



Dear Homeowner,

Welcome to EMC Homes. We understand that the purchase of a new home is a momentous occasion and a huge investment. We are honored that you have made the decision to allow EMC Homes to fulfill your dream of owning a new home and we do not take this responsibility lightly.

EMC Homes has designed this Homeowner's Manual to assist after the purchase of your home. The information presented here will help make owning a home an enjoyable experience. You will find detailed information that will aid you in properly caring for your new home and yard upon move-in. A home requires regular care and maintenance and this manual will help you maintain the value and appearance of your new home.

The warranty section in the manual will help you understand the warranty, its limitations, as well as the easy process of submitting a claim. Our relationship with you, our customer, continues after the purchase of your new home and gives you the assurance that your investment is well protected.

We welcome you to the EMC Homes family.

Respectfully,

EMC Homes Team

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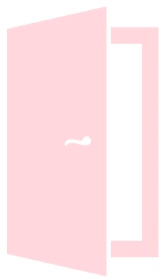
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YOUR NEW HOME ORIENTATION

Your new home orientation was intended to be a positive experience learning about your new home. During the construction process, many inspectors from the local municipalities were in and out of your home making sure your home was built to code. Your builder worked closely with all inspectors and trade contractors to comply with building codes and construction performance standards.

Your new home orientation provided you the opportunity to go through a checklist to identify items that may have needed to be corrected. It was at this time that you were explained the following:

1. As of my closing date, condition and care of ALL LANDSCAPING is my responsibility and is not warranted. Included but not limited to, sinkholes, erosion and settlement.
2. Grading and swales have been reviewed with me and I understand my responsibilities under the warranty.
3. Driveway, walks, patios and all other CONCRETE is subject to normal aging, weathering, and cracking and is not warranted.
4. We will address sheetrock screw-pops and settlements cracks one time upon request during your warranty period, but all other cosmetic items, including but not limited to, any caulking, sanding and painting is not warranted.
5. All tubs and showers have been inspected by me and I understand that they are not warranted.

All other warranty claims, please log on to: <https://emchomes.com/warranty/>

BUILDER'S LIMITED WARRANTY

ONE YEAR LIMITED WARRANTY

This LIMITED WARRANTY is extended to PURCHASER while occupying the house as a residence during the coverage period. This warranty is extended to the original PURCHASER only and is not transferable to subsequent owners.

This LIMITED WARRANTY is not renewable and covers a period of one year from the date of closing.

WARRANTOR: ("Builder") EMC Homes

I. COVERAGE

The items listed below are covered by this LIMITED WARRANTY subject to the coverage criteria in Section I and subject to any exclusions as defined in Section III. Please refer to the routine care and maintenance section for more specific details explaining what is homeowner responsibility or is covered by builder warranty.

- A. **180 Days** – Builder warrants that for a period of 180 days from the date of closing, the following items will be free of defects in materials and workmanship. This does not include caulk, paint or sanding.
1. Cabinets – noticeable variations in wood grain & color are normal in all wood or wood veneer selections. Replacements are not made due to such variations.
 2. Moldings and Trim
 3. Doors
 4. Windows
 5. Ceramic Tile and Related Grout
- B. **365 Days** – Builder warrants that for a period of 365 days from the date of closing, the following items will be free of defects in material and workmanship. This does not include caulk, paint or sanding.
1. Major Structural Components
 2. Roofing and Related Flashing
 3. Basement Waterproofing

4. Plumbing System
5. Electrical System
6. Heating and Air Conditioning System
7. Drywall (sheetrock screw pops and settlement cracks)

II. COVERAGE CRITERIA

Explanation of the areas of coverage under this Warranty is important for an understanding of the intent of this Warranty and the accepted tolerance for certain materials or items used in the construction of the house warranted herein. Before notifying the Builder of a defect, please use the information below to assist you in determining if the defect qualifies for coverage.

A. 180 DAY COVERAGE

1. **Cabinets.** Doors and drawers should operate properly with reasonable pressure when pulling or pushing. Cabinet door warpage should not exceed 3/8" (distance between corner of door and cabinet frame) when in the closed position. Drawers are not expected to "glide" in all cases and may require constant pressure until the drawer is opened or closed position. Drawers should not require bumping or tugging when opening or closing
2. **Doors.** Interior and exterior doors should latch and lock. Certain door warpage can be expected, and the Builder shall not be obligated to replace a door so long as adjustments can be made to cause the door to latch and lock. Builder shall not be responsible for trimming doors for areas in which Purchaser wishes to add rugs, etc.
3. **Windows.** Windows should open and close without excessive tugging, bumping, or pulling. Windows should also latch and lock. Weather-stripping in windows is the responsibility of the manufacturer and is not covered under this warranty. Windows should not leak during normal rainfall. Builder shall not be obligated to repair windows that leak when subjected to water under pressure, sprinklers, or unusual wind conditions.
4. **Ceramic Tile and Related Grout.** Ceramic tile and grout will be repaired if excessive cracks occur.

B. ONE-YEAR COVERAGE

1. **Major Structural Components.** These components are limited to concrete footings, foundation walls, monolithic slabs, bearing walls, support beams, piers, headers, floor joists, ceiling joists, roof trusses and roof trusses. These items are covered only if the defect represents actual damage to the load bearing portion of the home. The defect must affect the home's load bearing function and must vitally affect or be immediately likely to produce a vital effect on the use of the home for residential purposes.

2. Roofing and Related Flashings. Roofs and related flashings should prevent water leakage during periods of normal rain and under normally anticipated weather conditions. Builder shall not be obligated to correct water leaks caused by water under pressure, sprinklers, or unusual wind conditions.

3. Basement Waterproofing. The waterproofing is designed to prevent water leakage in the basement resulting from normal rainfall. Builder shall not be obligated to correct leakage caused by watering of plants and shrubs, changes in outside earth grade by someone other than Builder, water under pressure, abnormally heavy rainfall, or water flow from clogged gutters or downspouts. Purchaser shall be responsible for maintaining a suitable earth grade that will cause water to drain away from the house.

4. Plumbing System. The plumbing system should operate within the generally accepted performance standards for new home construction in metropolitan Atlanta. Water pressure may vary from outlet to outlet, drain speed of water may vary from fixture to fixture, and water traveling through the plumbing lines may make a rushing sound. As long as drains are not clogged from building materials or building debris and water pressure is at least 45 PSI at any fixture location, the builder has no corrective responsibility. There should be no leaks from water supply line or soil lines. Faucets and commodes should not drip or run when properly shut off or filled. All plumbing should comply with applicable county codes in effect at the time of construction.

5. Electrical. Electrical systems should operate within the generally accepted performance standards for new home construction in metropolitan Atlanta. Circuitry and breaker load capacities should meet applicable county codes in effect at the time of construction. All outlets and switches should be operational. If purchaser overloads circuits beyond their code design criteria, Builder shall not be responsible for taking any corrective action.

6. Heating and Air Conditioning Systems. These systems should operate within the generally accepted performance standards for new home construction in metropolitan Atlanta. Air conditioning systems are not designed to “refrigerate” a house but rather to maintain a temperature within 21 degrees of the outside temperature. Purchaser shall be responsible for operating the system as recommended by the manufacturer and installer. Builder shall not be responsible for taking any corrective action if the system operates within design criteria.

7. Drywall. Nail pops, blisters and other imperfections, which are visible from a distance of under 6 feet under normal lighting conditions are unacceptable. Builder does not repair drywall flaws that are only visible under certain lighting or at a distance closer than 6 feet.

Certain changes in sheetrock conditions will be repaired by the Builder. These changes are limited to tape blister, popped corner beads and stress cracks which exceed 1/8” in width. Repaired areas will be the owner’s responsibility to sand and paint and will only be addressed once during the warranty period.

III. EXCLUSIONS

The following items are not covered by the warranty:

A. Consumer Products. The Limited Warranty does not cover consumer products as defined in the Mangnuson-Moss Warranty Act (15 U.S.C. 2301-2311). The following items are classified as “consumer products” when sold as part of a house and are covered by the Mangnuson-Moss Warranty Act. All such items covered by a manufacturers’ and/or suppliers’ warranties covering consumer products are assigned to the Purchaser. Builder is not in any way responsible for performance under any manufacturers’ or suppliers’ warranties and does not otherwise warrant such items.

1. Heating and Ventilation. Furnace, air conditioning, coils and compressors, humidifier, electronic air cleaner, heat pump, exhaust fan, thermostat, prefabricated fireplaces.

2. Mechanical/Electrical. Intercom, central vacuum system, security system, fire and smoke alarm, fire extinguisher, garage door opener, door chimes and associated parts, electric meter, gas meter, barbeque grill, light fixtures, light bulbs.

3. Plumbing. Water, water pump, water meter, pressure reducing valve, sump pump, water softener, sinks and plumbing fixtures.

4. Appliances. Oven, surface unit, range, trash compactor, refrigerator, dishwasher, oven hood, disposal, ice maker, food center, clothes washer, clothes dryer, hot water dispenser.

5. Other consumer products, including but not limited to: windows, doors, siding, floor coverings, brick, whirlpools, spa, or hot tubs.

B. Abuse or Improper Maintenance. This limited warranty does not cover damage due to the abuse or neglect of the Purchaser, or the Purchaser’s failure to provide proper maintenance or following operating instructions.

C. Improvements. Builder is not responsible for defects in swimming pools, patios, walkways, driveways, retaining walls, fences, or any other improvements not a part of the house itself.

D. Landscaping. Any natural trees, grassing, sodding, or other landscaping, except for trees or shrubs planted by the Builder and Builder’s subcontractors, which are expressly covered under the 30-day coverage above.

E. Soil Erosion.

F. Work completed by Others. Defects or damage resulting from any changes made by someone other than Builder or Builder’s subcontractors, including, but not limited to, changes in the structure of the house, mechanical, plumbing, electrical, and exterior grading.

G. Consequential Damage. Builder's liability is limited to the repair and replacement of covered defects. This limited warranty does not cover injury to any person, bodily or otherwise, whether or not caused by any defect in the construction of the house and whether or not resulting from negligence of the Builder or the Builder's employees, agents or subcontractors.

H. Anything Not Included in the Original Purchase-Sale Agreement. Defects in or damage to any real or personal property which was not part of the house or real property not included in the original purchase.

I. Normal Wear and Tear. Normal deterioration or normal changes in materials used, including but not limited to; fading, caulking, cracking of paint, warping, shrinking, deflection of wood and manmade hardboard, cracks in concrete slabs, chipping and crumbling of brick or stone, cracking and shrinking of caulking, hairline settlement cracks, floor squeaks, hairline cracks in ceramic tile and related grout are not covered under this limited warranty.

J. Loss or Damage not caused by a defect in the construction of the house by the Builder or the Builder's employees, agents, or subcontractors.

K. Accidents or Acts of God. This Limited Warranty does not cover loss or damage resulting from accidents, abnormal weather conditions, storms, fires, floods, tornadoes, hurricanes, the elements, acts of gods or terrorist acts.

L. Any Loss or Damage Covered by the Purchasers' Insurance.

M. Insects. Damage caused by termite infestation or similar pest problems. Purchaser may obtain a termite warranty from a third party, which is a separate and independent warranty from this limited warranty. Builder is in no way responsible for termite damage.

N. All Utility Meters and Service Systems.

O. Cosmetic Discrepancies. This Limited Warranty does not cover defects or smudges in painted surfaces, chipping and or cracking of marble, fiberglass, formica, tiles, defective or broken glass, or similar defects that are readily observable and which are not listed on the Final Inspection Report and Punch List, a copy of which is attached if applicable.

P. Warranty is voided on any item or system if altered by Purchaser.

IV. CLAIMS PROCEDURE

Upon detecting the existence of a defect, the Purchaser shall follow the procedure set forth below:

A. Service Request. If the defect is covered by the limited warranty, written notice with a thorough and complete explanation as well as pictures (if possible) of the defect shall be sent to the Builder within ten (10) days of the discovery to the following address:

<https://emchomes.com/warranty/>

This warranty does not cover homeowner's expenses (such as temporary housing, meals, or moving and storage fees) associated with the loss of the use of the premises due to any damage or defect.

B. Service Calls. Within ten (10) days after receipt of the written notice, Builder will use reasonable efforts to arrange a meeting with the Purchaser to inspect the item. Builder shall make reasonable efforts but shall not be obligated to have any defect covered by this limited warranty corrected within thirty (30) days after the inspection of the damaged item or defect. However, Builder is not responsible for consequential damage caused by failure to correct the defect within the 30 days. Builder is not responsible for Purchaser's expenses associated with the loss of use of the premises due to any damage or defect or any activities associated with the repairs

C. Manufacture's Warranty. If the defect is covered by a manufacturer's warranty, follow the instructions provided with such warranty for such warranty. In the absence of a written manufacturer's warranty, contact the Builder for information and assistance in filing claim.

D. Builder Performance. If a defect occurs in an item which is covered by this warranty, the Builder will repair or replace the item, or pay the Purchaser the reasonable cost of repairing or replacing the defective item. The choice among repair, replacement or payment is the Builder's. Action taken by the Builder to correct defects shall not extend any term of this warranty. Corrective work shall be performed by Builder's employees, agents, or subcontractors only during normal working hours, 8:00am to 5:00pm Monday through Friday. No corrective work will be performed on Saturday, Sunday, holiday's or after normal business hours. Builder shall not be required to enter the premises to perform corrective work unless Purchaser or Purchaser's agent is at the house, or unless Purchaser has provided Builder with a key, written permission to enter the premises and a complete written release of liability. Corrective work performed by Builder to repair defects covered under this warranty shall be at no charge to Purchaser.

E. Limitations and Disclaimer of Implied Warranties. To the extent permitted under Georgia Law as to any item which is determined by a court to be covered by an applicable statutory warranty, all implied warranties are limited in duration to the period of this limited warranty. On all other items whether or not warranted by manufacturers or suppliers, all implied warranties are expressly disclaimed and do not apply, including any implied warranties of merchantability, fitness for a particular purpose, or habitability.

Builder shall have no liability under this limited warranty unless Purchaser complies with all applicable notice requirements as set forth herein.

Builder's total liability under the limited warranty is limited to the purchase price of the property.

THIS LIMITED WARRANTY IS THE ONLY EXPRESS WARRANTY EXTENDED TO PURCHASER BY BUILDER. ANY ITEMS AND CONDITIONS NOT SPECIFICALLY COVERED BY THIS WARRANTY ARE EXCLUDED FROM COVERAGE AND ARE THE RESPONSIBILITY OF THE PURCHASER. IT IS EXPRESSLY UNDERSTOOD THAT THIS LIMITED WARRANTY IS IN LIEU OF ANY AND ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, BUT NOT LIMITED TO ANY WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND HABITABILITY. IN NO EVENT SHALL BUILDER BE LIABLE FOR ANY DAMAGES (CONSEQUENTIAL OR OTHERWISE) ARISING FROM ANY DEFECT IN AN ITEM COVERED HEREUNDER. THIS LIMITED WARRANTY GIVES PURCHASER A SPECIFIC LEGAL RIGHT OF REPAIR OR REPLACEMENT, WHICH SHALL BE PURCHASER'S SOLE REMEDY.

GEORGIA LAW CONTAINS IMPORTANT REQUIREMENTS YOU MUST FOLLOW BEFORE YOU MAY FILE A LAWSUIT OR OTHER ACTION FOR DEFECTIVE CONSTRUCTION AGAINST THE

CONTRACTOR WHO CONSTRUCTED, IMPROVED, OR REPAIRED YOUR HOME. NINETY DAYS BEFORE YOU FILE YOUR LAWSUIT OR OTHER ACTION, YOU MUST SERVE THE CONTRACTOR A WRITTEN NOTICE OF ANY CONSTRUCTION CONDITIONS YOU ALLEGE ARE DEFECTIVE. UNDER THE LAW, A CONTRACTOR HAS THE OPPORTUNITY TO MAKE AN OFFER TO REPAIR OR PAY FOR THE DEFECTS OR BOTH. YOU ARE NOT OBLIGATED TO ACCEPT ANY OFFER MADE BY A CONTRACTOR. THERE ARE STRICT DEADLINES AND PROCEDURES UNDER STATE LAW, AND FAILURE TO FOLLOW THEM MAY AFFECT YOUR ABILITY TO FILE A LAWSUIT OR OTHER ACTION. (Code 1981, 8-2-41, enacted by Ga. L. 2004, p. 500, 1.)

HOW TO FILE A CLAIM

1. Normal Claims: (For emergency claims, see below)

NON-EMERGENCY WARRANTY CLAIMS WILL BE ADDRESSED AT THE 1 MONTH AND 11 MONTH MARK DURING YOUR 12 MONTH WARRANTY PERIOD.

- Submit at: www.emchomesga.com/warranty

2. Emergency Claims:

- Directly contact the applicable subcontractor:
 - * Buford Plumbing – 678-812-9478
 - * Hallway Plumbing – 678-341-4455
 - * Towne Square Community – Roberts Plumbing – 770-967-1119
 - * Arctic Circle – 770-904-3102
 - * D&L Heating and Air – 770-423-3364
 - * Wire Tech Electrical – 678-919-7347
 - * Crown Installs (Roofing and Siding) – 404-925-1365
 - * Whirlpool (Appliances) – 1-800-253-1301
- A secondary notification should be sent to www.emchomesga.com/warranty within 24 hours of initial notification to subcontractor to follow up.

WHAT IS AN EMERGENCY

Emergency situations, as defined by the Limited Warranty, include the following:

- Total loss of heating or air conditioning
- Total Loss of electricity (check with utility company to determine if there is a general outage

in your area)

- Plumbing leak that requires the entire water supply to be shut off or causes damage to the home or its contents
- Total loss of water (check with water company to determine if there is a general outage in your area)
- Electrical problem that is a fire hazard or a source of danger
- A total stoppage of the plumbing drain

3. Warranty Claim Basics:

- Upon receipt, your claim will be assessed for eligibility of coverage.
- All warranty requests are handled on a first in / first out basis. You will be contacted within 48 hours of receipt of your claim to notify you of our course of action.
- Warranty repairs will be scheduled for completion within 30 days upon receipt of request.

CONSUMER PRODUCT WARRANTIES

Warranties for Consumer Products are assigned from EMC Homes to the homeowner at closing. Consumer product information concerning registration, terms, maintenance and care of those products will be included in the back of this notebook. Please follow the specific instructions for activating your warranties where applicable.

It is up to you to complete the consumer product warranties.

Manuals included:

Water Heater

Appliances:

Microwave
Dishwasher
Oven/Range

ROUTINE CARE AND MAINTENANCE

Home building is part art, part science and part hard labor. No two homes, even of the same plan, will be constructed exactly alike. Once the materials have been assembled, the components interact with each other and the environment. Although quality materials and workmanship have been used in your home, this does not mean that it is free from care and maintenance. A home requires regular care and maintenance.

We are proud of the product we build and the neighborhoods in which we build. We strive to create long lasting affordability. This cannot be achieved unless you, as the homeowner, properly maintain your home and all of its components. Periodic maintenance is necessary because of a number of factors such as normal wear and tear, the inherent characteristics of the materials used in your home and normal service required by the mechanical systems. Natural fluctuations in temperature and humidity can also impact your home.

Many times a minor adjustment or repair done immediately by you saves a more serious, time consuming and sometimes costly repair later. Note also that negligence of routine maintenance can void applicable limited warranty coverage on all or part of your home.

We recognize that it is impossible to anticipate and describe every aspect that may be needed for good home care, however, we have covered many important details. The subjects covered include components of homes we build. Each topic includes suggestions for use and care.

Please take time to read the literature provided by the manufacturers of consumer products and other items in your home. Although much of the information may be familiar to you, some points may be significantly different from homes you have owned in the past. The information contained in the manufacturers' material is not repeated in this manual. Make sure to activate specific manufacturer warranties by completing and mailing the registration cards included with their materials. In some cases, manufacturer warranties may extend beyond the first year, it is in your best interest to be familiar with such coverage.

By caring for your home attentively, you ensure your enjoyment of it for years to come. The attention provided by each homeowner contributes significantly to the overall desirability of the community.

1. APPLIANCES – Appliances are covered by manufacturer's warranty

a. Dryer Vent. Remove the dryer hose from the dryer vent stack. Check for lint build up or blockage. This will help increase the life expectancy of the dryer.

b. Electric Stove. An electric stove will have a separate circuit. If your range should fail to work, check the circuit breaker in the electrical panel box to see if it is tripped.

c. Stainless Steel Sinks. Stainless steel sinks should be cleaned with soap and water to preserve their luster. Avoid abrasive cleaners, these will damage the finish. An occasional cleaning with a good stainless-steel cleaner will enhance the finish. Avoid leaving produce on a stainless-steel surface since prolonged contact with product can stain the finish.

2. Attic Access & Care

The attic space is not intended for storage (excessive weight could jeopardize the integrity of the trusses and void your warranty). Access is provided for purposes of maintaining mechanical equipment that may traverse the attic space. When performing any needed tasks in the attic, caution should be used not to step off wooded members onto the drywall. This can result in personal injury and/or damage to the ceiling below. Such injury or damage is not covered by your limited warranty.

3. Cabinets

a. Cleaning. Products such as lemon oil, Liquid Gold, Old English Furniture Polish and Scratch Cover are suggested for caring for wood finish cabinets. Follow the container directions. Use such products a

maximum of once a month to avoid excessive build-up. Stay away from using paraffin-based spray waxes or washing cabinets with water as both products will damage the luster finish.

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

c. Moisture. Damage to cabinet surfaces and warping can be caused by operating appliances that generate large amounts of moisture such as a crock pot. When operating such appliances, place them in a location that is not directly under a cabinet.

d. Wood Grain. Readily noticeable variation in wood grain and color are expected and are normal in all style selections.

4. Concrete

The foundation of your home has been designed and installed in accordance with standard local practices. The county inspects the foundation prior to pouring to ensure compliance with code.

a. Garage Floor. Cleaning of the garage floor by hosing can cause settling and increase soil movement by allowing water to penetrate any existing cracks. EMC Homes will not be responsible for repairs needed due to such action.

b. Flatwork. Cleaning of the garage floor by hosing can cause settling and increase soil movement by allowing water to penetrate any existing cracks. EMC Homes will not be responsible for repair needed due to such action.

c. Cracks. Although we use accepted construction procedure for the installation of the flatwork, this does not guarantee there will be no cracking. Due to normal expansion and contraction, some cracking in concrete occurs in almost all homes. Cracks do not mean that your foundation or flatwork is not operating properly. Most cracks are not covered by the limited homeowner warranty. When cracks are covered, the repair provided is sealing the crack. Concrete is not replaced due to cracking.

d. Drainage. By maintaining good drainage away from your home, you are protecting your home's foundation. Maintenance of drainage away from all concrete slabs will minimize cracking and other forms of movement.

e. Heavy Vehicles on Concrete. Do not permit heavy vehicles to drive on your concrete work.

5. Countertops

a. Daily Activity. Protect your countertops by using a cutting board when chopping or cutting food. Avoid placing hot pots, pans and dishes directly on the countertop. As a general rule, use a trivet or oven pad to protect the surface.

b. Caulking. The caulking between the countertop and the wall, along the joint at the backsplash and around the sink may shrink over time, leaving a slight gap. Maintaining a good seal in these locations is important to keep moisture from reaching the wood under the laminates and prevent warping.

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

d. Granite. A durable natural stone – recommendations for the care and maintenance:

- Do's
 - Clean all surfaces with warm water and mild detergent
 - Rinse and dry surfaces after cleaning
 - Clean up spills immediately
 - Clean any oil or grease spills as soon as possible
 - Reapply stone sealer to surface every six months
- Don'ts
 - Don't use abrasive cleaners
 - Don't use cleaners that contain acid
 - Don't use cleaners that contain vinegar or lemon juice
 - Don't stand or sit on counter tops

6. Doors and Locks

a. Door Adjustments. Due to swings in exterior temperature and associated expansion and contraction of housing members, doors may require minor adjustments for proper fit. Panels on wood doors will normally expand or shrink due to changes in humidity and temperature. It is a homeowner's responsibility to touch up paint on unfinished areas resulting from such expansion or contraction.

b. Exterior Finish. To ensure longer life for your exterior doors, plan to refinish/paint them at least once a year.

c. Failure to Latch. If a door will not latch due to minor settling, this can be corrected by lowering or raising the plate accordingly.

d. Hinges. A squeaky door hinge can be remedied by removing the hinge pin and applying a silicone lubricant. Do not use oil as it will cause binding issues.

e. Locks. Lubricate door locks with waterproof lubricant. Avoid oil as it will stain wood and carpet.

f. Sticking. The most common cause of a sticking door is the natural expansion of lumber due to changes in humidity. When sticking is due to swelling during a damp season, do not plane the door unless it continues to stick after the weather changes. Use sandpaper to smooth the door. Be certain to repaint the area of the door where it was sanded to seal against moisture.

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

7. Drywall

Slight cracking, nail “pops” or seams may become visible in walls and ceilings. The normal shrinkage of the wood, foundation movement, and normal deflection of rafters to which the drywall is attached causes these.

a. Repairs. Most drywall repairs can be easily made. This work is best done when the room is to be redecorated. To correct a nail pop, reset the nail with a hammer and punch. Cover it with spackle, which is available at paint and hardware stores. Apply two or three thin coats. When it is dry, sand the surface with fine grain sandpaper, texture and repaint. Indentation caused by a sharp object can be filled in with spackle in the same manner. Hairline cracks can be repaired with a coat of paint; slightly larger cracks can be repaired with spackle or caulk and repainting.

8. Electrical

The master control panel located by the electric meter contains the electrical breakers for your home. The control panel includes a main shut-off that controls all the electrical power to the home. In addition, there is a subpanel with individual breakers that control the separate circuits. Be certain you are familiar with the location of the master control panel and subpanel. The wiring in your new home meets the code of requirements and safety standards for the normal use of electrical appliances. Small appliances may be plugged into any electrical receptacle without fear of overloading a circuit. However, the use of larger appliances or many small appliances on the same circuit may cause an overload of the circuit and trip a circuit breaker.

Each breaker is marked to help you identify which breaker is connected to which major appliance, outlet or other service. Should a failure occur in any part of your home, always check the breakers in the panel box first.

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

b. Breaker Tripping. Breaker will often trip due to overload caused by plugging too many appliances into the circuit, a worn cord, a defective item or operating an electric motor can also trip a breaker. If any circuit trips repeatedly, unplug all items connected to it and reset. If it trips when nothing is connected to it, an electrician is needed. If the circuit remains on, one of the items that was unplugged is defective and requires repair or replacement.

c. GFCI Breakers. GFCI stands for Ground Fault Circuit Interrupter. This breaker is designed as a low voltage breaker and installed as a safety feature to control the electrical current to the “wet” areas of your home. The breaker controls the plugs in the baths, garage and any outside plugs. Their function is to sense any extra load on this circuit and to cut power to the circuit to prevent electrical shock. Because of this design, it is unlikely that the circuit will allow the use of power tools or appliances such as freezers. If you are going to

place a freezer in your garage it will be necessary for you to add another 110V plug using a Certified Electrician. Test and reset the GFCI outlets monthly by using the test button on the outlet.

d. Electrical Modifications. Do not tamper with or add to your electrical system. For any modification that is needed, contact a licensed electrician.

e. Electrical Service Entrances. The electrical service entrance, which provides power to the service panel, has been designed for the electrical needs of the house. Do not tamper with the cable.

f. Outlets. If an outlet is not working, check to see if it is one that is controlled by a wall switch or the ground fault interrupter converter (GFCI).

g. Power Failures. In case of complete power failure, first determine if your neighbors have power. If not, notify the power company. If the power failure has occurred only in your house, check the main circuit breaker.

h. Power Surges. Power surges can result in damage to sensitive electronic equipment such as televisions, alarm systems, computers and the like. EMC Homes does not warrant against damages caused by power surges and recommends you install surge protectors for added protection.

i. Underground Cables. In areas with underground utilities, check the location of buried service by contacting your local utility service. In most cases, wires run in a straight line from the service panel to the nearest public utility pad. Maintain positive drainage around the foundation to protect this service.

9. Fireplace

a. Wood Burning. Your objective in building a fire in a traditional wood burning fireplace should be a clean, steady, slow burning fire. Always begin with a small fire first to allow the components of the fireplace to heat up slowly. Failure to do so may damage the fireplace and can void the warranty. Start the fire by burning kindling and newspaper below the grate; stack two or three layers of logs with air space between them and place the largest logs to the rear. Do not burn trash in the fireplace and never use any type of liquid fire starter. Old ashes and coals should be removed from under the grate when completely cool.

b. Outside Air and Damper. An outside air vent kit has been installed to provide the fire with combustion air and reduce the amount of heated air the fire draws away from your home. Prior to starting a fire open the damper. When not in use, the damper should be closed. If left open it is equivalent to having an open window in your home. If the fire is still burning and you are finished enjoying it, use glass doors to prevent heated air from being drawn up the chimney until your damper can be closed.

c. Do Not Use. Duraflame, Presto or any type of chemical logs. Their extremely high burning temperatures could cause damage to the firebox.

10. Flooring

a. Carpet. One can add years to the life of carpeting with regular care. A carpet wears out because of foot traffic and dirt particles that become trampled deep into the pile beyond the suction of the vacuum. The dirt particles abrade the fibers like sandpaper and dull the carpet.

Carpet Seams – Carpet seams will be visible. Edges of carpet along molding and edges of stairs should be held firmly in place. In some areas, metal or other edging material may be used where carpet meets another floor covering.

- Cleaning – Refer to the manufacturer’s recommendation for additional information on the care of all floor covering products.
- Vacuuming – Vacuuming high traffic areas frequently helps to keep them clean and helps to maintain the upright position of the carpet nap. Wipe spills and clean stains immediately. For best results, blot or dab the spill or stain, avoid rubbing. Test stain removers first on an “out of the way” area of the carpet, to check for any undesirable effects.

b. Vinyl. Although vinyl floors are designed for minimum care, they do vary in maintenance needs. Refer to the manufacturer’s recommendations for additional information on the care of all floor covering products. Because of its relatively soft texture, vinyl flooring can be damaged by heavy appliances, dropped objects, high-heeled shoes and rough usage. This damage is permanent and cannot be repaired.

- Limit water – Wipe up spills immediately to avoid staining and vacuum crumbs instead of washing floors frequently with water. Mopping or washing with water should be limited; excessive amounts of water on floors can penetrate seams and get under edges causing the material to lift and curl.
- Moving Furniture – Use extreme caution when moving appliances across floor. Tears and wrinkles can result. Coaster should be installed under furniture legs to prevent permanent damage.

c. Hardwoods. In caring for hardwood floors, a routine of preventive maintenance is the primary goal. The homeowner is responsible for this routine maintenance.

- Cleaning – Sweep daily or as needed. Never wet-mop hardwood floor. Excessive water causes wood to expand, possibly damaging the floor. It is imperative that water be cleaned up immediately. Do not use water-based detergents, bleach or one step floor cleaners on hardwood floors.
- Mats – Use protective mats at the exterior doors to prevent sand and grit from getting on the floor. Grit and sand are some of wood flooring’s worst enemies.

11. Garage Doors

Since the garage door is a large, moving object, periodic maintenance along with following the manufacture’s instructions will ensure safe and reliable operations.

a. Thirty Weight Oil – Every six month apply 30 weight oil or similar lubricant to all moving parts. At this same interval, check to see that all hardware is tight and operating as intended without binding or scraping. Avoid over lubrication to prevent dripping on cars and the concrete flooring.

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

- c. Automatic Opener – To prevent damage to the garage door, REMOVE the lock upon installation.

12. Gutters and Downspouts

a. Clean Gutters – Maintain the gutters and downspouts so that they are free of debris and able to drain precipitation quickly and efficiently from the roof. It is the homeowner's responsibility to check gutters periodically to ensure proper functioning.

b. Splash Blocks – Maintain splash blocks at all gutter discharge points to properly direct water away from foundation. Removal of splash blocks will cause ground erosion and could allow water to stand for longer periods after rainfall.

c. Ladders – Use caution when leaning ladders against gutters as this may cause dents.

d. Leaks – If a joint between sections of gutters drips, caulk inside the joint using a commercial gutter caulking compound.

e. Overflow – Gutters are installed with a slight slope so that roof water will flow to downspouts. Gutters may overflow during periods of excessive heavy rain. Small amounts of water will stand for short periods of time in gutters immediately after rain. No correction is required for these conditions.

f. Downspouts – Downspouts are placed to carry water to the ground and across splash blocks, which then direct flow away from the foundation of the home. These splash blocks are for protection of the foundation and it is homeowner's responsibility to maintain them. They should discharge water away from the foundation without eroding any of the ground around them.

13. HVAC

a. Air Conditioning & Furnace – Heat and air can add much to the comfort of your home but it can be used improperly or inefficiently, resulting in wasted energy and money. These hints and suggestions are provided to help you maximize your system.

- Whole house system – To utilize your system fully and efficiently you must understand that it is a total, whole-house system. The unit is a mechanism in your home that distributes air. The system involves everything inside your home including for example drapes, blinds and windows.
- Zoned system – Some systems are designed using zones. They use one unit and two thermostats to control the system. With this type of operation, a series of dampers controls air flow to the zones. You will not feel air out of all registers at the same time as air is directed to various zones for proper operation.
- Temperature Differential – HVAC systems are designed using ENERGY 2000 Guidelines. These guidelines call for a minimum 21 degree temperature difference between the ambient outside temperature and the inside temperature. This design is based on the most efficient operation for our part of the country. Tonnage is calculated based on an average of 600 Square foot per ton as indicated by the Energy 2000 Guidelines. This is only a rough estimate as there are adjustments for ceiling height, window size and placement and direction the house faces.

- Evening Cooling – If evening cooling is your primary goal, set the thermostat at moderate temperature in the morning while the house is cooler, allowing the system to maintain the cooler temperature throughout the day. The temperature setting may be lowered slightly when you arrive home, with better results. Setting the thermostat at 60 degrees will not cool the home any faster and can result in the unit freezing up and not performing at all. Extended usage under these conditions can damage the unit.
- Homeowner General Maintenance – The following suggestions are intended to assist you in getting the maximum usage and enjoyment from your heating and air conditioning system. We recommend that air filters be changed every thirty days for the first few months after moving in. Fresh filters can significantly reduce operating costs and will prolong the life of your system.

14. Insulation

Insulation installed in your home meets or exceeds the building codes applicable to your home at the time of construction. Blower Door Test and Duct Test have been completed as required and those results are provided in your packet. These tests are performed to confirm there are no leaks in the home or duct work that could allow conditioned air to escape.

15. Landscaping

Careful consideration of future landscape additions and the selection of planting materials are recommended. Proper selection will minimize the demands of your yard on water supplies. Walls, stepping, stones, edging and new plants can change the drainage patterns of your lot. Consult a professional landscape contractor in the event you desire to add landscaping to your lot.

a. Additions – Before the installation of patio additions or other personal improvement, review the soils and consider soil conditions in the design or engineering of your addition.

b. Downspouts extensions – should be kept in the down position so that roof run-off is channeled well away from the foundation area of the home. These extensions should direct flow a minimum of 5 ft. away from the foundation. Rainwater should not be directed to planting beds or other areas around the foundation as this can cause uneven moisture levels. Routine inspection of downspouts, backfill areas and other drainage components is an excellent maintenance habit.

c. Pine straw Beds – Do not allow edgings around the beds to dam up the free flow of water.

d. New Sod – New sod installation and the extra watering that accompanies it can cause temporary drainage problems.

e. Swales – In many cases, drainage swales do follow property boundaries. EMC Homes will not alter drainage patterns to suit individual landscape plans. Typically, a lot receives water from, and/or passes water on, to other lots. For this reason, homeowner changes in grade often affect those adjacent or nearby. EMC Homes advises against making such changes. During heavy rains or consistent rain events water standing more than 48 hours should be addressed.

f. Call Before you Dig – 811

- The one call system does not mark utilities. They only notify participating member utilities. These participating members will not mark private or non-member utilities. They will only locate and mark primary public utilities, so it is up to you to keep track of what else is on your property.
- Private Utilities are buried lines after the meter or main line. If you have a curbside meter then your property will not get marked by the participating member utility locators. Other utilities that generally are not marked include but may not be limited to; sewer lines, private lighting, sprinklers, fire mains, secondary electric line to detached garages and septic lines.

16. Lighting

a. Lighting Fixtures – Some fixtures have an on/off switch located on the fixture. If a hanging light fixture does not work, make sure the switch is on. If your fixture does not have a switch, reset any tripped circuit breakers. Also, check to make sure the light bulb does not need replacing.

17. Mirrors

a. To Clean your Mirrors – use any reliable liquid glass cleaner or polisher available at most hardware or grocery stores. Avoid splashing water under the mirror. The moisture will cause the silvering to deteriorate.

18. Plumbing

Your main water shut-off is located in the front of your meter box. When closed, it will cut off all water supply in your home. It is located in your front yard in an underground box near the street. Access is gained through an access panel in the top. If a leak occurs shut off this valve and contact a plumbing contractor.

If a major plumbing leak occurs, the first step is to turn off the water supply to the areas involved. This may mean shutting off the water to the entire house. If a leak is noticed under a sink or toilet, turn off the water to the fixture by using the shut-off valves located under or behind the unit. If you notice a leak in the tub or shower, turn off the water at the main shut-off valve and do not use the shower or tub until service can be provided.

a. Plumbing Fixtures

- Bathtubs, Sinks and Showers – The tubs, sinks and showers in your new home are composed of one or more of the following materials; porcelain, fiberglass, ceramic tile, cultured marble and/or glass. All of these materials are vulnerable to scaping, scratching and dulling if they are not cleaned with proper materials. DO NOT use an abrasive cleaner on any of the surfaces. There are many non-abrasive cleaners on the market that will do an excellent job of maintaining these surfaces. These surfaces can also be chipped, so be careful not to drop any heavy or sharp objects on them.
- Care and Cleaning of Fixtures – Follow manufacturers' directions for cleaning fixtures. Avoid abrasive cleaners as they remove the protective finish leaving behind a porous surface that is difficult to keep clean. Clean plumbing fixtures with a soft sponge and soapy water, then polish with a dry cloth to prevent water spots.

- **Stoppages** – When the drainpipe from a tub, sink or shower stops up, first use a plunger. Be sure the rubber cap of the plunger covers the drain opening and that the water comes well up over the cup edge. Working the plunger up and down rhythmically 10 or 20 times in succession will build up pressure in the pipe and do more good than sporadic, separate plunges.
- **Toilet Tank/Bowl Care** – Toilets are made of vitreous china, a glasslike material that is almost impervious to staining. Clean your toilets with a toilet bowl and a brush or cloth. Vitreous china is brittle and will easily break or shatter if hit with a hard object. Do not stand on your toilets. Uneven pressure applied to the toilet can break the wax seal at the base of the toilet, thereby causing a leak. Toilets have a tendency to become clogged when disposing of a lot of tissue. Making your family aware of this will help avoid unnecessary stoppages. Do not place objects other than toilet paper in the toilet. Always keep a plumber's plunger on hand to use in the event of a stoppage of a toilet. Usually a few vigorous pumps with the plunger will free the obstruction. Stoppages that are not construction related are the homeowner's responsibility. If you are unable to clear the obstruction yourself call a plumber.
- **Do not use drain cleaners in toilets** – The harsh chemicals in drain cleaners can damage the toilet seal and cause a leak.
- **Flush Valve** – The flush valve in your toilet should last for many years. If it fails or begins to leak, a new flush valve can be purchased at a home center or hardware store.
- **Toilet Seat Lid** – Do not stand on the toilet seat lid. It is not designed for this purpose and may crack.

b. Freeze Prevention – Develop a specific freeze prevention plan for your home, including care of the pipes in the attic, hose bibs and other piping prone to freezing.

- **If your pipes should freeze** – Do Not turn your water back on. When pipes freeze, they usually burst. When they thaw, if the water is on, they will cause an enormous amount of damage to your home.
- **Exterior Faucets** – Outside faucets are not freeze proof. Hose bibs should be protected with insulated coverings that can be found in most home improvement stores. The best method to protect exterior faucets from freezing is to turn off the valve inside the house and open the spigot outside. Repair of a broken line that supplies an exterior faucet is a homeowner's maintenance item. EMC Homes does not warranty exterior faucets against freezing.

c. Plumbing Maintenance

- **Bath Caulking** – The grout around your tubs and showers over a period of time could crack. When this occurs, we recommend that you use a brand name tub and tile caulk to repair the cracks. If this problem is left unattended, the water will seep behind the tile

and cause the tile to become loose. This is a maintenance item that will require attention. Any defects that occur from neglect will not be warranted.

- **Debris in Pipes** – Even though your plumbing line have been flushed to remove dirt and foreign matter, small amounts of minerals may enter the line. Aerators on the faucets strain much of this from your water. Minerals caught in these aerators may cause the faucets to drop because washers wear more rapidly when they come in contact with foreign matter.
- **Dripping Faucets** – A dripping faucet may be repaired by shutting off the water at the valve directly under the sink, then removing the faucet stem, changing the washer and reinstalling the faucet stem. The shower head is repaired in the same manner. Replace the washer with another of the same type and size. You can minimize the frequency of this repair by remembering not to turn faucets off with excessive force.
- **Low Pressure** – It will occasionally be necessary to remove and clean the aerators on faucets to allow the proper flow of water; normally every three or four months is sufficient.
- **Water Heaters** – If there is a leak in the water heater, turn the shut-off valve on top of the heater to “off”. Turn off the gas if your water heater is powered by gas or the circuit breaker if you have an electric water heater; then drain the water heater. Never operate a water heater with an empty tank. Carefully read and follow the manufacturer’s literature for your specific model of water heater. Follow manufacturer directions for relief valve maintenance. Periodically check the drain pan under the heater to ensure it, as well the drain outlet, are clear.
- **Pilot Light** – Never light a gas pilot or turn on electricity when the water heater tank is empty. Always turn off the gas or electric power before shutting off the cold water supply (located at top of the tank).
- **To Light the Water Heater** – Read and follow manufacturer’s instructions.
- **Safety** – The area around a gas-fired water heater should be vacuumed as needed to prevent dust from interfering with proper flame combustion. The top of the heater should not be used as a storage shelf.
- **Temperature** – Set the water heater thermostat at the recommended setting; higher settings waste energy and increase the chance of scalding injuries.

19. Roofing

Your roof will give you many years to good service if it is properly maintained. Flashing seals places where the roof abuts walls, chimneys, valleys and where two roof slopes meet. If a leak should occur after your warranty period, call a qualified roofer to make the repair. If it is repaired as soon as the roofing material has dried, the cost will be far less than if the job is postponed. If you have to walk on your roof for any reason be careful not to damage the surface or the flashing. Be particularly careful when installing TV or Cable dishes to your roof as a careless job will cause serious leaks, and void coverage for any resulting leaks.

Limit walking on your roof. The weight and movement can loosen the roofing material and break the integrity of the roofing material, which can, in turn, result in leaks. Never attempt to walk on the roof of your home when the shingles are wet, as they become extremely slippery.

20. Septic System

What you put in your septic system greatly affects its ability to do its job. Remember your septic system contains living organisms that digest and treat waste.

- a. What not to put in your system – Do not dispose of anything that can be put in the trash. Your system is not designed to be a garbage can and solids build up in the tank and will need to be pumped out.
- Kitchen – avoid washing food scraps, coffee grinds and other food down the drain. Grease and cooking oils should not be put down the drain.
 - Bathroom – Avoid using the toilet to dispose of plastics, paper towels, facial tissues, tampons, sanitary napkins, cigarette butts, dental floss, disposable diapers, condoms and kitty litter. The only thing that should be flushed down the toilet is human waste and toilet paper.
 - Cleaning Products – most household cleaners, if used as recommended by the manufacturer, will not adversely affect the operation of your septic tank. Drain cleaner are an exception, however, and only a small amount of these products can kill the bacteria and temporarily disrupt the operation of the tank.
 - Paints and Chemicals – Even small amounts of paints, varnishes, paint thinner, waste oil, anti-freeze, photographic solutions, pharmaceuticals, antibacterial soaps, gasoline, oil, pesticides and other organic chemicals can destroy helpful bacteria and the biological digestion taking place within your system. Use caution when dealing with these products.

21. Siding

a. Vinyl Siding – This product requires a little homeowner maintenance. Yearly cleaning with either a pressure washer or the use of a soft bristle brush and water will keep it looking its best.

22. Smoke Detectors

a. Battery – Change the battery in the smoke detector once a year. A good rule of thumb is to change the batteries with daylight savings time.

b. Cleaning – once every three months, smoke alarms should be cleaned (vacuumed) to prevent a false alarm or lack of response to smoke. After cleaning, push the test button to test, the alarm should sound. For your safety, it is important that these devices be kept clean and in good operating condition.

WHAT EVERY HOMEOWNER NEEDS

Flashlight & Batteries

Batteries for Smoke / Carbon Detectors

Plunger

Fire Extinguisher

Long Extension Cord

Ladder

Garden Hose

Rake & Shovel

Drill

Hammer

Tape Measure

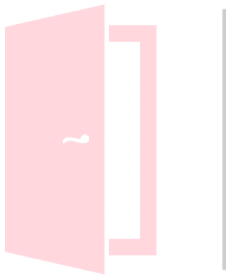
Vise Grips & Crescent Wrench

Screwdriver

Level

Saw

Putty Knife and Spackle



Paint Brushes

WD40 or Liquid Wrench

Utility Knife

Duct Tape

Wood Glue

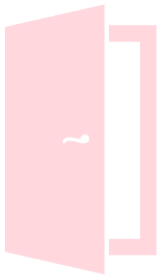
Nails & Screws

Tarp

5 Gallon Bucket

Wet/Dry Vac

Replacement Air Filters



EMChomes
Opening Doors