward, homeowner 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.

**Homeowner action:** After second year, homeowner to repair or adjust as desired.

**ISSUE: Loose granite, installation defects**

**Warranty coverage:** One year from close of escrow date.

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

**Homeowner action:** In second year, homeowner to repair or adjust as desired.

## MAINTENANCE TIPS

- Wipe down granite countertops weekly with a neutral pH cleaner (available at your local home 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



### HOME 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.

# DOORS AND HARDWARE

## WARRANTY INFORMATION

### **ISSUE: Installation defects**

**Warranty coverage:** One year from close of escrow date.

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

**Homeowner action:** In second year, homeowner to repair or adjust as desired.

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

**Warranty coverage:** One year from close of escrow date.

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

**Homeowner action:** In second year, homeowner to repair or adjust as desired.

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

**Warranty coverage:** One year from close of escrow date.

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

**Homeowner action:** In second year, homeowner to repair or adjust as desired.

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

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

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

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

## DRYWALL

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

### WARRANTY INFORMATION

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

**Warranty coverage:** One year from close of escrow 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.

**Homeowner action:** In second year, homeowner to repair or adjust as desired.

#### **ISSUE: Corner bead cracks**

**Warranty coverage:** One year from close of escrow 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.

**Homeowner action:** In second year, homeowner to repair or adjust as desired.

### 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 home 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 home 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.



#### HOME 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 close of escrow date.

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

**Homeowner action:** Homeowner 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 homeowner's responsibility. In second year, homeowner 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 close of escrow date.

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

**Homeowner action:** Homeowner 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 homeowner's responsibility. In second year, homeowner 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 close of escrow date.

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

**Homeowner action:** Homeowner's responsibility to test as per manufacturer's recommendations. In second year, homeowner 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 close of escrow date.

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

**Homeowner action:** In second year, homeowner responsibility to repair as desired. (Note: it is recommended that you contact a reputable licensed electrician to perform repairs to your electrical system).

## MAINTENANCE TIPS

Because the electrical system is one of the more complex and potentially dangerous components of your new home, 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 home 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 Home Owner Orientation.

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

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

**ISSUE: Weather-stripping torn**

**Warranty coverage:** One year from close of escrow date.

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

**Homeowner action:** In second year, homeowner responsibility to repair as desired.

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

**Warranty coverage:** One year from close of escrow date.

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

**Homeowner action:** In second year, homeowner responsibility to repair as desired.

**ISSUE: Door needs adjustment**

**Warranty coverage:** One year from close of escrow date.

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

**Homeowner action:** In second year, homeowner responsibility to repair as desired.

**ISSUE: Warped door**

**Warranty coverage:** One year from close of escrow date.

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

**Homeowner action:** In second year, homeowner responsibility to repair as desired.

**ISSUE: Dents, dings, scratches**

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

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

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

### 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 closing.

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 close of escrow date.

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

**Homeowner action:** In second year, homeowner responsibility to repair as desired.

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

**Warranty coverage:** One year from close of escrow date.

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

**Homeowner action:** In second year, homeowner responsibility to repair as desired.

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

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

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

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

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

**Warranty coverage:** One year from close of escrow date.

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

**Homeowner action:** In second year, homeowner responsibility to repair as desired.

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

**Warranty coverage:** One year from close of escrow date.

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

**Homeowner action:** In second year, homeowner responsibility to repair as desired.

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

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

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

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

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

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

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

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

## **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 home. 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.

# FIREPLACE

## WARRANTY INFORMATION

### **ISSUE: Cracks in firebox refractory panels**

**Warranty coverage:** One year from close of escrow date.

**Responsible party:** Sanctuary Builder/manufacturer will repair. Hairline cracks are considered normal AND ARE NOT WARRANTED. See manufacturer's manual for warranty and troubleshooting information.

**Homeowner action:** In second year, homeowner responsibility to repair as desired.

### **ISSUE: Optional log lighter malfunction**

**Warranty coverage:** One year from close of escrow date.

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

**Homeowner action:** In second year, homeowner responsibility to repair as desired.

### **ISSUE: Optional gas logs inoperative**

**Warranty coverage:** One year from close of escrow date.

**Responsible party:** Sanctuary Builder/manufacturer will repair. See manufacturer's manual for warranty and troubleshooting information

**Homeowner action:** In second year, homeowner responsibility to repair as desired.

### **ISSUE: Slate / Marble fireplace surround cracked, chipped, scratched or discolored**

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

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

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

## MAINTENANCE TIPS

- Have your flue inspected and cleaned once a year by a qualified chimney sweep.
- Atmospheric conditions (such as high wind), large trees and other obstructions may adversely affect fireplace smoke to draw up the chimney.
- Do not use flammable liquids in fireplace.
- Do not cook or grill in an indoor fireplace.



### HOME CARE TIP

#### Fireplace Cracking

Over time, the refractory (brick) panels inside the firebox will develop hairline cracks. These pose no danger.

To help prevent cracks from occurring, the first two fires that you build should be small ones. This will allow the moisture trapped in the brick panels to escape slowly.

## **FIRE SPRINKLER**

Some municipalities require builders to install a fire sprinkler in your home. 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 close of escrow date.

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

**Homeowner action:** After second year, homeowner responsibility to repair as desired.

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

**Warranty coverage:** Coverage extends through two years from close of escrow date.

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

**Homeowner action:** After second year, homeowner responsibility to repair as desired.

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

**Warranty coverage:** Coverage extends through two years from close of escrow date.

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

**Homeowner action:** After second year, homeowner responsibility to repair as desired.

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

**Warranty coverage:** Coverage extends through two years from close of escrow date.

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

**Homeowner action:** After second year, homeowner responsibility to repair as desired.

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

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

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

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

### **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 close of escrow date.

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

**Homeowner action:** In second year, homeowner responsibility to repair as desired.

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

**Warranty coverage:** One year from close of escrow date.

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

**Homeowner action:** In second year, homeowner responsibility to repair as desired.

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

**Warranty coverage:** One year from close of escrow date.

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

**Homeowner action:** In second year, homeowner responsibility to repair as desired.

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

**Warranty coverage:** One year from close of escrow date.

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

**Homeowner action:** In second year, homeowner responsibility to repair as desired.

## 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 close of escrow date.

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

**Homeowner action:** In second year, homeowner responsibility to repair as desired.

### ISSUE: Defective tile

**Warranty coverage:** One year from close of escrow date.

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

**Homeowner action:** In second year, homeowner responsibility to repair as desired.

## 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 close of escrow date.

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

**Homeowner action:** In second year, homeowner responsibility to repair as desired.

### ISSUE: Grout discoloration

**Warranty coverage:** One year from close of escrow date.

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

**Homeowner action:** In second year, homeowner responsibility to repair as desired.

### Grout Maintenance and Care

Ceramic tiles in bathroom showers, floors and countertops are a beautiful addition to any home, but they are located in high-traffic areas and are subject to possible household abuse. Tile requires some simple homeowner maintenance to keep it in top condition. Cracking is an inherent characteristic of ceramic tile and grout. Cracks in tile are common in any home, 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 close of escrow date.

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

**Homeowner action:** In second year, homeowner 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.

**Homeowner action:** In second year, homeowner responsibility to repair and adjust as desired.

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

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

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

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

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

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

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

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

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

**Homeowner 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 Home Owner Orientation.

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

Sanctuary Builder's policy is acceptance of condition at time of closing. Afterward, homeowner 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 Home Owner Orientation.

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

Sanctuary Builder's policy is acceptance of condition at time of closing. Afterward, homeowner to repair or adjust as desired. Manufacturer's specifications allow for minor variations in this natural product.

### **ISSUE: Pet damage**

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

## **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.

# FOUNDATIONS, GRADING & DRAINAGE

## WARRANTY INFORMATION

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

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

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

**Warranty coverage:** One year from close of escrow date.

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

**Homeowner action:** In second year, homeowner responsibility to repair as desired

**ISSUE: Foundation displacement of 1/4" or less**

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

**ISSUE: Foundation displacement of 1/4" or greater**

**Warranty coverage:** One year from close of escrow date.

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

**Homeowner action:** In second year, homeowner responsibility to repair as desired

**ISSUE: Alterations to grading and drainage**

**Warranty coverage:** Must be reported during your Home 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 homeowner's responsibility.

## MAINTENANCE TIPS

It is important to maintain uniform moisture conditions in the soil around your home. 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 home 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 home 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.
- Homeowners 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 home, 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 home, please be advised of the following:

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

Additionally, your lot 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 home property, it is imperative that you:

- Maintain the integrity of the drainage system installed for your lot. Improper drainage or standing water next to your home can cause serious damage to the foundation or structure. The lot grade is a minimum of six to eight inches below the wood sills when the home was completed. Maintain this grade as it will prevent insects and water from entering your home. 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 close of escrow  
for any modifications to the lot 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 home. 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.

## **GARAGE DOORS / OPENER**

An automatic door opener has been installed in your garage. The manufacturer's warranty, operating manual and radio transmitters for the unit(s) will be delivered with your keys.

### **WARRANTY INFORMATION**

**ISSUE: Air / water seeping into garage**

This is a normal condition

**ISSUE: Door comes out of track / installation defect**

**Warranty coverage:** One year from close of escrow date.

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

**Homeowner action:** In second year, homeowner responsibility to repair as desired.

**ISSUE: Splitting, cracking or deterioration of panels**

**Warranty coverage:** One year from close of escrow date.

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

**Homeowner action:** In second year, homeowner responsibility to repair as desired.

**ISSUE: Dented / bent panels**

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

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

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

**ISSUE: Opener malfunction**

**Warranty coverage:** One year from close of escrow date.

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

**Homeowner action:** In second year, homeowner responsibility to repair as desired.

### **MAINTENANCE TIPS**

Never attempt to repair, replace, or make adjustments to the door system, including the springs, cables and / or bottom corner fixtures. The spring mechanism is under substantial tension and is extremely hazardous. Repairs or adjustments to these parts should only be attempted by a qualified technician.

Your garage door can be operated with any of the following methods:

Wall Switch – To open and close the garage door, press the wall switch and then release to engage the door movement. The cycle will complete only after the button is released.

Radio Transmitter – This device will operate your garage door remotely. Push the button on your transmitter firmly to begin the ‘open’ or ‘close’ cycle. Follow the directions given in the operating manual to replace the nine-volt transmitter battery.

Manual Release of Motor – In case of a power failure, the garage door can be operated manually by pulling the overhead cord straight down. To re-engage, pull the cord back toward the motor.

NOTE: When the garage door is engaged and closed by the motor, the door cannot be raised from the outside by hand.

The only maintenance that should be attempted is the lubrication of the moving parts, such as rollers, hinges, springs and moveable lock parts. Lubrication of the rollers can be accomplished by placing a small drop of light-weight oil (motor) on the shaft of the roller. The springs and moveable lock parts may be lubricated by spraying a lubricant on them. This lubrication should be done every 6 months. The chain should be lubricated two times a year using Lubriplate white grease.

## **GAS APPLIANCES, FURNACE**

Your home 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 homeowner-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 Homeowner Orientation. If at any time you suspect a gas leak, it is important to leave the home 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 home
- Call your gas supplier from a neighbor's home
- 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 Home 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 closing. Homeowner to repair or adjust as desired.

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

**Warranty coverage:** Must be reported during your Home 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 closing. Homeowner to repair or adjust as desired.

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

**Warranty coverage:** One year from close of escrow date.

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

**Homeowner action:** In second year, homeowner responsibility to repair as desired.

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

**Warranty coverage:** One year from close of escrow 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 homeowner negligence, such as scratches, water damage, etc., IS NOT COVERED UNDER WARRANTY.

**Homeowner action:** In second year, homeowner responsibility to repair as desired.

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

**Warranty coverage:** One year from close of escrow date.

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

**Homeowner action:** In second year, homeowner responsibility to repair as desired.

## HEATING AND AIR CONDITIONING

Your home 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.

### WARRANTY INFORMATION

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

**Warranty coverage:** One year from close of escrow 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).

**Homeowner action:** In second year, homeowner 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 homeowner.

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

**Warranty coverage:** One year from close of escrow 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).

**Homeowner action:** In second year, homeowner 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 homeowner.

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

**Warranty coverage:** One year from close of escrow 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.

**Homeowner action:** In second year, homeowner responsibility to repair as desired.

**ISSUE: Thermostat defective**

**Warranty coverage:** One year from close of escrow date.

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

**Homeowner action:** In second year, homeowner responsibility to repair as desired.

**ISSUE: Return air filters clogged**

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

**ISSUE: Registers scratched, damaged**

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

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

Sanctuary Builder's policy is acceptance of condition at time of closing. Homeowner to repair or adjust as desired.

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

**Warranty coverage:** One year from close of escrow 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.

**Homeowner action:** In second year, homeowner responsibility to repair as desired.

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

**Warranty coverage:** One year from close of escrow date.

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

**Homeowner action:** In second year, homeowner responsibility to repair as desired.

**ISSUE: Ductwork separates or becomes unattached**

**Warranty coverage:** Years one and two from close of escrow date.

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

**Homeowner action:** After second year, homeowner responsibility to repair or adjust as desired.

**ISSUE: Outside compressor**

**Warranty coverage:** One year from close of escrow date.

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

**Homeowner action:** In second year, homeowner responsibility to repair as desired.

## MAINTENANCE TIPS

- Your thermostat(s) control both the heating and cooling functions of your home. In many cases, you'll have more than one unit on the home, 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 home, set the thermostats equally to avoid one from being overworked.
- The registers throughout your home 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 home shortly after you move in, and will also illustrate the proper method for doing so.
- Your home 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 home. 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 home. 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 home. By opening and closing 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.

# INTERIOR DOORS, TRIM AND STAIRCASES

## WARRANTY INFORMATION

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

**Warranty coverage:** One year from close of escrow date.

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

**Homeowner action:** In second year, homeowner responsibility to repair as desired.

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

**Warranty coverage:** One year from close of escrow date.

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

**Homeowner action:** In second year, homeowner responsibility to repair as desired.

### **ISSUE: Hinge squeaks**

**Homeowner 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 Home Owner Orientation.

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

Sanctuary Builder's policy is acceptance of condition at time of closing. Homeowner to repair or adjust as desired.

### **ISSUE: Knots; grain in wood**

**Warranty coverage:** Must be reported during your Home 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 closing. Homeowner to repair or adjust as desired.

### **ISSUE: Sap bleeding through**

**Warranty coverage:** Must be reported during your Home 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 closing. Homeowner to repair or adjust as desired.

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

**Warranty coverage:** One year from close of escrow date.

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

**Homeowner action:** In second year, homeowner responsibility to repair as desired.

### **ISSUE: Stair squeaks**

**Warranty coverage:** One year from close of escrow date.

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

**Homeowner action:** In second year, homeowner responsibility to repair as desired.

# LANDSCAPING

## WARRANTY INFORMATION

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

**Warranty coverage:** One year from close of escrow 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 homeowner in moving water sprinklers around wet lawn.

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

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

**Warranty coverage:** One year from close of escrow date.

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

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

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

# LIGHT FIXTURES / CEILING FANS

## WARRANTY INFORMATION

### **ISSUE: Inoperative fixture**

**Warranty coverage:** One year from close of escrow date.

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

**Homeowner action:** In second year, homeowner 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 Home Owner Orientation.

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

Sanctuary Builder's policy is acceptance of condition at time of closing. Homeowner to repair or adjust as desired.

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

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

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

Sanctuary Builder's policy is acceptance of condition at time of closing. Homeowner to repair or adjust as desired.

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

**Warranty coverage:** One year from close of escrow date.

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

**Homeowner action:** In second year, homeowner responsibility to repair as desired.

## 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 20 for troubleshooting and maintenance tips.

# MASONRY FENCE

## WARRANTY INFORMATION

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

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

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

**Warranty coverage:** One year from close of escrow date.

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

**Homeowner action:** In second year, homeowner responsibility to repair as desired.

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

**Warranty coverage:** Year's one and two from close of escrow date.

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

**Homeowner action:** After second year, homeowner responsibility to repair as desired.

## 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 Home Owner Orientation.

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

Sanctuary Builder's policy is acceptance of condition at time of closing. Homeowner to repair or adjust as desired.

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

**Warranty coverage:** One year from close of escrow date.

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

**Homeowner action:** In second year, homeowner 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, 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 close of escrow date.

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

**Homeowner action:** In second year, homeowner responsibility to repair as desired.

**ISSUE: Dents scratches, chips, dirt and other cosmetic defects not noted at closing**

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

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

**ISSUE: Raised grain in trim products**

Not covered - normal characteristic of product over time.

## PLUMBING

The plumbing in your home 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 close of escrow date.

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

**Homeowner action:** After second year, homeowner to repair or replace as desired.

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

**Warranty coverage:** One year from close of escrow 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.

**Homeowner action:** In second year, homeowner 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 close of escrow date.

**Responsible party:** Sanctuary Builder to repair or replace as necessary. Clogged pipes due to improper homeowner 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 homeowner's insurance policy.

**Homeowner action:** After second year, homeowner 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 close of escrow date.

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

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

**Homeowner action:** After second year, homeowner responsibility to repair as desired.

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

**Warranty coverage:** One year from close of escrow date.

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

**Homeowner action:** In second year, homeowner responsibility to repair as desired.

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

**Warranty coverage:** One year from close of escrow date.

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

**Homeowner action:** In second year, homeowner responsibility to repair as desired.

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

**Warranty coverage:** One year from close of escrow date.

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

**Homeowner action:** In second year, homeowner responsibility to repair as desired.

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

**Warranty coverage:** One year from close of escrow date.

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

**Homeowner action:** In second year, homeowner responsibility to repair as desired.

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

**Warranty coverage:** Must be reported during your Home 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 closing. Homeowner to repair or adjust as desired.

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

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

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

Sanctuary Builder's policy is acceptance of condition at time of closing. Homeowner to repair or adjust as desired.

## **MAINTENANCE TIPS**

There are many different features of your home 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 Home Owner Orientation, you should have been shown the location and operation for the main inlet water valve to your home. 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 home.
  - 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 home has a drain trap, a J-shaped piece designed to provide a water barrier between your home 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 home. For this reason, we recommend running water through all drains at regular intervals, including the clothes washer drain.
- Do not use drain-cleaning chemicals such as Liquid Draino. These products may damage the plastic pipes of your home's plumbing system. If you have a clogged drain that you cannot free yourself after a few minutes, we recommend calling a licensed plumber.



## HOME 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.

- Toilets: City codes require all new homes 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 homeowners 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 air to enter the tank.

## ROOFING

Your roof adds beauty to your home 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 home 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 close of escrow date.

**Responsible party:** Sanctuary Builder/manufacturer to repair. Sanctuary Builder will not be responsible for consequential damages. Consult your homeowner'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 homeowner's insurance for damage resulting from these conditions.

**Homeowner action:** In second year, homeowner 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 Home Owner Orientation.

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

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

**Warranty coverage:** One year from close of escrow date.

**Responsible party:** Sanctuary Builder to repair or replace as necessary. Sanctuary Builder will not be responsible for consequential damages. Consult your homeowner'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 homeowner's insurance for damage resulting from these conditions.

**Homeowner action:** In second year, homeowner responsibility to repair as desired.

#### **ISSUE: Material failure**

**Warranty coverage:** One year from close of escrow 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 homeowner's insurance for damage resulting from these conditions. Please refer to manufacturer's limited warranty with reference to material.

**Homeowner action:** In second year, homeowner responsibility to repair as desired.

## 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 home. 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 home has a pitched roof, the crawl space between the ceiling and the roof will have louvered openings at both ends of the home. 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.



### HOME 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.

# SCREENS

## WARRANTY INFORMATION

### **ISSUE: Dents, scratches in frames**

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

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

Sanctuary Builder's policy is acceptance of condition at time of closing. Homeowner to repair or adjust as desired.

### **ISSUE: Ripped or torn screen material**

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

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

Sanctuary Builder's policy is acceptance of condition at time of closing. Homeowner to repair or adjust as desired.

### **ISSUE: Screen falling out of window opening**

**Warranty coverage:** One year from close of escrow date.

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

**Homeowner action:** In second year, homeowner responsibility to repair as desired.

## MAINTENANCE TIPS

Cleaning can be accomplished easily by undoing the fastener away from the screen and lifting the screen away from the window frame. Once removed, spray the screen with a garden hose to remove dust and dirt. Then wash both sides with ammonia and water. Allow to dry.

## **SECURITY SYSTEM & INTERCOM**

The security system, Intercom system and /or central vacuum system will be fully demonstrated to you after closing 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 close of escrow date.

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

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

### **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.

## SHOWER ENCLOSURES & BATHTUBS

Bathtubs, sinks and showers are made from a variety of materials. Vitreous china and porcelain enamel on cast iron or steel are among the most commonly used materials. Other materials include fiberglass and pulverized marble resin for vanity tops and shower bases. For regular tub or shower cleaning, use a washcloth, warm water and liquid cleaner or detergent. The foam bathroom cleaners also work well with a washcloth. If you clean your tub in this fashion every week or so, no other maintenance will be needed.

### WARRANTY INFORMATION

#### **ISSUE: Shower enclosure leaks water with door in closed position**

**Warranty coverage:** One year from close of escrow date.

**Responsible party:** Sanctuary Builder/manufacturer to repair. If leak damage has occurred due to inattention by homeowner, Sanctuary Builder has no responsibility to repair consequential damage. Immediate repair of this type of problem is critical.

**Homeowner action:** In second year, homeowner responsibility to repair as desired.

#### **ISSUE: Defects in shower enclosure materials or installation**

**Warranty coverage:** One year from close of escrow date.

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

**Homeowner action:** In second year, homeowner responsibility to repair as desired.

#### **ISSUE: Cracks, scratches, nicks, chips, etc. in glass, metal frame or marble / fiberglass**

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

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

#### **ISSUE: Mildew or residue build-up on shower enclosure materials**

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

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

#### **ISSUE: Marble and fiberglass tubs cracking, chipping, scratching, dents or staining**

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

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

#### **ISSUE: Cracks, scratches, nicks, chips, etc. in porcelain steel bathtubs**

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

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

## MAINTENANCE TIPS

- Your glass or shower doors are made of tempered glass. To clean glass tub or shower enclosures, an ordinary dishwasher detergent (not soap) will do very well unless hard water minerals have been deposited. NOTE: Shower glass should be wiped clean with a squeegee after each use to prevent this hard water build up. If this has occurred, use a commercial glass cleaner containing ammonia or a solution of one (1) tablespoon of household ammonia in a quart of hot water.
- Abrasive cleaners are not needed or recommended on glass or metal surfaces. No cleaners are necessary if the unit is wiped down regularly.
- Use of rubber floor mats in showers is not recommended, because they can cause surface blisters as well as trap fungus and mold.
- The trick to cleaning a glass shower door is to squeegee off excess water after each use. Shower doors that are frequently squeegeed may also be cleaned with household glass cleaners.
- Vitreous china and porcelain enamel fixtures are smooth and glossy like a mirror and they are very durable, but not indestructible. Carelessness causes chipping, scratches, and stains. A blow from a heavy or sharp object will chip the surface, and scraping or banging metal utensils in a sink will gradually scratch and dull the surface. Shiny new fixtures can also be dulled or stained within a short period of time through improper or excessive use of strong abrasive cleaners. Most household cleaners are mildly abrasive, and when used with plenty of water, are not harmful. The new aerosol bathroom cleaners are generally not abrasive and are safer.
- Most rust stains are caused by wet metal utensils left on the surface of a sink or any other metal surface. Use a commercial powdered rust remover following the manufacturer's directions carefully. Use rust removers only on acid-resisting fixtures. All modern kitchen sinks, vitreous china fixtures, and colored fixtures are of acid-resistant quality, but be sure not to get the rust remover on the chrome-plated fittings. Steel wool soap pads should be kept in an appropriate container; once wet, they will rust and stain.
- Fiberglass Care & Cleaning – Do not use abrasive cleaners! To clean, use warm water and any liquid detergent. For stubborn stains, use the powder detergents. Solvents such as turpentine and paint thinner may be used without harming the surface. Scouring pads made of nylon, saran or polyethylene and containing no abrasives may



### HOME CARE TIP

Glass shower enclosures must be wiped down with a towel, cloth or squeegee after each use to prevent the build-up of mold, mildew or soap.

If soap scum build-up occurs, a liquid cleaner may be used to remove unwanted film residue or shower residue.

be used. Restore dulled areas by rubbing with an automotive type liquid cleaner followed by an application of liquid wax. To restore dulled areas, apply a coat of Gel gloss to clean surface.

- A variety of commercial cleansers are made especially for the toilet bowl. Use them according to the manufacturer's direction, and do not mix them or use them in conjunction with household bleach or any cleaning product. Never use these cleansers in anything but a toilet.

# STUCCO

## WARRANTY INFORMATION

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

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

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

**Warranty coverage:** One year from close of escrow date.

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

**Homeowner action:** In second year, homeowner responsibility to repair as desired.

**ISSUE: Efflorescence**

See Efflorescence

## MAINTENANCE TIPS

- Hairline cracks in stucco are a normal occurrence in any home, due to settling and climate variations. While your home is under warranty, Sanctuary Builder will repair stucco 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 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.



### HOME CARE TIP

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

Check the spray from your lawn and plant watering system to make certain that water is not spraying or accumulating on stucco 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 home 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 home**

**Warranty coverage:** Warranty coverage in the first five years from the close of escrow.

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

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

### MAINTENANCE TIPS

- To inspect for termites, check the perimeter of your home 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 home. 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 home to no closer than 24" from the house, as continued watering will break down the barrier.

### TERMITE PROTECTION NOTICE

The ground under your home 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 home. 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 homeowner'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.