

Homes By Dickerson, Inc.
Homeowner Manual

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Introduction

Homes by Dickerson's Pledge

Homes By Dickerson was founded upon the solid principles of commitment to design, quality, craftsmanship, and service. Over the years our company has won many awards for homes built in the Triangle area, but the greatest reward comes from the praise and appreciation we receive from an excited and satisfied homeowner.

Homes By Dickerson's pledge is our personal attention to you and to every detail of your new home.

What Happens Next?

An Overview of Your New Home Experience

Purchasing a new home is an exciting experience. The process is also complex because there are many decisions to be made and details to be decided. You participate in the process by taking care of several important aspects of your purchase while Homes By Dickerson is building your new home. The chronological list that follows outlines the events that typically take place in the purchase of a new home. These events are discussed in detail in the following sections of this manual. Where time frames are specified, you need to observe them to ensure that your home is delivered on schedule.

Purchasing Your Home

The purchase agreement and various addenda constitute the legal understanding regarding the purchase of your new home. Please read the purchase agreement and all attachments carefully. Once all the paperwork is signed, we suggest you insert the documents in Section I of this manual, [Purchasing Your Home](#).

Applying for Your Loan

Once you have signed the purchase agreement, finalizing the details for any required loans is next. Your Homes By Dickerson Real Estate Agent or Project Manager will be glad to assist you by suggesting lenders appropriate for your specific financial situation.

Your New Home Selections

Section II of this manual, [New Home Selections](#), will assist you in the exciting process of personalizing your new home with your design selections.

Construction of Your Home

We invite you to tour your new home with us at specific times during construction. Please bring this manual to every meeting. We also expect and welcome your casual visits to the site; however, it is important that prior to visiting your new home during construction you read [Section III, Construction of Your Home](#) for guidelines on safety, security, and what work will be in progress.

Homeowner Orientation

The Homeowner Orientation is very important; it takes place after your home is finished and prior to closing. The purpose of the orientation is to demonstrate the features of your new home, discuss the maintenance of your home, and to review our limited warranty process. It is equally important to confirm that we have delivered your new home in the condition equal to Homes By Dickerson's standards, and with your selections correctly installed. Please review [Section IV: Homeowner Orientation](#) for detailed information

Closing on Your Home

[Section V: Closing on Your Home](#) briefly describes the documents you will sign and other important details about the closing process. We have included guidelines designed to assist you in preparing for closing on your home and your subsequent move-in.

Caring for Your Home

[Section VI: Caring for Your Home](#) alphabetically references most of the components that make up your new home. For each of the components, there is a list of general maintenance guidelines that are the responsibility of the homeowner, and the warranty guidelines outlining the limited warranty provided by Homes By Dickerson.

Your Feedback and Suggestions

It is our desire to maintain an open line of communication with Homes By Dickerson homeowners throughout the buying process, during the construction process, and after you move in. To improve our product and service, we welcome your comments on how we have performed. Our goal is to be a good steward of your time and money, and to provide exceptional value while delivering a home that meets the high standards of Homes By Dickerson.

If your housing needs changes over time, we are always ready to discuss the opportunity to serve you again. We also appreciate your referrals. Our team is always happy to provide you with information about where we are building and the products we offer.

Section I: Purchasing Your Home

Several standard forms will be used to document the purchase of your new home. These include the purchase agreement, and usually several addenda. Please make sure you understand the forms prior to signing. Your real estate agent or a Homes By Dickerson staff person will be glad to explain them to you. Together, these forms represent the contract between you and Homes By Dickerson.

Purchase Agreement

The purchase agreement is the legal document that represents your commitment to purchase a new home. It describes the location and price of the home, payment terms, loan requirements and deadlines, and other additional legal provisions. Several exhibits are typically attached to the purchase agreement as addenda. The list below is typical, but not necessarily inclusive:

- **Specification sheet** - The Specification Sheet attached to the contract contains the detailed list of materials and methods that will be used in the construction of your home for the contract price.
- **Plot Plan or Recorded Map** - This map describes the lot size, location, lot number, address, and the property's metes and bounds.
- **Plans** - Whether you are purchasing a home from Homes By Dickerson's plan portfolio or a new custom home, the plans will provide the guidelines and dimensions used to build your home. The plans may include redlined revisions specific to the construction of your home.
- **Homeowner Manual** - This document provides the information that you will need to purchase, plan, construct, and maintain your new home.
- **Buyer's Acknowledgment Checklist** - The purchaser will be asked to initial and sign the Buyer's Acknowledgement Checklist. This document acknowledges that several important processes, documents, and procedures have been reviewed and explained prior to the contract being initiated. A sample document is included on page 1.
- **Information from the Developer and Real Estate Agents** - This may include information about local services, working with real estate agents, neighborhood covenants, and homeowner's associations, etc.

Buyer's Acknowledgement Checklist

As the signers of the Purchase Agreement for _____, I (we) acknowledge that, in addition to the Purchase Agreement, the following processes, documents and procedures have been specifically reviewed and explained to me (us), and as part of the Purchase Agreement I (we) agree to abide by these processes, documents and procedures.

_____ I (we) understand that the specification sheet and the plans are part of the contract, and that no verbal agreements can be accepted as terms of this agreement. Furthermore, it is understood and accepted that in instances where the specification sheet and printed plans contradict, the specification sheet supersedes the plans. For houses already under construction, the specification sheet always supersedes the plans, and the installed details of the home at the time of purchase supersede all plans and specifications.

_____ I (we) have had the following Selection Process explained to my (our) satisfaction and understanding, and acknowledge that a more complete description of the process is included following this form.

- The Selection Process includes up to 15 hours of design time, in up to 4 meetings, with a Homes By Dickerson Designer in one of our design centers.
- While most of the selections can be made in a Homes By Dickerson design center, some selections will need to be made at vendor showrooms. Our vendors will provide professional design assistance during these meetings. Homes By Dickerson Designers will assist in coordinating these meetings, but will not accompany the client to these selection meetings.
- All design meetings, at both Homes By Dickerson and our vendor's showrooms, are by appointment only and will occur during normal business hours.
- The Selection Process must be completed in a timely manner. Your Homes By Dickerson Designer will help you manage the meetings to ensure that your selections are made in the required time frame. There is opportunity during the process for you to reconsider your selections; however, once the time frame for selections has expired, any changes will require a processing fee.

_____ I (we) have had the following Change Order Process explained to my (our) satisfaction and understanding, and acknowledge that a more complete description of the process is included following this form.

- Changes can only be made prior to specific reference points during construction as outlined in the Homeowner Manual.
- Requested changes can only be incorporated once a change order has been signed and the corresponding deposit paid to Homes By Dickerson. The construction schedule will not be delayed to wait on change orders being approved. If a change order has been quoted, but not approved and the construction schedule advances beyond the point of implementation, additional fees may be required to incorporate the quoted changes.
- Change orders may require additional construction time, thus extending the projected closing date.
- Homes By Dickerson is not obligated to incorporate all requested changes made after the initial contract is executed. This does not apply to fit and finish selections made in the Selection Process, pending exterior selection approval by any governing Architectural Review Board.
- Due to closing processes and timeline requirements, change orders cannot be initiated within 45 days of closing.
- Change order deposits will be reflected on your final closing statement as a credit. The remaining balance can either be paid in full 30 days prior to closing, or can be included in the final purchase price of your home and reflected on your closing statement.
- It is important that you notify your lender, if applicable, of all change order transactions specifically indicating if the final change order deposit will be paid to Homes By Dickerson directly or will be included in the final purchase of your home.

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_____ I (we) have had the following Warranty Process explained to my (our) satisfaction and understanding, and acknowledge that a more complete description of the process is included following this form.

- Any punch list generated at the homeowner orientation will be expedited by the Superintendent. Non-emergency warranty items ***will not*** be added to this initial punch list after homeowner orientation.
- Ninety days after closing, a Homes By Dickerson Client Care Representative will contact you to review any warranty items that may have surfaced during this time. It may be suggested that some items be delayed until the 10-month warranty list. Your Client Care Representative will discuss these with you at that time.
- Ten months after closing, a Homes By Dickerson Client Care Representative will contact you to review your final warranty list. You will be provided a list of emergency numbers to use to schedule time sensitive repairs that may occur, directly with the respective trade contractor.
- The 1-year Homes By Dickerson Limited Warranty is non-transferable, without expressed written consent from Homes By Dickerson.

_____ Throughout the building process, the specification sheet will be updated as selections are made and confirmed, and, when appropriate, change orders will be issued. I (we) understand that it is my (our) shared responsibility, along with the appropriate Homes By Dickerson staff, to verify upon receipt that these documents correctly identify the selections and descriptions of the construction details to be included in the project.

_____ A copy of the Specification Sheet establishing the details included in the contract price.

_____ A copy of the Homeowner Association Covenants, if applicable.

_____ I (we) have reviewed the Homes By Dickerson Safety Policy in this document

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Section II: New Home Selections

Part of the process of buying a new home is selecting finish materials and colors. A Specification Sheet is included as part of the Purchase Agreement, detailing how we will build your home. A Homes By Dickerson Designer will be assigned to guide you through this comprehensive design process. Many of the choices pertaining to color, design, and materials are made at one of our design centers. Some selections must be made in our supplier's showroom, and in these situations your Designer will help facilitate the scheduling of these meetings with the appropriate representatives. Our vendor representatives at these offsite locations are familiar with our design process and it is not necessary for your Designer to accompany you to these selection meetings.

So that we can efficiently and effectively provide each of our clients with our highest level of service, it is important that we adhere to our established Selection Process, outlined below:

Architectural Plan Review and Approval

The Architectural Plan Review and Approval must be completed prior to the preconstruction meeting. You will receive finalized drawings for your review and final approval. Engineering, permitting and the selection process can only be initiated with the final approval of these plans.

Selection Process for Pre-Sold Homes

- Consists of up to 4 design meetings held in one of our design centers with a Homes By Dickerson Designer.
 - Hours of Operation are M, TU, W & F 8 a.m. - 6 p.m., TH 10 a.m. - 6 p.m.
 - All meetings are scheduled by appointment only through your assigned Designer.
 - Design meetings will not be scheduled to start after 2 p.m. and will end promptly at 6 p.m.
- Pre-Construction and Exteriors (allotted time - up to 3 hours)
 - Held with the Project Manager and the Designer
 - To be held within 10 business days after the Contract is signed, or the Final Plans are delivered to the customer, whichever happens later.
 - Mandatory items to be reviewed/selected during this meeting:
 - Review of Final Plans
 - Review of Contract Specification Sheet
 - Review of Change Order Process
 - Selection of all Exteriors, including:
 - Masonry selections (brick, stone, mortar color)
 - Roofing Selections

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- Boxing and Siding Details
- Exterior Doors and Windows
- Garage Doors
- Porch Details
- Shutters
- Exterior Paint Colors (may require gutter selection)
- Changes to the Exterior Selections may be made during the next 10 business days following the Pre- Construction meeting without penalty. After this period, changes will incur a \$250 processing fee plus the costs, if any, for the proposed change. This is exclusive of structural or plan design changes, which must be requested and evaluated at the time of, or prior to, your preconstruction meeting.
- In many of our neighborhoods, the exterior selections must be approved by an Architectural Review Board (ARB). If the ARB does not approve your selections, the grace period will be extended without penalty for 10 business days from the ARB rejection notification.
- Two Interior Design Meetings (allotted time for each meeting - up to 4 hours)
 - Held with the Designer at a Homes By Dickerson design center.
 - All the interior design center selections will be made during these two meetings. Selections requiring a visit to a vendor showroom are not included in the time allotment in our Selection Process.
 - The First Interior Design Meeting to be held within 10 business days of the Pre-Construction & Exteriors Meeting.
 - The Second Interior Design Meeting to be held within 10 business days of the first Interior Design Meeting.
- Final Design Charrette (allotted time - up to 4 hours)
 - Held with the Designer at a Homes By Dickerson design center within 10 business days of the Second Interior Design Meeting.
 - The purpose of this meeting is to provide an opportunity for the customer to have a final review of the interior selections.
 - Changes to the interior selections may be made during the next 10 business days without penalty, if the changes can be made without an appointment with a Designer. After the 10-business-day grace period, changes will incur a \$250 processing fee plus the costs, if any, for the proposed changes.
- During the Selection Process, your house will proceed through engineering, the permitting process, and even the early stages of construction. You may be asked to make several onsite visits with your project manager and/or construction superintendent during this time to review clearing limits, house location, etc.
- Your house cannot move beyond the framing stage of construction until the Selection Process is complete and all selections are approved. This ensures that the home you purchased is the home we will deliver.
- Construction delays directly attributed to selections not being completed per our Selection Process will postpone your closing date and may result in additional carrying costs being assessed at the rate of \$75/day. This fee helps offset the extra

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costs Homes By Dickerson will incur for additional construction loan interest, property taxes, and insurance.

Processing Fees

The processing fees mentioned in the Selection Process are a necessary offset for the time required to incorporate the requested changes into our construction schedule. Many of our vendors require substantial lead times to fulfill our order cost effectively. Additionally, the exterior design choices must often be submitted for approval to neighborhood Architectural Review Boards, who meet on a limited basis. When changes to selections are made beyond the outlined timeframe, our design, production estimating, purchasing, and accounting personnel must spend a significant amount of time ensuring the changes are correctly implemented. Often these changes require immediate attention and must be addressed in a timely manner to ensure that the proper notification can be given to our subcontractors and vendors.

Extra Design Hours

Homes By Dickerson has budgeted ample time for our designers to work with each of our customers. However, we realize that some clients may prefer to use additional time in making selections for their homes. Our designers are happy to offer extended design hours as their schedule allows. Please consult directly with your designer to schedule any extra design time. The current rate is \$85/hour. Payment for these hours must be paid at the end of each meeting.

Job Site Meetings

In addition to the Selection Process Meetings described above, there are several other milestones and specific onsite meetings that are important to be aware of and plan for. You can expect your Project Manager to facilitate these onsite meetings and to ensure that the project milestones are being met.

Key project milestones and job site meetings you can expect to have with your Project Manager are outlined in the table below.

<u>Responsibilities and Involvement</u>	<u>Time Frame</u>	<u>Notes:</u>
Preconstruction and Exterior Meeting:	Within 10 business days of Final Plans being approved.	See Selection Process notes pertaining to the agenda and expectations for this meeting.
Interior Design Meetings:	Held within 10 business days of the Pre-Construction and Exterior Meeting.	See Selection Process notes pertaining to the agenda and expectations for this meeting.
Final Design Charrette:	Held within 10 business days of the last interior design meeting and prior to framing completion.	See Selection Process notes pertaining to the agenda and expectations for this meeting.

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<u>Responsibilities and Involvement</u>	<u>Time Frame</u>	<u>Notes:</u>
Lot Walk (Optional):	After contract signing, but prior to lot clearing.	On lots that are large enough to involve the customer in clearing and house location decisions, the Project Manager and/or Construction Superintendent will invite you to participate in these decisions.
Electrical Walk Through:	Last day of framing.	Onsite review of locations for all lights, switches, phone jacks and cable outlets.
Lighting Appointment:	Vendor showroom appointment to be held within 10 business days of Electrical Walk Through. Lights need to be ordered within 10 business days of Lighting Appointment.	Fixtures selected should mirror the electrical layout conducted onsite.
Granite Slab/ Counter Top Selection:	Vendor showroom appointment during time frame of Interior Trim Walk Through. Appointment prior will not guarantee that granite will be held. Appointments after will not allow enough time for fabrication.	If requested, a visit to the stone yard can be scheduled for your slab selection per selections made at our design center. All remnant granite selections must be made at the vendor stone yard.
Interior Trim Walk:	Upon sheetrock completion prior to interior trim installation.	Review of interior trim details per contract and selections made during the Selection Process. Closet layouts and specific trim details will be determined.
Landscaping Approval:	To be approved by the start of Interior Paint.	Plans will be provided by a Landscape architect per DRC/ARB requirements, standard designs and plant availability. Input is welcome and an onsite meeting can be requested with the Landscaper if preferred.
Homeowner Orientation:	Held at least one week prior to the closing date.	The finished home will be presented and key components will be demonstrated and explained. The warranty process will be reviewed and change order balances collected.

Safety

A new home construction site is exciting, but it can also be dangerous. Your safety is of prime importance to us. Therefore, we require that you contact your Homes by Dickerson project manager or construction superintendent before visiting the home site. We reserve the right to require that a member of our staff accompany you during your visit. In addition, visitors may be required to use the provided personal protective equipment. Please observe common-sense safety procedures at all times when visiting.

Due to the inherent hazards associated with construction sites, we respectfully request that children be kept away from the home site until the final stages of construction.

General Selection Notes

When making selection decisions, either at our design centers or at our vendor showrooms, we recommend viewing color samples in both natural and artificial light to get an accurate impression of the color. Variations between samples and the actual materials installed can occur. This may be due to the manufacturer's coloring process (dye lots) and the fact that, over time, sunlight and other environmental factors often affect samples. Many of the materials we use are also natural products that include variations that enhance their beauty and add character and uniqueness to the home.

Homes By Dickerson strives to develop neighborhoods with distinctive designs that are aesthetically pleasing to all residents. Additionally, Architectural Review Board (ARB) requirements and selections that have already been chosen by other homeowners within your neighborhood may limit some of your options for exterior finish materials. Finalizing your exterior selections through our Selection Process will help ensure the ARB review process does not become a limiting factor in your exterior selections. Driving through your new neighborhood is an effective way to see examples of exterior selections that you like. It can also provide an idea of what has already been approved by the neighborhood ARB, and prevent you from making selections that are too similar to those of your immediate neighbors.

In the unlikely event that our suppliers have discontinued any of your selections, you will be contacted and asked to make an alternate selection of equal value without a processing fee penalty.

After the Final Design Charrette, your Designer will provide you with an updated Specification Sheet containing your specific selections. Please retain a copy of this updated Specification Sheet, as it will become invaluable to you for future reference in matching colors, style, and for making decisions on replacement items in your home.

Custom Changes/Change Orders

Homes By Dickerson has priced your home with specific levels of selections as identified on the Specification Sheet included with your Purchase Agreement. In many cases, there are options available in our design centers that are considered upgrades. Throughout the Selection Process you will have the opportunity to have these upgrades quoted to you.

There are many other instances in which you may request to have other custom features priced as well. So that we can price these changes, please provide us with as much detail about the change as possible. We are committed to pricing these change orders in a timely fashion and will work hard to return the price to you as quickly as possible.

While we will consider all custom feature requests, there are, on occasion, some requests that we are unable to fulfill. Should this be the case, we will notify you promptly of our decision not to quote the requested change. Changes to the Specification Sheet are not considered part of the original Purchase Agreement. Consequently, Homes By Dickerson is not obligated to incorporate a requested change in the construction of the home, and such action does not constitute a Purchase Agreement failure to perform.

A written change order for your selection upgrades and/or custom features will be provided for you to approve. Once you grant approval for the item, a formal change order will be created. The custom features or upgraded selections will not be ordered or installed until the official change order has been signed and a 50% deposit has been delivered to Homes by Dickerson. In the case of a contingent contract, or if a home is substantially complete at the time the change is requested, Homes by Dickerson may require the change order to be paid in full at the time of the request.

Change order deposits will be reflected on your final closing statement as a credit. The remaining balance can either be paid in full within 30 days of closing, or can be included in the final purchase price of your home and reflected on your closing statement.

Change orders that result in a credit due will be reflected in the final purchase price and will not be applied to deposits due for other change order requests.

Often the pricing on changes is based upon the current stages of construction, making final change order approval and payment of the deposit time critical. The construction schedule cannot be delayed in order to have a change order approved. Additionally, a change order that is not approved in a timely fashion may become costlier to implement due to the progression of the construction process.

Occasionally, a change order request will also involve an extension of the closing date. If this is the case, you will be notified of this delay as part of the price quote.

Decision Dates for Changes

To deliver your home on the closing date identified in the Purchase Agreement, we order many items well in advance of installation. Changes to your specifications and selections can affect the overall schedule of your home. By working within the boundaries of the Selection and Change Order Processes, Homes By Dickerson can usually accommodate many of the requested changes and avoid adding days to the construction schedule as well as unnecessary additional implementation costs.

The table below provides a framework of when selections and/or changes can be made. Please remember that this table shows a typical schedule. You should consult with your Project Manager about specific dates concerning acceptable changes for your home.

Milestone dates noted below are based on what is required to continue the production of your home without creating unforeseen challenges, additional work, or a delay to the overall construction process. Change order requests that are made beyond these dates require, at a minimum, 1 additional day to be added to the closing date of your home including the \$75 per day rate and any other associated fees.

<u>Change Order Requests Affecting...</u>	<u>Must be made...</u>
Foundation, windows, doors and elevations	Prior to or during the Pre-Construction and Exteriors Meeting.
Mechanical systems, cabinets, appliances, paint, wallpaper, hardware, ceramic tile and carpet	By the end of the Final Design Charrette, or at framing start, whichever comes first.
Electrical, audio, video, driveway, sidewalk and patio	Prior to or during Electrical Walk Through
Light Selections	Within 20 business days of the Electrical Walk Through
Interior Trim and Counter Tops/Granite	Prior to or during the Interior Trim Walk Through
Landscaping	While Interior Painting is occurring

Selections for Spec Homes

If you are purchasing a home that is already under construction, your selection process may be limited to those items that are not already ordered. A Homes By Dickerson representative will be able to provide you with items that may still be selected. You will also be given the opportunity to see the selections that have already been ordered. You may be able to re-select certain items for an equal value to those already selected, pending they have not yet been ordered.

The Selection Process for a home that is already under construction follows the outline below:

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- Includes between 1-3 design meetings as indicated by your sales associate or project manager, to be held in one of our design centers with a Homes By Dickerson Designer. Opportunities for changes to the selections of your home may have been included in the “conditions” portion of your contract that extend beyond our standard deadline requirements. These permissions are to be clearly identified by way of contract with specific “complete by” dates. Selection changes not specified in your contract will follow the “Selections Process for Pre-Sold Homes” section above.

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Section III: Construction of Your Home

The construction of a new home differs from other manufacturing processes in several ways. By keeping these differences in mind, you can enjoy participating in the construction process and assist us in building your new home.

As a consumer, you rarely have the opportunity to watch as the products you purchase are created. With your new home being created in front of you there are many opportunities for input into the design and finish details. Our success in personalizing your home depends on effective communication, and because of the time required for the construction of your home there will be numerous occasions to view your home as it is built, ask questions, and discuss details.

You have the opportunity to meet with us several times during this process. The first of these is a preconstruction meeting where we review your home plans, selections, and the changes you have requested. At that time, we provide an overview of the construction process and answer your questions.

We also invite you to schedule routine construction reviews with your project manager. At these meetings, you will have our undivided attention. We discuss questions you may have, review the target delivery date, and confirm that we have correctly installed your selections or change orders. Please bring this manual to all scheduled meetings.

We understand that you may want to visit your new home between these construction reviews. Whether you are on site for a routine meeting or a casual visit, we ask that you keep the following points in mind.

Plans and Specifications

The building department of the governing jurisdiction where your home is to be located must review and approve the plans and specifications for your home. We construct each home to comply with the plans and specifications approved by the applicable building department. Your specifications become part of our agreements with trade contractors and suppliers. Only written instructions from Homes By Dickerson can change these contracts.

Regulatory Changes

From time to time city or county agencies adopt new codes or regulations that can affect your home. Such changes are usually adopted in the interest of safety, and are legal requirements with which Homes By Dickerson must comply. Enforcement of building codes and requirements may vary from area to area; therefore, the same floor plan may be constructed somewhat differently in different jurisdictions or at different times within the same jurisdiction.

Changes in Materials, Products, and Methods

The new home industry, building trades, and product manufacturers are continually working to improve methods, products, and materials. As a result, we may use these improvements in the construction of your home even though they differ from those used in previously constructed homes, or from those specified on your specification sheet. Since such substitutions or changes may become necessary due to matters outside of our control, Homes By Dickerson reserves the right to incorporate changes that are equal to or greater than those originally specified, and without homeowner notification.

Variations

The placement of switches, outlets, HVAC vents, etc., may vary slightly from the model and other homes of the same floor plan.

Quality

Each new home is a handcrafted product combining design, building science, raw materials, and labor. We coordinate and supervise the efforts of many sub-contractors and vendors to produce your new home, most of whom have long standing relationships with Homes By Dickerson. Our company will build your new home to the same quality standards as demonstrated in all the homes we build.

From time to time an error or omission may occur. We have procedures throughout the construction process for inspecting our homes to ensure that the result meets the home's specifications and our quality standards. In addition to our quality control, governing officials and third-party inspectors conduct a series of onsite inspections throughout the construction process. Your home must pass each inspection before construction continues.

We also respect your interest and appreciate your attachment to your new home, and your input into our system is welcome; however, to avoid duplication of efforts, confusion, misunderstandings, or compounding errors, we ask that you bring up your concerns to your Homes By Dickerson Project Manager or Construction Superintendent instead of communicating directly with the subcontractors and vendors.

During the construction process the job site is routinely cleaned and maintained by Homes By Dickerson personnel and our subcontractors. There are phases of construction that inherently generate more debris than others.

Trade Contractors

Your home is built through the combined efforts of specialists in many trades, and progresses from excavation and foundation, to framing, mechanicals, and insulation, drywall, trim, and finish work. For Homes By Dickerson to ensure that your home is constructed to the highest possible standard, only authorized suppliers, trade contractors, and Homes By Dickerson employees are permitted to perform work in your home.

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Suppliers and trade contractors have no authority to enter into agreements for Homes By Dickerson. For your protection and theirs, the terms of our trade contractor agreements prohibit alterations without written authorization from Homes By Dickerson, and their failure to comply with this procedure can result in termination of their contract. See your Project Manager or Construction Superintendent if there are alterations or changes you wish to initiate.

Schedules

The delivery date for your new home begins as an estimate, and Homes By Dickerson will make every effort to adhere to this original completion date. Permitting delays, weather conditions, and other factors outside of our control may change this date; however, the final completion date can be determined when sheetrock finishing is complete. From this date, the typical project is 8-10 weeks from completion. We suggest that you avoid finalizing arrangements for your closing and move until you receive this commitment from your Project Manager.

"Nothing's Happening"

Expect there to be several days during the construction of your home when it appears that nothing is happening. Most of the time these delays occur because of last-minute changes in subcontractor's schedules or changes in the availability or delivery of materials. Pauses in progress can also occur while waiting for building department inspections. Contact your Project Manager or Construction Superintendent if you have questions about the pace of work, and remember that it is also in our self-interest to complete all projects on time.

Construction Sequence

The following is a generic sequence of events for the exterior and interior construction of your home.

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<u>Exterior</u>	<u>Interior</u>
<p style="text-align: center;">Foundation</p> <ul style="list-style-type: none"> <li style="display: inline-block; width: 45%; vertical-align: top;"> <ul style="list-style-type: none"> • Excavation • Footing installation <li style="display: inline-block; width: 45%; vertical-align: top;"> <ul style="list-style-type: none"> • Masonry foundation • Waterproof • Backfill 	
<p style="text-align: center;">Framing</p> <ul style="list-style-type: none"> <li style="display: inline-block; width: 45%; vertical-align: top;"> <ul style="list-style-type: none"> • First floor • Inspection • Second floor <li style="display: inline-block; width: 45%; vertical-align: top;"> <ul style="list-style-type: none"> • Rafters • Roof sheathing • Windows and doors 	
<p>Roofing</p> <ul style="list-style-type: none"> • Flashing • Shingles 	<p style="text-align: center;">Rough-in of mechanical systems</p> <ul style="list-style-type: none"> <li style="display: inline-block; width: 45%; vertical-align: top;"> <ul style="list-style-type: none"> • HVAC (heating, ventilating, and air conditioning) • Plumbing <li style="display: inline-block; width: 45%; vertical-align: top;"> <ul style="list-style-type: none"> • Electrical • Rough inspections • Frame inspection
Exterior boxing and siding	Insulation
Deck	Insulation inspection
Exterior painting or staining	<p>Drywall</p> <ul style="list-style-type: none"> • Hanging • Finishing • Sanding
Gutters	<p>Floor Coverings</p> <ul style="list-style-type: none"> • Hardwood • Tile
Concrete	<p>Interior trim</p> <ul style="list-style-type: none"> • Cabinets • Doors • Baseboards, casings, other details
	Paint and stain
Fine grading	<p style="text-align: center;">Finish work</p> <ul style="list-style-type: none"> <li style="display: inline-block; width: 45%; vertical-align: top;"> <ul style="list-style-type: none"> • Countertops • Carpet • Appliances • Hardware <li style="display: inline-block; width: 45%; vertical-align: top;"> <ul style="list-style-type: none"> • Light fixtures • Plumbing fixtures • Final inspections
Landscaping	Construction cleaning
	Builder's punch list
	Certificate of occupancy inspection
	Homeowner orientation
Closing	Closing

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Section IV: Homeowner Orientation

Your Homeowner Orientation is an introduction to your new home and its many features. The Homeowner Orientation goes beyond the traditional walkthrough to include a detailed demonstration of your home and a review of the information on its maintenance and operation.

Scheduling

As your new home nears completion, the orientation will be scheduled with you by your Project Manager or Superintendent. Appointments are available Monday through Friday, 8 a.m. to 3 p.m. The orientation will be held at your new home at least one week prior to closing. Expect your orientation to take approximately two hours.

Preparation

While preparing for your homeowner orientation please take the time to review the Homeowner Manual, specifically [Section VI: Caring for Your Home](#). If you have questions about home maintenance or the limited warranty coverage, make note of them for discussion at the orientation.

Past experience has shown that the orientation is most beneficial when buyers can focus all of their attention on their new home and the information presented. Although we appreciate that friends and relatives are eager to see your new home, it is best that they visit at another time. Similarly, if possible, we suggest that children and pets not accompany you at this time.

If a real estate agent has helped you with your purchase, he or she is not required to attend. If you would like to have a friend or your real estate agent view the home with you, we encourage you to do this before our scheduled orientation.

Acceptance

In addition to introducing you to your new home, the orientation is also an opportunity for you and Homes By Dickerson staff to confirm that the home meets Homes By Dickerson's quality standards. While reviewing the home, we ensure that the home was completed with all the correct selections and that any changes were implemented. We also note details that need attention on the orientation form so that they can be completed before closing.

If there is cosmetic surface damage it will be readily noticeable during the orientation. Such damage can also occur during the move-in process or through daily activities; therefore, ***after we correct any items noted during the orientation, the repair of cosmetic surface damage is your responsibility. This includes paint touchup. Our limited warranty excludes cosmetic damage to items such as: sinks, tubs, plumbing fixtures, countertops, cabinet doors, light fixtures, mirrors,***

glass, windows, screens, tile, carpet, hardwood, doors, trim, hardware, paint, drywall, and finish on appliances.

Completion of Items

Homes By Dickerson takes responsibility for resolving any noted items prior to closing. If work needs to be performed in your new home after your move-in, construction personnel are available for appointments Monday through Friday 7 a.m. to 4 p.m. We will inform you of any delays caused by back-ordered materials. Please note that we will correct only those items listed. No verbal commitments of any kind will be honored by Homes By Dickerson.

Homes By Dickerson responds to warranty items according to the terms and conditions of the limited warranty agreement. For more details review [Section VI: Caring for Your Home](#).

Note to Home Buyer:

At your homeowner orientation, you will receive:

- Emergency subcontractor contact list
- Warranty Service request forms
- Orientation punch list
- Utility service phone numbers
- Manufacturer's warranty information
- Septic sewer information (if applicable)

Orientation Punch List

Purchasers _____ Date _____
 Subdivision/Lot _____ Address _____ Phone _____

Below is a complete list of inspection items discovered on or before the Home Owner orientation. Additional items and future claims are to be submitted to Homes by Dickerson according to the terms of the limited warranty (3 Month, 10 month and emergencies).

Inspection Items:	Complete _____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

List Submitted: _____ Date: _____
 List Completed: _____ Date: _____

We have corrected or resolved the items listed above. Please submit future claims in writing to Homes By Dickerson, Inc. according to the terms of the limited warranty.

_____, Homeowner _____ Date _____

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_____, Homes By Dickerson, Inc.

Please read carefully. Your signature below acknowledges the following:

1. Your understanding and acceptance of the policies highlighted here and detailed in your Homeowner Manual,
2. That you have inspected your new home and listed defects for correction by Homes By Dickerson, and
3. You have received copies of all pages of this form.

Timing - Homes By Dickerson is responsible for resolving items noted. We will correct many of these items immediately; however, some of the corrections may require scheduling the services of a trade contractor, or we may need to order parts or materials. You should expect completion of these items within 15 business days of closing unless we inform you of scheduling issues.

Cosmetic Items - Homes By Dickerson corrects readily noticeable cosmetic defects listed during this inspection. ***This is your only opportunity to obtain service on such items.*** Repair of subsequent cosmetic damages (such as chips, dents, scratches) are your responsibility; therefore, take careful note of such items as:

- Sinks, tubs, and plumbing fixtures
- Countertops and cabinet doors
- Light fixtures, mirrors, and glass
- Windows and screens
- Tile, carpet, hardwood, and resilient flooring
- Doors, trim, and hardware
- Paint and drywall
- Finish on appliances

Defects in items such as these are readily detectable during the orientation. These are also the items most likely to be damaged during the move-in process. ***As a result, later warranty claims on cosmetic damages to these items are not accepted.***

Warranty Service - Submit any new items for which you wish to request service in writing to Homes By Dickerson approximately 90 days after closing. ***We accept reports of emergency items by phone.***

Purchaser(s): _____

Date: _____

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Section V: Closing on Your Home

Homes By Dickerson recognizes that timing is vitally important in planning your move and locking in your loan. We can specify an exact delivery date when construction reaches a point at which weather and other factors are unlikely to affect completion of your home. This occurs approximately 45 or more days before closing. Until then, many factors can influence the schedule.

Weather can delay the foundation, framing, roofing, and exterior finishes, and material shortages, labor issues, and delivery problems may also affect the construction schedule. A delay in response to a request from your lender can also affect work progress, and change orders signed after the original purchase agreement has been completed can add to the schedule. To maintain our construction schedule and close on time, it is vitally important that all schedules are adhered to.

Date of Closing

The closing, or settlement, typically takes place shortly after your orientation. Homes By Dickerson will notify you of your home's completion date and time of closing 45 or more days before the settlement is to take place. You are responsible for notifying your lender of the pending closing date and scheduling the closing of your home with a closing attorney. If you would like Homes By Dickerson's assistance, we can recommend several real estate attorneys.

Homes By Dickerson cannot release the keys to your new home or allow personal items to be moved into the home until the closing attorney has legally transferred ownership of the property from Homes By Dickerson to you by recording the deed of trust at the county courthouse. Homes By Dickerson will only close houses Monday through Thursday to minimize delays in this ownership transition.

Location of Closing

The closing on your new home typically takes place at your attorney's office with your realtor. Once you have scheduled the closing, please let our office know. Depending on the attorney, the lender, and the documents associated with your loan, you should expect closing to last 60-90 minutes.

Closing Documents

The documents necessary to convey ownership of your new home to you, and to finalize the loan with the mortgage company, will be executed and delivered to you at the closing. The lender, the Title Company, and Homes By Dickerson may also require that other documents be signed at the closing. These documents typically include the following:

General Warranty Deed: The general warranty deed conveys the home and lot to you. This does not apply to the lot if you already own the lot.

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

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

Homes By Dickerson's Limited Warranty: We provide a copy of the limited warranty in this manual for your review. Please read it thoroughly.

Closing Expenses

Certain customary items associated with the property such as prepaid expenses, reserves required by the lender, and homeowner association dues will be prorated to the date of closing. Proration of general real property taxes and assessments will be based on either the current year's taxes and assessments, or if they are unavailable on the taxes and assessments for the prior year.

"The Final Number"

Homes By Dickerson will provide the final cost of the house including any balance due Homes By Dickerson for change orders. These amounts will be communicated to you by your Project Manager prior to closing. The total cost of the transaction includes the amounts mentioned above plus items that are prorated based on the actual closing date. The amount you will be required to bring to closing will be communicated to you by your closing attorney.

Preparation

Plan to bring cash or certified funds to the closing (made out to yourself, and which you will endorse at the closing). Be sure to allow time to arrange for and obtain these funds. In addition, please keep the following items in mind:

Documents: The Real Estate Settlement Procedures Act (RESPA) provides you with many protections. Under this law you can review the settlement page that lists costs you are paying at closing one day before the closing appointment. Although these documents are not negotiable, and thousands of home buyers have signed them, you should read them.

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

Utilities: You will need to notify all applicable utility companies of your move so that service is provided in your name. We suggest that you contact these companies well ahead of time to avoid any interruption in service. Utility company phone numbers will be provided at the Homeowner Orientation to assist you in making these

arrangements. Homes By Dickerson will discontinue its service seven business days after closing.

Real Estate Taxes

An official tax bill may not always be available depending upon the time of year your house closes. Closings occurring after the tax bill has been issued have an accurate proration of taxes included on the HUD statement. For homes closed prior to the tax bill being issued, the closing attorney must *estimate* the amount of the real estate tax Homes By Dickerson owes for that year.

At the end of the year Homes By Dickerson reconciles the amount paid on the HUD statement against the actual amount owed. When the estimated taxes on the HUD statement differ from the actual taxes owed, we will notify you of the amount that was overpaid by Homes By Dickerson. Reimbursement of taxes can be paid to Homes by Dickerson by personal check.

Section VI: Caring for Your Home

Homes By Dickerson has constructed your home with experienced craftsmen using quality materials. All materials used must meet our specifications for quality and durability. All work is done under our supervision to attain the best possible results for your investment.

A home is one of the last hand-built major purchases left in the world today. Although quality materials and workmanship have been used in your home, like an automobile, it will still require homeowner care and maintenance. General homeowner maintenance is essential to providing a quality home for a lifetime.

Homeowner Use and Maintenance Guidelines

We are proud of the homes we build and the neighborhoods in which we build. We strive to create long-lasting value. This cannot be achieved unless you, as the homeowner, properly maintain your home and all its components. Periodic maintenance is necessary because of normal wear and tear, the inherent characteristics of the materials used in your home, natural fluctuations in temperature and humidity, and normal service requirements of the mechanical systems.

Often, a minor adjustment or repair done immediately prevents a costlier repair later. Note also that the neglect of routine maintenance can void applicable limited warranty coverage on all or part of your home. You will ensure that your enjoyment of your new home for years by caring for it attentively. The attention provided by each homeowner contributes significantly to the overall desirability of the community.

We recognize that it is impossible to anticipate and describe every action needed for good home care, but this manual covers many of the important details. The subjects covered include the components of the homes we build, listed in alphabetical order. Each topic includes suggestions for use and maintenance, followed by Homes by Dickerson's limited warranty guidelines. This manual may discuss some components that are not present in your own home.

Please take time to read the literature provided by the manufacturers of the consumer products used in your home. The information contained in that material is not repeated here. Although much of the information may be familiar to you, some points may differ significantly from homes you have had in the past.

We make every effort to keep our information current and accurate; however, if any detail in our discussion conflicts with the manufacturer's recommendations you should follow the manufacturer's recommendations. Activate specific manufacturers' warranties by completing and mailing any registration cards included with their materials. The manufacturers' warranties may extend beyond the first year and it is in your best interest to be able to take advantage of such coverage.

Homes By Dickerson Limited Warranty

One Year Limited Warranty

While we strive to build a defect-free home, mistakes may occur or components in the home may not perform as intended. For a period of one year from the closing date of the home, Homes By Dickerson warrants that the components of the home will perform to the standards outlined in this warranty section. If items in the home are not performing to our standards as outlined in the Homeowner Manual, the limited warranty listed for each item identifies the corrective actions Homes By Dickerson will employ to remedy the defective components.

Our criteria for qualifying warranty repairs is that they meet the typical industry practices and standards in our region; 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 to extend such services to all homeowners.

The Homes By Dickerson Limited Warranty does not exceed the warranties established by the manufacturers that supply the products used in the construction of the home. Homes By Dickerson will assist and advocate on our client's behalf if a manufacturer's warranty needs to be enforced. The manufacturer's decision in such matters supersedes that of Homes By Dickerson, and Homes By Dickerson is not obligated in any way to correct or replace items that are deemed unwarrantable by the manufacturer for any reason unless an action taken directly by Homes By Dickerson, or an agent of Homes By Dickerson, caused the manufacturer's warranty to be voided.

Transferability

The Homes By Dickerson Limited Warranty is part of the Purchase Agreement with the original homeowner. It is not transferable in whole or in part to a third party without expressed written consent from Homes By Dickerson.

Emergency Service

As defined by the limited warranty, "emergency" includes situations such as:

- Total loss of heat when the outside temperature is below 45° F
- Total loss of electricity (check with the utility company before reporting this circumstance to the electrical subcontractor or Homes By Dickerson)
- Total loss of water (check with the water department to be certain the problem is not a general outage in the area)
- Plumbing leak that requires the entire water supply to be shut off
- Gas leak or suspected gas leak - contact your gas utility company immediately

To expedite service, please contact the appropriate subcontractor directly. Homes By Dickerson will provide a list of phone numbers for the most commonly required

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emergency service personnel. If the emergency service situation is occurring during normal business hours, please contact the subcontractor needed, followed by your Client Care Representative. If you have any questions you may also call Homes By Dickerson at our main office:

(919) 847-4447

Non-Emergency Warranty Reporting Procedures

Three-Month Report

For our service program to operate efficiently, and for your convenience, we request that you wait 90 days after closing before submitting your Warranty Service Request Form. This allows you sufficient time to become settled in your new home and to note warranty items that need to be addressed. A Homes By Dickerson Client Care Representative will schedule a visit to your home to review the list and initiate the corrective actions. Once work orders have been scheduled with the respective subcontractors, your Client Care Representative will be able to notify you and expedite the work schedule.

Portions of our warranty program, primarily sheetrock and painting, are limited to one-time repairs. Your Client Care Representative may suggest that addressing these cosmetic items be delayed until the 10 month (Year-End) warranty period.

Ten-Month Report

Near the end of the tenth month of your warranty period, your Homes By Dickerson Client Care Representative will schedule another visit to your home to review the final list of warranty items. We will also be happy to discuss any maintenance questions you have at that time.

It is important for our Client Care Representatives to have the Warranty Service Request Form prior to scheduling the visit to your home. Please send the completed form to Homes By Dickerson via traditional mail, email, or fax.

Address: Homes By Dickerson Customer Service 7101 Creedmoor Road Suite 115 Raleigh NC 27613	Email: warranty@homesbydickerson.com	Fax Number: (919) 847-8555
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When describing a warranty issue, please include specific information. For example, "1st floor guest bath - leak under sink," instead of "plumbing leak." **Emergency** - During our business hours (Monday through Friday, 8 a.m. until 5 p.m.), call our main office, (919) 847-4447.

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If the emergency is a loss of power, heating or cooling, or a plumbing issue, please call the appropriate contact listed on the Emergency Contact List given to you at your orientation. After contacting the appropriate contractor, please call Homes By Dickerson directly at (919) 847-4447 or call your Client Care contact.

Non-emergency - Email your request to warranty@homesbydickerson.com. You can find service request forms at the end of this manual or at www.HomesbyDickerson.com under the **Client Care** tab.

Storm damage - Contact your homeowner's insurance agent immediately. Contain damage or **natural disasters** as much as possible without endangering yourself. In extreme situations **photograph** the damage.

Hours:	Office:	Monday - Friday, 8 a.m. until 5 p.m.
	Inspection appointments:	Monday - Friday, 8 a.m. until 3 p.m.
	Work appointments:	Monday - Friday, 8 a.m. until 4 p.m.

Alarm System

Homeowner Use and Maintenance Guideline

If your home selections included pre-wiring for an alarm system, you will arrange for the final connection after your move-in. The alarm company will demonstrate the system and instruct you in its use. We recommend that you test the system each month.

If your home selections include a wireless system, Homes By Dickerson will provide basic operation instruction at our homeowner's orientation. A complete start-up and detailed system instructions will be provided by our security contractor.

Homes By Dickerson's Limited Warranty Guideline

Homes By Dickerson will correct alarm-system wiring that does not perform as intended. If there is a wireless security issue with a system we installed, please contact the security service provider. This contact information is listed in the homeowner's orientation notebook.

Appliances

Homeowner Use and Maintenance Guideline

Your Specification Sheets provide a record of the appliances installed in your home. Read and follow all manufacturers' instructions for the use and maintenance of each appliance in your home and keep them available for reference.

Manufacturer's Service

Homes By Dickerson has a preferred appliance service provider that will work directly with you if any repairs are needed for these products. Appliance customer service

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phone numbers are listed in the owner's manuals that are provided at our homeowner orientation. Appliance warranties are generally for one year. Refer to the literature provided by the manufacturer for complete information. When contacting our preferred appliance service provider or the manufacturer directly, be prepared to provide the information below:

- Date of purchase (your closing date)
- Description of the problem
- The appliance serial number. Serial number locations vary from product to product. Usually the serial number is located next to the UPC barcode on the outside packaging, on the back or door of the product itself, and sometimes it is included in your receipt or delivery information. A serial number that is located on the appliance itself will look like the picture below.



Registration

It is important to go online and complete the warranty registration cards or mail them directly to the manufacturer. Most manufacturers offer incentives in the way of extended warranties for completing and returning the warranty registration information.

Homes By Dickerson's Limited Warranty Guideline

During your orientation we confirm that all appliances are operating properly and that surfaces are in acceptable condition. We assign all appliance warranties to you, effective on the date of closing. The appliance manufacturers warrant their products directly to you according to the terms and conditions of these written warranties.

Attic Access

Homeowner Use and Maintenance Guideline

The attic space is neither designed for nor intended for storage unless passage is provided by means of a permanent or pull down stairway. We provide access to this area for maintenance of mechanical equipment. When you perform needed tasks in the attic, use caution and avoid stepping off wood members onto the insulation. This can result in personal injury or damage to the ceiling below. Your limited warranty does not cover such injury or damage. In homes where passage to the attic space is

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provided by a permanent or pull-down stairway, storage is limited to the space provided by plywood coverage. If your home is equipped with a pull-down stairway it is **Energy Star®** rated, and maintaining the weather stripping around this door is important to preserve a proper seal between your attic and living space.

Homes By Dickerson's Limited Warranty Guideline

Homes By Dickerson and the local building department will inspect the attic before your closing to confirm insulation and framing is correct and meets building codes.

Brick

Homeowner Use and Maintenance Guideline

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

Efflorescence

The white, powdery substance that sometimes accumulates on brick surfaces is called efflorescence. This is a natural phenomenon and cannot be prevented. You may be able to remove efflorescence by scrubbing with a stiff brush using a vinegar and water mixture, but care should be taken so that the unique finish that gives your brick its character is not damaged. Consult your home center or hardware store for commercial products to remove efflorescence.

Tuck-Pointing

After several years, face brick may require tuck pointing in isolated areas, which means to repair the mortar between the bricks. Otherwise, no regular maintenance is required.

Weep Holes

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

Homes By Dickerson's Limited Warranty Guideline

We check the brick work during the orientation to confirm correct installation.

Cabinets

Homeowner Use and Maintenance Guideline

Cleaning

Simply wipe the surface of your cabinets with a clean damp cloth and then dry. To remove general soils or grease, use a cloth dampened with a common dishwashing liquid and water solution, wipe clean, and then dry thoroughly. Excess moisture can damage any cabinet finish. Areas near the sink, range, dishwasher, oven, and baseboards are the most susceptible to water damage. Keep these surfaces dry. Do not use cleaners that contain bleach, ammonia, or any type of abrasive. Do not use soap pads or steel wool. These substances will cause damage to your cabinets.

Clean spills immediately. Use a clean damp soft cloth and mild soap if necessary. Wipe dry with a clean soft lint-free cloth.

Polishing

A quality topcoat finish has been applied at the factory on all of the wood cabinetry. Waxing or the use of polish on your cabinets is not recommended. Do not use a paste wax or polish that contains silicone on your cabinets. The wax buildup is difficult to remove and will leave a residue that attracts dust.

Dusting

Dust cabinets with a soft lint-free cloth.

Glass

Use ammonia-free glass cleaners to clean the glass. When cleaning mounted glass, be careful not to damage the wood finish of the door and cabinet parts. We suggest that you do not spray the glass cleaner directly onto the glass, as it may seep into areas behind the mullions and could discolor the wood. Instead, spray a small amount of cleaner onto a lint free cloth or paper towel and then wipe the glass clean.

Hinges and Drawer Glides

If hinges catch or drawer glides become sluggish, a small amount of silicone lubricant will improve their performance. As with all natural wood products, seasonal changes in climatic conditions may affect the ease of operation and movement of cabinet parts. Both hinges and drawer glides can be adjusted as indicated on the manufacturer's specifications sheet.

Appliance Heat and Moisture

Damage to cabinets can result from operating appliances that generate large amounts of moisture too close to cabinet surfaces. When operating such appliances, place them in a location that is not directly beneath a wall cabinet. We recommend that

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you do not use or mount heat-producing appliances such as coffee makers and toaster ovens beneath wall cabinets. Excess heat from these appliances can damage cabinets.

Homes By Dickerson's Limited Warranty Guideline

During the orientation we will confirm that all cabinet parts are installed and working correctly and that the cabinet surfaces are in acceptable condition. Please consult the manufacturer's warranty documentation for specific warranties.

Alignment

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

Operation

Cabinets should operate properly under normal use.

Separations

We will correct gaps between cabinets and the ceiling or cabinets and the walls by caulking or other means one time during the warranty period. Locations behind appliances are excluded from this repair. It is not uncommon for separations to occur due to humidity changes or normal settling.

Warping

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

Maple

Maple wood offers a smooth closed grain pattern that is generally off-white in color with varying tones of light pink and yellow-brown. Maple also contains a natural resin that causes the wood to turn amber as it ages and is exposed to natural light. This will be more noticeable with light stain finishes. Other naturally occurring characteristics include small light tan or dark mineral streaks that form when trees absorb minerals from the soil. These are natural conditions of maple wood and these changes are not covered by our warranty.

Cherry

Cherry wood is a rich and multi-colored hardwood distinguished by its flowing grain pattern. Color varies from light to deep reddish brown and will darken or mellow with age. This will be more noticeable with natural or light stain finishes. This dramatic color change will occur with exposure to light and usually takes place within the first six months, depending on light exposure. Mineral streaks, pitch pockets, pin knots and sapwood all occur naturally in cherry, are acceptable characteristics and not considered warranty defects.

Painted Cabinets

Painted cabinetry is made from a variety of high quality hardwoods and hardwood veneers. As with all natural wood products, seasonal movement in cabinet panels can be expected due to climatic conditions. This movement is a normal condition of wood products, and can cause small hairline cracks. Exposure to natural and artificial light may also cause a slight mellowing of color as your painted cabinets age. All of the above are normal qualities of hardwood products and veneers and are not considered to be quality defects.

Carpet

Homeowner Use and Maintenance Guideline

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

Cleaning

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

Vacuum lightly twice a week and thoroughly once a week. Heavy traffic areas may require more frequent cleaning.

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

Some problem conditions that may occur with your new carpet and our suggested remedies are presented below.

Seams

Carpet usually comes in 12-foot widths, which makes seaming necessary in most rooms. Visible seams are not a defect unless they have been improperly made or unless the material has a defect that makes the seams appear more pronounced than normal. Seams are never more visible than when the carpet is first installed. The denser and uniform the carpet texture the more visible the seams will be. Carpet styles with low tight pile result in the most visible seams. With time, use, and vacuuming the seams become less visible. In our model homes you can see examples

of how carpet seams diminish over time after they have experienced foot traffic and been vacuumed.

Stains

No carpet is stain proof. Although your carpet manufacturer designates your carpet as stainresistant, some substances may still cause permanent staining.

Refer to your carpet manufacturer for recommended cleaning procedures for your particular fiber.

Homes By Dickerson's Limited Warranty Guideline

During your orientation we will confirm that your carpet is in an acceptable condition. We will correct stains or spots noted at this time by cleaning, patching, or replacement. Homes By Dickerson will not be responsible for dye-lot variations if replacements are made because of stains and spots after the homeowner has moved in.

Caulking

Homeowner Use and Maintenance Guideline

Time and weather will shrink and dry caulking so that it no longer provides a good seal. Routinely check all caulked seams and make needed repairs. Caulking compounds, dispenser guns, and utility knives are available at hardware stores. If you are attempting to repair caulked areas, it is important to remove all existing caulking materials prior to applying new caulking. Read the manufacturer's instructions carefully to be certain that you properly remove and install the appropriate caulk for the intended purpose.

Caulk Types:

Latex Caulk - Latex caulking is appropriate for an interior area that requires painting.

Silicone Caulk - Silicone Caulk works best, and is generally used where water may be present. Certain versions of silicone caulking will not accept paint. This information can be found on the caulking tube label.

Colored Caulk - Colored caulking is used in situations where the caulk is designed to blend with a particular material such as tile. Color matching is determined by the appropriate vendor in an attempt to best match the surrounding materials. As with any colored material, dye lots can vary.

Homes By Dickerson's Limited Warranty Guideline

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

Additional information is provided within the warranty manual for Countertops, Expansion and Contraction, Stairs, and Wood Trim. Please refer to the appropriate sections of the Homeowner Manual for more detailed information.

Ceramic Tile

Homeowner Use and Maintenance Guideline

Tile is a manufactured piece of hard-wearing material such as ceramic, porcelain, stone, metal, or glass that is generally used to cover floors, walls, and showers to provide a durable surface. Your selection sheets provide a record of the brand, style, and color of the tile in your home. Please retain this information for future reference. Refer to the various manufacturers' recommendations for additional information on the care of your tile.

Cleaning

Ceramic tile is one of the easiest floor coverings to maintain. Vacuum the floor when needed, and occasionally mop with warm water. Avoid adding detergent to the water. If you feel a cleaning agent is required, use a mild solution of warm water and dishwasher crystals. This type of solution will not leave a buildup of suds residue. Rinse thoroughly.

The ceramic tile installed on walls or countertops in your home may be washed with any nonabrasive soap, detergent, or tile cleaner. Do not use abrasive cleaners, as they will dull the finish.

Grout Discoloration

Clean grout that becomes yellowed or stained with a fiber brush, cleanser, and water. Grout cleansers and whiteners are available in the marketplace.

Sealing Grout

Sealing grout is your decision and responsibility; however, Homes By Dickerson does not recommend sealing the tile in bathrooms. ***Sealing the grout on a tile floor may trap moisture. However, it is ok to seal the tile at your kitchen backsplash.*** Once grout has been sealed, ongoing maintenance of the sealing agent is necessary, and the limited warranty coverage on grout that has been sealed is void. ***Please note that sealing natural products may alter their original color.***

Separations

Slight separations resulting in cracks in grout lines may occur. Cracks in the grout can be filled using premixed grout. Homes By Dickerson recommends using the contractor who originally installed the tile. Contact information is available in the closing package.

Tile grout and caulk around bathtubs or countertops may crack or shrink over time. If this occurs, the best remedy is to purchase a premixed grout or tub caulk from a hardware store and follow the directions. This maintenance is important to protect the underlying surface from water damage.

Homes By Dickerson's Limited Warranty Guideline

During the orientation we confirm that tile and grout areas are in acceptable condition. We will repair or replace cracked, chipped, or loose tiles that are noted at that time. Homes By Dickerson is not responsible for variations in color or discontinued patterns. New grout may vary in color from the original. During the warranty period, Homes By Dickerson will point up cracked grout, and repair defective caulk at the three-month walkthrough.

Concrete Flatwork

Homeowner Use and Maintenance Guideline

By maintaining good drainage, you protect your home's foundation, but also the concrete flatwork—your driveway and sidewalks, patios and porches, and your garage and basement slabs.

Cleaning

Avoid washing exterior concrete slabs with cold water when temperatures are high and the sun has been shining on the concrete, because abrupt changes in temperature can damage the surface bond of concrete. We recommend cleaning concrete slabs during the part of the day when the temperature will be the most moderate. When cleaning concrete, we recommend sweeping and washing with water from a hose without the use of any cleaners other than those specifically designed for cleaning concrete. Cleaning with a power washer can quickly cause damage to the concrete surface, and Homes By Dickerson does not recommend using a power washer for cleaning concrete.

Repeated hosing of the garage floor may allow water to penetrate at expansion joints or through existing cracks at control joints. This practice increases the moisture content of the soil below and may cause settling of the slab. We recommend sweeping to clean the garage floor. Do not use soap on unpainted concrete. Use plain water and a concrete cleaning agent if necessary.

Cracks

A concrete slab 10 feet across shrinks approximately 5/8 inch as it cures. Some of this shrinkage may show up as cracks. Cracking of concrete flatwork also results from temperature changes that cause expansion and contraction. Maintain drainage away from all concrete slabs, and if cracks occur, seal them with a waterproof concrete caulk to prevent moisture from penetrating into the soil beneath the slab. During the winter this moisture forms frost that can lift the concrete and increase cracking.

Expansion Joints

We install expansion joints to allow the slab to move as it shrinks or expands. Voids may occur when this happens. Caulk type sealants for these voids are available at most hardware stores.

Control Joints

Nearly all concrete slabs will crack. The most widely used method to control random cracking in concrete slabs is to place control joints in the concrete surface. These tooled joints weaken the slab at predetermined locations in an effort to control where cracks occur. The concrete will most likely crack, which is normal, but the absence of random cracks in the surface of the slab helps to maintain a pleasing appearance.

Heavy Vehicles

Do not permit heavy vehicles such as moving vans or heavy delivery trucks to drive on your concrete work. We design and install this concrete for residential use only.

Ice, Snow, and Chemicals

Driving, walking, and parking on snow creates ice pack on concrete drives. Remove snow from concrete drives as promptly as possible after snow storms to prevent icing. Protect concrete from abuse by chemical agents such as fertilizers, radiator overflow, repeated hosing and power washing, or deicing agents. All of these items can cause concrete to spall (chipping or flaking of the concrete surface).

Homes By Dickerson's Limited Warranty Guideline

Concrete slabs are floating—in other words, they are not attached to the home's foundation walls. Slabs are not a structural (load-bearing) element of the home and are not covered by the structural warranty. The limited warranty coverage is for one year.

Color

Concrete slabs vary in color. No correction is provided for this condition.

Cracks

Concrete slabs will most likely crack. Homes By Dickerson tries to minimize and control where concrete slabs crack. If concrete cracks reach 3/16 inches in width or in vertical displacement, Homes by Dickerson will patch or repair them one time during the warranty year. If you prefer to have the slab replaced, we will obtain a price for you and assist in scheduling the work upon receipt of your payment. Please note that we advise against this expense, as the new slab will most likely, at some point, crack as well.

Finished Floors

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

Level Floors

Concrete floors in the habitable areas of the home will be level to 1/4 inch within any 32-inch measurement except for an area specifically designed to slope toward a floor drain.

Separation

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

Settling or Heaving

Homes By Dickerson will repair slabs that settle or heave if such movement results in drainage toward the house or a 3/16" vertical displacement.

Spall (Surface Chips)

Causes of spall include repeated hosing of concrete for cleaning, power washing at high pressure, radiator overflow, fertilizer, uncleared snow and ice, ice-melting agents, and road salts from vehicles. Repair of spall is a home maintenance task.

Standing Water

Water may stand on exterior concrete slabs for several hours after precipitation or from roof run-off. Homes By Dickerson will correct conditions that cause water to remain longer than 48 hours unless it is from roof run-off of melting snow or ice.

Condensation

Homeowner Use and Maintenance Guidelines

Condensation on interior surfaces of the windows and frames comes from high humidity within the home combined with low outside temperatures and inadequate ventilation. Family lifestyle significantly influences these conditions. If your home includes a humidifier, closely observe the manufacturer's directions for its use, especially during periods of cooler temperatures.

See also [Ventilation](#).

Homes By Dickerson Limited Warranty Guidelines

Most condensation occurs in bathrooms from hot showers, and in the kitchen area from boiling water while cooking, and varies according to a family's lifestyle, which is beyond Homes By Dickerson's control. Surface condensation is excluded from the

limited warranty coverage, but Homes By Dickerson will check to see that exhaust fans are working properly. If condensation occurs on the interior portion of a double-pane window, see the Window section of the warranty.

Countertops

Homeowner Use and Maintenance Guideline

Always use a cutting board to protect your counters when you cut or chop. Protect the counter from heat and from hot pans. A good guideline is if you cannot put your hand on it, do not put it on the countertop. Clean stone countertops with a natural stone cleaner using the manufacturer's instructions. Blot all spills immediately. Do not use cleaners that contain acid, ammonia, bleach, vinegar or citrus.

Caulking

The caulking between the countertop and the backsplash, the backsplash and the wall, and around the sink may shrink and leave a slight gap. Maintaining a good seal in these locations is important to keep moisture from reaching the wood beneath the counter top surface and to prevent warping.

Homes By Dickerson's Limited Warranty Guideline

During your orientation we confirm that all countertops are in acceptable condition. We repair noticeable surface damage such as chips, cracks, and scratches noted on the orientation list. Repair of surface damage that occurs during or after your move-in is a homeowner maintenance responsibility.

Laminates

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

Cultured Marble, Granite, Marble, and Quartz

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

Separation from Wall

Separation of countertops from the walls, backsplash, or sinks results from the normal shrinkage of materials. Homes By Dickerson will re-caulk these areas one time at 3 months during the warranty period. Afterwards caulking will be your home maintenance responsibility.

Crawlspace and Basement

Homeowner Use and Maintenance Guideline

Unfinished Basement/Unconditioned Crawlspace

Unfinished areas of basements and unconditioned crawlspaces typically have higher levels of humidity because the air in these locations is not conditioned by the HVAC system. Because of the humidity these areas are not recommended, as a storage area for items that could be damaged by moisture. Any items stored in these areas should be kept away from the walls to accommodate the annual termite inspection.

You may notice slight dampness in an unfinished basement and crawlspace area beneath the plastic ground cover and the first few courses of the block wall. Landscaping that is correctly installed and properly graded helps prevent excessive amounts of water from entering crawlspaces. Report any standing water to Homes By Dickerson for inspection.

Unconditioned crawlspaces have foundation vents around the perimeter of the home. Homes By Dickerson recommends that these foundation vents remain open year-round to provide adequate ventilation for the crawlspace.

Conditioned Crawlspace

Conditioned crawlspaces do not incorporate foundation vents. The required ventilation is supplied by the home's HVAC system and for this reason it is extremely important that the HVAC system operates continuously year-round. During times of moderate outside temperatures, the thermostat can be adjusted to an efficient temperature setting, ensuring that the crawlspace receives the required ventilation. Completely shutting off the HVAC system, especially in the humid months of the summer, will cause adverse crawlspace conditions, and is not recommended by Homes By Dickerson or our HVAC contractor. Not following these recommendations will cause portions of this limited warranty to be voided.

See also [Ventilation](#).

Homeowner Use and Maintenance Guideline

Homes By Dickerson warrants that there will be no standing water in the crawlspace or basement areas of a home provided that the exterior drainage around the home has not been modified, and that the HVAC systems have been operating as described above.

Deck and Porch

Homeowner Use and Maintenance Guideline

The proper use and care of your Deck and Porch are important to ensure many years of use. Items such as paint, stain, and caulk may break down over time and require

some homeowner maintenance, but proper upkeep will ensure that the structural elements do not break down.

Wood Decking and Porches

Homes By Dickerson uses high-quality wood building materials in the construction of your wood deck and porch; however, it is inevitable that wood will warp, split, expand, contract, discolor, and break down over time if not properly cared for. Wood deck and porch cleaners, and water-repellent preservatives and sealants can help preserve the life of your deck or porch. Once applied, the finish will need to be consistently maintained. This maintenance is the homeowner's responsibility.

Composite Decking

If debris from trees is left on the surface of a deck, the tannins in the leaves and pine straw may stain the deck. The area should be swept to remove surface debris, and then cleaned using warm, soapy water with either a soft bristle brush, or a pressure washer with no greater than 3100 psi that has a fan adjustment to remove dirt from the embossing pattern. Rinse each deck board using a fan tip no closer than 8 inches from the deck's surface. If dirty water is left to dry, it will cause a film on the deck surface. Once the deck surface is dry you may apply a "brightener" to the surface as directed by the manufacturer. Deck brighteners contain oxalic acid, which will remove the tannins.

Iron Handrails

Factory- or site-finished handrails require little maintenance and there are steps that can be taken to preserve the finish. For touchups, use a high quality exterior spray paint after cleaning and priming to refinish blemishes or hire a professional painting contractor. Keeping the finish maintained will ensure many years of attractiveness and safe use. Regularly inspect the mounting hardware, and if replacement is necessary only use parts designed for an outdoor environment. There is a 90-day warranty on the finish of iron rails, and a one-year warranty on the structural integrity and workmanship.

Homes By Dickerson's Limited Warranty Guideline

Homes By Dickerson will warranty all workmanship for one year from the time of closing on your home. This excludes minor (non-structural) wood splits, cracks, and cupped or crowned boards inherent in natural wood products, and blemishes on iron rails after three months. Pressure-treated lumber carries no manufacturer's warranty, and all other materials used in deck and porch construction are subject to their respective manufacturer warranties. Please refer to your homeowner packet to reference these warranties, or contact your Client Care Representative for more information.

Doors and Locks

Homeowner Use and Maintenance Guideline

Most doors and door frames installed in your home are wood products and are subject to wood's natural characteristics to shrink and warp when subjected to humidity and temperature fluctuations. Due to these normal fluctuations, interior doors may occasionally require minor adjustments.

Bi fold Doors

Interior bi fold doors may sometimes seem to stick during operation. Apply a silicone lubricant to the track to minimize this inconvenience. Bi folds may slightly warp because of the lack of structure around each door panel. This condition is common to bi fold doors and is not a warranty concern.

Exterior Finish

To ensure a longer life for your exterior wood doors, inspect the applied finish at least once a year. Stained exterior doors with clear finishes tend to weather faster than painted doors, and doors facing west that receive the long afternoon rays of the sun can be expected to weather the fastest. Reseal stained exterior doors whenever the finish begins to wear.

Failure to Latch

If a door will not latch because of minor settling, you can correct this by adjusting the latch plate.

Hinges

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

Keys

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

Locks

Lubricate door locks with graphite or other waterproof lubricants. Avoid oil, as it will gum up and attract dirt.

Slamming

Slamming doors can damage both the doors and jambs and can even cause sheetrock wall cracks. Similarly, children should not hang onto nor should items be hung onto the doorknobs. These activities will loosen the hardware and cause the door to sag.

Shrinkage

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

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, use sandpaper to plane the door and paint the sanded area to seal against moisture.

Homes By Dickerson's Limited Warranty Guideline

During the orientation we confirm that all doors are in acceptable condition and correctly adjust those that need attention. Homes By Dickerson will correct imperfections to doors noted on the orientation list.

Adjustments

Due to normal settling of the home, doors may require adjustment for proper fit. Homes By Dickerson will make adjustments one time during the warranty period.

Panel Shrinkage

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

Warping

Homes By Dickerson will adjust 6'8" doors that warp in excess of 1/4 inch, and will adjust 8'0" doors that warp in excess of 1/2 inch (excluding exterior screen doors)

Drywall

Homeowner Use and Maintenance Guideline

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

Repairs

With the exception of the one-time repair service provided at the 10-month mark by Homes By Dickerson, the care of drywall is the homeowner's maintenance responsibility. Most drywall repairs can be easily made. This work is best done when you redecorate the room.

Repair cracks with spackle or sheetrock compound. To correct a nail pop, reset the nail and cover it with spackle. Apply two or three thin coats of spackle. When dry, sand the surface with fine-grain sandpaper and then paint. You can fill indentations caused by sharp objects in the same manner.

Homes By Dickerson's Limited Warranty Guideline

During the orientation we confirm that drywall surfaces are in acceptable condition. At the tenmonth period Homes By Dickerson will repair drywall shrinkage cracks and nail pops, and touch up the repaired area using the same paint that was used on the surface when the home was delivered. Repainting the entire wall or room is your responsibility. You are also responsible for custom paint colors or wallpaper that has been applied after closing. Touchups may be visible and are not a warranty issue.

Related Warranty Repairs

If a drywall repair is needed as a result of a workmanship issue such as blisters in sheetrock tape or a warranty-based repair such as a plumbing leak, Homes By Dickerson will complete the repair by touching up the repaired area with the same paint that was on the surface when the home was delivered. If more than one-third of the wall is involved, we will repaint the wall corner to corner. You are responsible for custom paint colors or wallpaper that has been applied after the closing. Due to the effects of exposure over time on paint and wallpaper, as well as possible dye lot variations, touchups may be visible and are not a warranty issue.

Electrical Systems

Homeowner Use and Maintenance Guideline

It is important to know the location of the breaker panel(s). These panels will contain a shut-off that controls all the electrical power to the home. Individual breakers control the separate circuits. Each breaker is marked to help you identify which breaker is connected to which major appliances, outlets, or other service. Should a failure occur in any part of your home, always check the breakers in the main panel box.

Breakers

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

Breaker Tripping

Breakers trip due to overloads caused by plugging too many appliances into the circuit, a worn electrical cord, a defective appliance, or operating an appliance with a voltage requirement that is too great for the circuit. If any circuit trips, repeatedly unplug all items connected to it and reset the breaker. If it trips when nothing is connected to it, call an electrician. If the circuit remains on then one of the items you unplugged is defective and will require repair or replacement. Contact the electrician listed on the Emergency Phone Numbers you received at orientation.

Buzzing

Fluorescent fixtures use transformers to operate. Transformers sometimes cause a buzzing sound.

Dropped Leg

If you are experiencing a partial electrical power loss while the breakers are still on, you could be experiencing a dropped leg. This type of issue is an electrical supply issue and you should contract your electric supply company first, and then contact your Client Care Representative.

GFCI (Ground-Fault Circuit-Interrupters)

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

Please Note: Recent code changes require all garage outlets to be GFCI protected. If you choose to plug a refrigerator or food freezer into a GFCI-controlled outlet, it is your responsibility to ensure the GFCI circuit is not tripped.

Homes By Dickerson is not responsible for food spoilage that results from plugging refrigerators or freezers into GFCI circuits.

Each GFCI circuit has a test and reset button. Pressing the test button will trip the circuit. Restore the service by pressing the reset button. If a GFCI breaker trips during normal use, it may indicate a faulty appliance and you will need to investigate the problem. One GFCI breaker may control several outlets.

Grounded System

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

Light Bulbs

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

Modifications

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

Smoke Detectors

Please see the smoke detector section of the warranty manual.

Outlets

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

Underground Cables

Before digging, check the location of buried service leads by calling the local utility locating service. In most cases wires run in a straight line from the service panel to the nearest public utility pad. Maintain positive drainage around the utility pad to protect this service, and keep shrubs trimmed to allow easy access by the utility service workers.

ARC Fault Breakers

An Arc Fault Circuit Interrupter (AFCI) is a circuit breaker designed to prevent fires by detecting an unintended electrical arc and disconnecting the power before the arc starts a fire. Arc Fault breakers are more sensitive to tripping. Large appliances and variable speed motors such as vacuums and treadmills can cause these breakers to trip due to drawing more power.

Homes By Dickerson's Limited Warranty Guideline

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

Designed Load

If electrical outlets, switches, or fixtures do not function as intended, Homes By Dickerson will repair or replace them.

Power Surge

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

Expansion and Contraction

Homeowner Use and Maintenance Guideline

Changes in temperature and humidity cause all building materials to expand and contract. Dissimilar materials expand or contract at different rates. This movement may result in separation between materials, particularly dissimilar ones. You will see the effects of expansion and contraction in small cracks in drywall, in paint where moldings meet drywall or at mitered corners, and where tile grout meets the tub or sink. While this may alarm an uninformed homeowner, it is normal. Shrinkage of the wood components of your home is inevitable and occurs in every new home. Although this is most noticeable during the first year, it will continue beyond that time. In most cases caulk and paint are all that is required to take care of these minor repairs. Maintenance of caulking is a homeowner responsibility.

Homes By Dickerson's Limited Warranty

Homes By Dickerson provides one-time repairs to many of the effects of expansion and contraction. See individual categories for details.

Fencing

Homeowner Use and Maintenance Guideline

Proper use and care of fencing is important to ensure many years of use. It is the homeowner's responsibility to ensure that the lot drainage, landscaping, pets, and children are not affecting the Limited Warranty. Items such as paint, stain, and caulk may break down over time and require some homeowner maintenance, but proper upkeep will ensure that the structural elements do not break down.

Wood Fencing

Homes By Dickerson uses high-quality building materials in the construction of your wood fence; however, it is inevitable that wood will warp, split, expand, contract, discolor, and break down over time if not properly cared for. Water repellent preservatives and sealants can help preserve the life of your fence. Once applied, the finish will need to be consistently maintained. This maintenance is the homeowner's responsibility.

Aluminum Fencing

Aluminum fencing is the perfect low-maintenance fencing solution that offers the look and beauty of classic metal work at an affordable price. This type of fencing can be cleaned with water and a soft sponge or brush. If you find a scratch or chip in the paint finish, you can use an exterior touchup paint specified for aluminum surfaces. Adjust all wood and aluminum gates whenever they do not swing freely or latch properly by tightening all screws and lubricating the hinges. Do not allow children to swing on the gates or allow the gates to blow in the wind, because these actions will cause the gates to warp and sag, and the hinges and latches to come loose.

Homes By Dickerson's Limited Warranty Guideline

Homes By Dickerson will warranty all workmanship for one year from the time of closing on your home. This excludes wood splits, cracks and twists that are normal. Due to its inherent nature pressure-treated lumber carries no manufacturer's warranty. All other materials are subject to their respective manufacturer warranties. Please refer to your homeowner packet to reference these warranties, or contact your Client Care Representative for more information.

Fireplace

Homeowner Use and Maintenance Guideline

Gas Fireplace

Homes By Dickerson installs direct-vent gas fireplaces. The proper use of the fireplace is demonstrated to you during the homeowner orientation. Please consult the manufacturer's manual for more detailed instructions and directions.

A slight delay between turning the switch on and flame ignition is normal. The flames should ignite gently and silently. If you notice any deviation from this or any gas smell, immediately shut off the fireplace and report it to the gas company and then to your Homes By Dickerson Client Care Representative.

The fireplace may emit a slight odor during the first few uses. Homes By Dickerson recommends turning on the fireplace and allowing it to burn for several hours while the house can be adequately ventilated.

Thoroughly clean the inside of the glass after the initial 10 hours of use, and periodically as necessary. Refer to the manual to remove the glass, and for glass cleaning instructions.

Caution: The exterior vent cover for a direct-vent gas fireplace becomes extremely hot when the fireplace is operating. The glass panel covering the front of the unit will become very hot when the fireplace is operating.

Homes By Dickerson's Limited Warranty Guideline

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

Discoloration

Discoloration of the interior of the firebox is a normal result of use and requires no corrective action.

Foundation

Homeowner Use and Maintenance Guideline

The footings and foundation of your home are constructed according to the specifications required by the structural engineer, and inspected by the local city or county inspectors. To protect your home's foundation, follow the guidelines for installation and maintenance of landscaping and drainage in this manual.

Cracks

Even though your foundation was constructed in accordance with general masonry construction specifications hairline cracks can still occur. These cracks are not detrimental to the structural integrity of your home, and most of the time they are cosmetic in nature. If a crack develops in a foundation wall allowing water penetration, follow the procedures for submitting a warranty claim to Homes By Dickerson.

Foundation Drains

Foundation drains have been installed as a preventative measure to release ground water that may accumulate around the foundation of your home. It is extremely important to know the location of the discharge end of the foundation drain. These will be pointed out at the homeowner's orientation prior to closing. It is imperative to the function of this drain that the discharge end of the pipe is kept free and clear. If left unmaintained, grass will grow over the end of the drainage pipes, clog the discharge, and create water issues in the crawlspace.

Except for the crawlspace positive drain, no other drainage systems, including gutter downspouts or yard drainage systems, should be connected to the foundation drain system.

To prevent damage, it is the homeowner's responsibility to identify and inform any one working in your yard of the location of these foundation drains and discharge pipes. Foundation drains that are damaged after closing are not covered by this warranty.

Homes By Dickerson's Limited Warranty Guideline

The footings and foundation of your home are constructed in accordance with the specifications required by the structural engineer, and are inspected by your local city or county inspectors.

Cracks

Hairline shrinkage cracks are normal and are not a warranty issue. Homes By Dickerson will repair substantial cracks exceeding 1/4", but cannot be responsible for exact color match of the mortar or painted parging.

Leaks

Homes By Dickerson will correct conditions that permit water to enter the crawlspace, provided that drainage, landscaping, and maintenance guidelines have been complied with by the homeowner.

Garage Overhead Door

Homeowner Use and Maintenance Guideline

Garage doors need periodic maintenance. Follow the manufacturer's guidelines as outlined in the manufacturer's literature for proper maintenance.

Opener

Be familiar with the steps for manual operation of the door in the event of a power failure. During orientation we demonstrate the electric eye that provides a safety stop in the event someone crosses through the opening while the overhead door is in motion. Use care not to place tools or other stored items where they interfere with the function of the electric eye.

Safety

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

For your safety, after the expiration of the one-year warranty, Homes By Dickerson recommends regular maintenance of your garage door by a qualified contractor. The door springs are under a considerable amount of tension and require special tools and knowledge for accurate and safe servicing. Have the door inspected by a professional garage door technician after any significant impact to the door.

Homes By Dickerson's Limited Warranty Guideline

The garage door should operate smoothly and with reasonable ease. If the door becomes misaligned and requires adjustment, Homes By Dickerson will provide this service within the warranty period.

Visible Light

Garage overhead doors are not designed to be airtight. Some light may be visible around the edges and across the top and bottom of the door. Severe weather conditions may result in some precipitation entering around the door.

Garbage Disposal

Homeowner Use and Maintenance Guideline

A garbage disposal unit is installed beneath the kitchen sink between the sink's drain and the trap in non-septic system homes. Large waste materials may cause the disposal to stop working, but it is equipped with a key that is used to rotate the disposal blades and dislodge the material caught in the blade system. The proper use of this key will be demonstrated at your homeowner orientation. The disposal is also equipped with an internal electrical reset button designed to protect the motor. This is a small red button located on the bottom of the disposal. If the disposal is not responsive, pushing the reset button may resolve the issue.

Read the manufacturer's operation manual to know the food products that can be disposed of using the make and model of your particular system.

Homes By Dickerson's Limited Warranty Guideline

We will confirm that the garbage disposal is in acceptable working condition at orientation. Homes By Dickerson will repair items that do not function as intended from normal use during the limited warranty period. Please consult the manufacturer's warranty for additional information and warranties beyond the Homes By Dickerson warranty period.

Gas Shut-Offs

Homeowner Use and Maintenance Guideline

You will find gas line shut-offs near the connection to each gas appliance. There is also a main shut-off at the meter which will require a pair of pliers to manipulate. We point these out during the orientation. If you suspect a gas leak, call the gas company immediately.

Homes By Dickerson's Limited Warranty Guideline

The gas company is responsible for leaks from the main gas line to your house. Homes By Dickerson will correct any leak from the meter to a home appliance during the warranty period.

Grading and Drainage

Homeowner Use and Maintenance Guideline

The final grades around your home will be inspected and approved for proper drainage. The site is inspected by local building authorities and Homes By Dickerson.

Drainage

Drainage swales do not necessarily follow property boundaries. Maintain these slopes around your home to permit the water to drain away from the home as rapidly as possible. Proper drainage is essential to protect your foundation. Failure to do so may result in structural damage and your warranty being voided.

Ensure that the exit end of your foundation drains remain open and free from any type of blockage. This allows excess water to drain away from the foundation. See the section on *Foundations* for further information.

The use of mulch and pine straw in the yard is common, and heavy rains may cause these materials to wash. Maintaining these beds is not a warranty item; it is the homeowner's responsibility.

Settling

The area excavated for your home's foundation, and trenching for the installation of utility lines, drain lines, and irrigation lines are all backfilled during construction. These backfilled areas may settle over several years, particularly after heavy rainfall or large amounts of snow. Inspect the perimeter of your home regularly for signs of settling and fill settled areas as needed to maintain positive drainage.

See also [Landscaping](#).

Homes By Dickerson's Limited Warranty Guideline

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

Backfill Settlement

Backfilled or excavated areas around the foundation and at utility trenches that occurred during construction should not interfere with the drainage away from your

home. If these areas settle during the first year, Homes By Dickerson will fill the areas one time so that proper drainage can be maintained.

Erosion

Homes By Dickerson is not responsible for weather related damage to landscaped yards after the closing date.

Swales

Homes By Dickerson will not alter subdivision drainage patterns to suit individual landscape plans. These drainage patterns control the direction of the flow of water by the use of swales that are intentionally graded, and must remain part of the landscape plan. Swales must remain unaltered to allow the free flow of water. A lot may receive water from, and pass water on to, other lots through these intentional swales. Changes to subdivision drainage patterns without the permission of Homes By Dickerson and the developer are prohibited. After rain or snow water may stand in swales for up to 48 hours.

Grinder Pumps

Grinder pumps are used when plumbing waste cannot be distributed to a community's main sewage lines through a typical gravity-fed sewage system. Wastewater from household appliances such as toilets, bathtubs, showers, sinks and washing machines flows through the home's pipes into the grinder pump's holding tank. Once the waste inside the tank reaches a specific level, the pump will turn on, grind the waste, and pump it to the gravity-fed sewer system.

Please be mindful of all items that you intend to dispose of through your plumbing system. Items that will disrupt the operation of the grinder pump and will cause the system to malfunction or break include but are not limited to:

- Heavy paper products such as cleaning wipes, paper towels and diapers
- Grease and oil products
- Feminine care products
- Paint and painting components such as caulk, sheetrock, sheetrock mud etc.
- Kitty litter

Your grinder pump is equipped with maintenance indicators providing notice when either maintenance is required or there is a potential issue that may disrupt the use of your system. These indicators are located on or near the grinder pump. Read the grinder pump specifications sheet for more information on your particular model or consult with your Client Care Representative for specific details.

Due to the grinder pump design and its moving parts, regular usage of your plumbing system is recommended. For extended leaves of absence (more than a few weeks) Homes By Dickerson recommends scheduling a monitoring and maintenance program

through a third-party vendor. Your Client Care Representative will be able to provide you with this contact information.

Homes By Dickerson's Limited Warranty Guideline

Because grinder pumps are generally integrated into a community plan, either Homes By Dickerson or the designated contractor elected by the community developer, may be responsible for responding to warranty issues. Issues from the grinder pump to the community sewage system are the responsibility of the developer or the elected subcontractor working for the development. Issues anywhere from the house to the grinder pump are the responsibility of the homeowner or Homes By Dickerson as detailed below. Issues with the grinder pump or the pump housing will be reviewed to determine the source of the issue and who is responsible for upholding the warranty.

Homes By Dickerson provides a 1-year limited warranty for grinder pumps and parts specific to the manufacturer's warranty specifications and the manufacturer's installation requirements. *Please note that improper use of the grinder pump or the grinder pump system, tampering with and/or modifications by someone other than an authorized servicer will void both Homes By Dickerson's and the manufacturer's warranty.*

Please be sure to read your grinder pump's warranty guidelines and recommendations for proper use and maintenance. This is important to make certain that your use of the grinder pump complies with the manufacturer's requirements.

If there is an instance in which the grinder pump alarm sounds, call the contact number provided in your orientation notebook. Twenty-four-hour emergency service is available regardless of when an alarm sounds. Set up an appointment with the subcontractor and then contact your Homes By Dickerson Client Care Representative.

Gutters and Downspouts

Homeowner Use and Maintenance Guideline

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

Ladders

Use caution when leaning ladders against gutters. The ladder's side rails must rest against the gutter on each side of the gutter feral or attachment. Failure to position the ladder in this manner may damage the gutter.

Leaks

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

Snow and Ice

Clear excess snow as soon as possible to allow the gutter to drain properly and to prevent damage. Severe ice or snow buildup can damage gutters, and such damage is not covered by the limited warranty.

Downspout Extensions

Downspouts are piped a minimum of 5 feet away from the foundation unless they are terminated onto a concrete surface. Downspouts and yard drains should never be tied into the perimeter foundation drain system.

Homes By Dickerson's Limited Warranty Guideline

Gutters over 3 feet long are installed with a slight slope so that roof water will flow to the downspouts.

Leaks

We correct leaks that occur during the warranty period.

Overflow

Gutters may overflow during periods of heavy rain. This is unavoidable and requires no repair.

Standing Water

Small amounts of water (up to one inch) may stand in gutters for short periods of time after rain. No correction is required for these conditions.

Hardware

Homeowner Use and Maintenance Guideline

All doorknobs and locks should operate correctly. Over time they may need slight adjustments due to normal movement of the framing caused by initial settling and expansion or contraction. Occasionally you may need to tighten screws or adjust ball catches. Caution should be taken when tightening screws; over-tightening the screws in locks and doorknobs can cause them to work improperly.

Homes By Dickerson's Limited Warranty Guideline

We confirm that all hardware is in an acceptable condition at orientation. Homes By Dickerson will repair hardware items that do not function as intended from normal use during the limited warranty period.

Refer to manufacturer guidelines for additional maintenance and warranty information.

Hardwood Floors

Homeowner Use and Maintenance Guideline

Preventive maintenance is the primary goal in the daily care of hardwood floors.

Cleaning

Sweep daily or more frequently, as needed. Never wet or steam mop a hardwood floor. Excessive water will cause wood to expand and will damage the floor. Your floors are finished with a polyurethane finish that may be damp mopped if necessary. To damp mop, remove all excess water from the mop by wringing dry, and use a cleaning mixture of one cup vinegar to one gallon of warm water.

Furniture Legs

Install proper floor protectors on furniture placed on hardwood floors. Protectors will allow chairs to move easily over the floor without scuffing. Regularly clean the protectors to remove any grit that may have accumulated.

Humidity

Wood floors respond noticeably to changes in your home's humidity level. The individual flooring planks expand and contract as the humidity changes from season to season, and especially during the winter and summer months. Hardwood floor planks are known to either dip or rise along the edges which cause the individual planks to crown or cup. Some of this movement is to be expected and is considered normal. The use of a humidifier or dehumidifier may be necessary in some cases.

Separation

Most separation is seasonal and usually occurs during the winter when home heating is required. The warm dry air reduces the moisture in the wood floors and causes them to slightly shrink and separate. These separations typically close during the warm humid months. This type of separation and closing is considered normal. In 2-1/2-inch wide hardwood floors the separation may be the thickness of a dime (1/32 inch). Wider boards may have wider separation. For ways to control humidity and possibly mitigate these separations, see the section above on [Humidity](#).

Spills

Clean up spills immediately with a dry cloth.

Warping

Warping may occur if the floor becomes excessively wet. Slight warping near heat vents or heat-producing appliances is typical. Please note that the icemaker hookup is the most common source of leaks onto hardwood floors. Visually inspect this connection regularly.

Wax

Wax and products like oil soap should not be used, because once the finishes are applied to a polyurethane finished floor, a new coat of polyurethane finish will not bond. The preferred maintenance is preventive cleaning and recoating to maintain the desired luster.

Homes By Dickerson's Limited Warranty Guideline

During orientation we will confirm that hardwood floors are in an acceptable condition. We will correct any readily noticeable cosmetic defects listed during the orientation. You are responsible for the routine maintenance of hardwood floors.

Separations

If separations exceed industry standard thickness (1/32 inch), Homes By Dickerson will fill them one time at the owner's request. Homes By Dickerson is not responsible for removing excess filler that appears on the surface if the boards expand and expel the filler due to subsequent changes in humidity.

Floor Flatness

Our goal is to create a comfortable home with flat and level floors beginning with a level foundation. Homes By Dickerson is not responsible for floor unevenness caused by deflection, expansion, contraction, or differences in nominal lumber dimension.

Heating and Cooling System

Air Conditioning and Heating

The gas forced-air furnace relies on natural gas or propane to provide energy used for generating heat. When the temperature in the home falls below the level set on the thermostat, an electric pilot flame automatically ignites to heat a gas burner that generates heat within the furnace's combustion chamber. This heat passes into a heat exchanger. A fan then blows air onto the heat exchanger and the air is heated. This heated air is then blown through a series of ducts to heat the home.

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

Ductwork Noise

Some popping or pinging sounds are the natural result of slight movements of the ductwork heating and cooling in response to air flow as the system operates.

Air Flow Balance

Homes By Dickerson will balance the system one time at the 10-month walkthrough.

Manufacturer's Instructions

The manufacturer's manual specifies maintenance for the heating and air conditioning system. Review and follow these points carefully.

Temperature Variations

Temperatures may vary from room to room and floor to floor by several degrees. This variation is influenced by floor plan design, orientation of the home on the lot relative to the sun's position, type and use of window coverings, and traffic through the home. Jumper ducts are installed to allow airflow between rooms and hallway spaces to reduce this variation in temperature when doors are closed.

The furnace or air conditioner blower will typically cycle on and off more frequently and for shorter periods during severely hot or cold weather.

Air Returns and Filters

For maximum comfort and efficient energy use, arrange furniture and draperies to allow unobstructed air flow from registers and to cold air returns.

Remember to change or clean the filter as needed. A clogged filter can slow air flow and cause cold spots in your home. Although it takes less than one minute to change the filter, this is one of the most frequently overlooked details of normal HVAC care. You may wish to buy filters in large quantities for the sake of convenience or subscribe to a filter delivery service such as <http://www.airfiltersdelivered.com/>.

If you plan to install a permanent, washable, removable filter, remember to check your HVAC system's manufacturer's literature to prevent voiding the warranty. For any questions regarding filter location (on the furnace, in the crawlspace etc.), please refer to the manufacturer's literature, installer, or your Homes By Dickerson Client Care Representative.

Electrical Panel

Breakers for the HVAC system are usually outside near the units.

Gas Odor

If you smell gas call the gas company immediately.

On-Off Switch

The furnace has an on-off blower switch. This switch looks like a regular light switch and is located near the furnace. This switch overrides all furnace commands and shuts down the blower. The On-Off Switch is usually only switched off when maintenance service is being performed.

Register Adjustment

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

Thermostat

The furnace will come on automatically when the temperature at the thermostat registers below the setting you have selected. Once the furnace is on, setting the thermostat to a higher temperature will not heat the home faster. Thermostats are calibrated to within plus or minus 2 degrees. If a different temperature is desired from floor to floor avoid setting the temperatures to greater than a 5-degree difference. Improper thermostat settings may damage the HVAC units, have an adverse effect on other components of the system, and could void Homes By Dickerson's Limited Warranty.

Trial Run

Have a trial run early in the fall to test the furnace. (The same applies to air conditioning in the spring.) If service is needed it is much better to discover that before the season begins.

Homes By Dickerson's Limited Warranty Guideline

We will install heating systems designed for particular home plans and according to local building codes.

Ductwork

The ductwork should remain attached and securely fastened. Homes By Dickerson will repair if needed during the warranty period.

Insulation

Homeowner Use and Maintenance Guidelines

The effectiveness of blown insulation is diminished if it is uneven. As the last step in any work done in your attic you should confirm that the insulation lays smooth and even. Do not step on the drywall ceilings beneath insulation because this will damage the drywall and can result in personal injury. All other insulated areas that are now covered by drywall or other coverings were inspected by a city or county building inspector prior to being covered.

Homes By Dickerson's Limited Warranty Guideline

Homes By Dickerson will install insulation to either meet or exceed the building codes applicable at the time of construction and the specifications outlined as part of your purchase agreement.

Irrigation System Maintenance

One of the most important aspects of maintaining an irrigation system is proper preparation for the winter months. To winterize the irrigation system, turn off the water supply to the system at the system's main water supply valve, and drain the water from the backflow valve and the attached above-ground pipes. The backflow valve should be removed and stored in an above-freezing location. The controller should also be turned off. Winterization must be performed prior to the first freezing temperature of the season to protect the backflow valve from freeze damage. Homes By Dickerson will not replace backflow valves damaged from freezing.

In the spring, after the last frost, the backflow should be re-installed and the system should be inspected for proper operation. This includes checking the main line water pressure, checking each zone's water pressure, checking for any leaks, and checking for debris in sprinkler heads. Proper head adjustment should also be checked. If you have a rain sensor, verify that it is in place.

The irrigation system's controller should be properly programmed for optimal performance. The programming should be changed as seasonal conditions change. Pay close attention to your municipality's guidelines for watering and be sure that any water restrictions are being followed to avoid fines.

During periods of operation you should make a visual inspection of your irrigation system once a month. Prior to any construction or landscaping work at your residence you should flag the irrigation heads to avoid damage to the system. If damage occurs, shut down the system until repairs have been made to avoid wasting water and high water bills. Some municipalities may require annual back flow valve inspections.

Homes By Dickerson's Limited Warranty Guideline

Please refer to the manufacturer's limited warranty for information regarding coverage of the irrigation system.

Landscaping

In your Homeowner Orientation Packet is a copy of your landscaping plan, which contains a list of the plants that have been installed in your yard, and a Landscaping Care Guide. This care guide is an aid in the proper care and maintenance of your landscaping, and helps to ensure its healthy establishment.

With a newly planted landscape it is crucial that the turf, shrubs, and trees are properly cared for until they are established. Once established, landscaping can be maintained with minimal care under normal growing conditions. The remainder of this

section will help guide you through this critical time in the life of your landscaping and provide information as a reference should concerns arise.

Water

Proper water management is the most important factor when it comes to the establishment of the landscape. When a plant doesn't receive adequate water, or receives excessive amounts of water, it will go into shock. As a result, the plant (turf, tree, or shrub) is stressed, and when stressed is susceptible to insects and disease which can lead to the plant dying or becoming unsightly (plant defoliation, excessive wilting, or brittle stems). Keep in mind while watering that an exterior hose bib may release as much as 5 gallons of water per minute.

Shrubs

Watering Frequency: The majority of this area's soil is clay-based. Under average rainfall clay soils hold considerable amounts of water. Become familiar with the characteristics of the soils in your plant beds and yard and adjust watering accordingly. Start by watering every other day for 3-1/2 weeks, drop back to twice per week for an additional two months, and then generally 1-2 times per week for the first year during the growing season (generally mid-March through mid-October). Increase watering frequency during excessively warm periods. If your yard has a sandy base soil you will need to slightly increase the watering frequency.

Watering Amount: Water one-third the amount of the original plant container size each time you water. For example, a plant that is installed as a three-gallon plant will need one gallon of water each time you water the plant. A landscape plan with container sizes is provided in your Homeowner Orientation Packet. If you find your plants are staying too wet do not adjust the amount of water you apply, but adjust the frequency that you water. Your soil should be a tacky consistency. When a ball of dirt is formed in your hands, the soil should neither stick completely together nor completely break apart. Watering during the early morning or late afternoon hours is most beneficial to reduce evaporation. Water the base of the plant as opposed to the foliage to eliminate sun scorch. Water is drawn from the roots of the plants so excessive moisture on the foliage is not necessary.

Trees

Watering Frequency: In general, follow the same guidelines as outlined above for shrubs; however, trees will take longer to become established. Expect to water trees for 2-3 years. Watering trees once per week during the growing season should be adequate after the first year. Trees in the middle of or near turf areas may not require as much water due to the benefit they receive through irrigation of the turf. When water rings are used, fill the ring with the proper amount of water. Water rings will promote slower infiltration to the tree's root system and minimizes water runoff.

Watering Amount: Apply 3 gallons of water per inch of tree caliber (the circumference of the tree measured six inches above the original soil line). A tree with a 3" caliber

trunk will need 9 gallons of water per watering. If you find your plants are staying too wet do not adjust the amount of water you apply, but adjust your watering frequency.

Turf

Watering Frequency: Water 2-4 times per day for first 2-4 weeks for 15-20 minutes per watering. It is recommended that the highest elevation of the turf be watered first and lower elevations watered last, adjusting time of watering as locations drop in elevation. The idea is to keep the sod and top layer of soil wet without over saturating the soil. Until the sod roots into the soil there is no need to water deeply. Oversaturation of the soil is unnecessary and could cause damage to the turf.

Watering Amount: Once established, your lawn will require 1-1.5" of water per week during the growing season. Watering amounts in July and August will need to be adjusted for heat and lack of rain. For best results, lawn irrigation should be split up into three different sessions during the week, and can include significant rain events. Consider areas of a lawn that may have excessive shade or longer sun exposure and adjust the amount of water these areas receive. Be careful not to overwater areas of a yard that are subject to surface water runoff.

Dormant Season and Water Requirements

It is a misconception that plants will not need watering during the winter months or dormant period. For the most part this is true of turf and deciduous trees and shrubs; however, broadleaf evergreens will benefit from a watering prior to multiple days of subfreezing temperatures. Follow the watering amount indicated in the shrub section above.

Fertilizer

Fertilizers are provided in different three-digit ratios (e.g. 16-4-8). These numbers refer to the ratio of nitrogen (first digit in ratio), phosphorus (second digit in ratio), and potassium (third digit in ratio) in the fertilizer.

During installation trees and shrubs are adequately fertilized. Limit additional fertilization during the first year. Over-fertilization will promote the top of the plant to outgrow the root system and prolong the establishment period. Fertilize with a balanced fertilizer at a lower rate and at more frequent intervals once the plant is established. To prevent over-fertilization, use either a slow release (granular) fertilizer or organic fertilizers and compost.

Cool Season Grass (Fescue): Fertilize in the spring (early and mid to late) and fall (early and late), but do not apply high nitrogen fertilizer to cool season grass during the hotter months. A good ratio of fertilizer is 16-4-8. Avoid applying pre-emergents until after fall overseeding has germinated and the turf has been mowed 3-4 times. When overseeding, apply a lower rate nitrogen fertilizer, but one that contains a higher rate of phosphorus to promote root growth, such as 5-10-5.

Warm Season Grasses (Zoysia/Bermuda): These grasses generally require and benefit from three applications of fertilizer per year—early spring, mid-spring, and mid-

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summer. These may be with or without pre-emergent herbicides. If you are following a herbicide program you may also add pre-emergent in the winter, but without nitrogen fertilizer. A late summer application of fertilizer can be applied to Bermuda if it has lost its vigor. It is very important that you wait until the lawn has been mowed 3-4 times, and the root system has had time to fully develop, before applying pre-emergent herbicides. A good ratio of fertilizer to use is 16-4-8. A fall application of a low nitrogen/high phosphorus fertilizer such as 5-10-5 will help both Bermuda and Zoysia build roots going into the winter months.

Turf will establish itself much more quickly than trees and shrubs, and fertilizer may be applied after 6-8 weeks depending on the season. Refer to the previous stated guidelines when deciding on applying fertilizer. You should never apply a fertilizer containing pre-emergent herbicides or stand-alone pre-emergent to new turf. Doing so will damage the roots. Wait until the lawn has been mowed several times, which allows the root system to fully develop. It is better to fertilize at lower rates and more frequently than to apply a strong, single application. While the ratio of the fertilizer is most important, a slow release fertilizer is held in high regard by local landscapers.

Mulch

A 2-4" thick layer of mulch is important to help retain moisture, control weeds, and discourage some pests. When adding additional mulch, avoid applying too much or mounding around the base of trees and shrubs. It is also important not to mound mulch against the foundation of the house in a manner that blocks weep holes in masonry veneers, comes in contact with siding, covers condensation drains, or prohibits foundation drainage. Recommended replenishment amounts are as follows: Triple Shredded Hardwood Mulch - 2", Designer Hardwood Mulch - 1", and Pine Straw - twice annually at 3".

Mildew

Homeowner Use and Maintenance Guideline

Mildew is a fungus that spreads through the air in microscopic spores. On siding, mildew looks like a layer of dirt. Cleaning mildew from your home is your responsibility. Solutions that remove mildew are available from local paint or home improvement stores. Wear protective eyewear and rubber gloves for this task. Homes By Dickerson recommends annual professional, low pressure power washing of your home's exterior.

Homes By Dickerson's Limited Warranty Guideline

Homes By Dickerson's warranty excludes mildew; however, we will remove any mildew noted during the orientation.

Mirrors

Homeowner Use and Maintenance Guideline

To clean your mirrors, use a reliable glass cleaner available at most hardware or grocery stores. Avoid acidic cleaners and splashing water under the mirror because either can cause the silvering to deteriorate.

Homes By Dickerson's Limited Warranty Guideline

We will confirm that all mirrors are in acceptable condition during the orientation. Homes By Dickerson will correct scratches, chips, or other damage to mirrors noted during the orientation. **Homes By Dickerson does not offer any warranty on mirrors.**

Paint and Stain

Homeowner Use and Maintenance Guideline

Painted surfaces may be cleaned using mild soap with as little water as possible. Avoid abrasive cleaners, scouring pads, or scrub brushes. Flat paints show washing marks more easily than gloss paints do. Homeowners often prefer the results obtained by touching up painted surfaces rather than washing.

Colors

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

Exterior

Check the painted and stained surfaces of your home's exterior annually. Regular and prompt attention to areas that require maintenance will preserve the beauty and value of your home. You should repaint before the original finish is badly weathered or faded, thereby saving the cost of extensive surface preparation, and plan on refinishing or repainting the exterior surfaces of your home as needed. Flat surfaces such as windowsills will require maintenance before vertical surfaces such as exterior siding, and areas that receive long periods of direct sunlight will often require the most frequent maintenance.

Exterior Stain

Homes By Dickerson uses SuperDeck®, a high-quality oil based semi-transparent exterior deck stain manufactured by Sherwin Williams. Homes By Dickerson applies a single coat of SuperDeck® as stated by the manufacturer, but will apply a second coat when requested and purchased. On extremely porous wood, a second coat may be desired for a uniform finish. If a second coat is applied, it should be done within 24 hours of the first coat. If this 24-hour window is exceeded, the second coat may not penetrate and adhere properly. Before applying additional coats for maintenance

purposes, the surface must weather until water will not bead up. Please refer to the Sherwin Williams SuperDeck® product data sheet for more detailed care and maintenance information.

[Sherwin Williams SuperDeck®](#)

Touchup

When doing paint touchup, use a quality brush or short nap roller and only apply paint to the area that needs to be touched up. Touchup may not match the surrounding area exactly even if the same paint mix is used. When it is time to repaint a room, prepare the wall surface according to the manufacturer's recommendations. It is important to use compatible paints when repainting. Compatibility is best obtained by using the same manufacturer's product. Consult a professional for more information.

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

Wood or Composite Trim Separation

Wood or composite trim may separate at joints or where the trim meets other materials. This separation is normal and is caused by changes in humidity and temperature.

Wall Cracks

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

See also [Drywall](#).

Homes By Dickerson's Limited Warranty Guideline

During your orientation we will confirm that all painted or stained surfaces are in acceptable condition. Homes By Dickerson will touch up paint as indicated on the orientation list. Homes By Dickerson will also provide a one-time service, usually at your 10-month walkthrough, to repair and touch up drywall settling cracks, nail pops and trim separations (visible from a distance of 4 feet in natural light). You are responsible for all subsequent touch up.

Cracking

Exterior wood trim may develop minor cracks and a raised grain as it ages permitting moisture to get beneath the painted surface. As a result, the paint may peel. Paint maintenance is the homeowner's responsibility.

Fading

Expect fading of exterior paint or stain due to the effects of the sun and weather. Homes By Dickerson does not warrant paint and stain against fading.

Wood or Composite Trim Separation

At the 10-month walkthrough, Homes By Dickerson will repair trim separation using the same paint that was used when the home was delivered. You are responsible for custom paint colors that have been applied after closing. Paint touchups may be visible.

Wood Grain

Due to the natural characteristics of wood, color variations will result when stain is applied to wood.

Phone Jacks

Homeowner Use and Maintenance Guideline

Your home is equipped with either Cat5e or Cat6 cable as designated on the selection sheets. Initiating phone service, additional needs to accommodate phone service, and moving phone outlets for personal purposes or convenience are your responsibility.

Homes By Dickerson Limited Warranty Guideline

Homes By Dickerson will repair wiring that does not perform as intended if the problem is from the home service box into the home. If the problem is from the service box outward, service of the wiring is the responsibility of the local utility service company.

Plumbing

The plumbing in your house was installed by a professional and will need only minimum maintenance if you care for it properly. If any problem arises, attend to it promptly to prevent a bigger and often costlier problem.

Homeowner Use and Maintenance Guidelines

Shut-Offs

Your main water shutoff is usually located inside a first floor, centrally located closet. You use this shut-off for major water emergencies such as a water line break. Additionally, each toilet also has a shut-off on the water line beneath the tank, and there are hot and cold water shutoffs for each sink, located beneath the sink.

Clogs

The main causes of toilet clogs are domestic items such as disposable diapers, excessive amounts of toilet paper, sanitary supplies, Qtips, dental floss, and children's toys. Improper garbage disposal use may also cause plumbing clogs. When using the garbage disposal, allow the water to run 5-10 seconds after shutting off the disposal.

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

Dripping Faucet

To repair a dripping faucet or showerhead you may need to refer to the manufacturer's support site or call a professional plumber. You can minimize the frequency of this repair by remembering not to use excessive force when turning faucets off.

Extended Absence/Infrequent Use

If you plan to be away for an extended time you should drain your water supply lines by shutting off the water at the main water shut-off and opening the faucets to relieve the pressure in the lines. You may also wish to shut off the hot water heater, but refer to your manufacturer's guidelines regarding proper techniques for extended absence.

For fixtures that are infrequently used, test the fixture occasionally for proper function.

Freezing Pipes

Provided the home is heated at a normal temperature, pipes should not freeze. Set the heat at 65° F if you are away during winter months. Keep garage doors closed to protect plumbing lines in this area from the effects of wind chill during periods of near-freezing temperatures.

In unusually frigid weather, or if you will be gone more than a day or two during the winter, open cabinet doors to allow warm air to circulate around pipes that are located in exterior walls. Should you experience frozen pipes use an ordinary hair dryer to thaw them. Never use an open flame.

Leaks

If a major plumbing leak occurs, first turn off the supply of water at the main shut-off. Contact the plumbing contractor first, and then call your Homes By Dickerson Client Care Representative.

Low Pressure

Low water pressure can be the result of many conditions. Occasional cleaning of the aerators on your faucets will allow proper water flow. If a problem with water pressure persists, call a plumbing professional. See [Watersense Faucets](#) under Plumbing Fixtures below for more information. If a major loss of pressure is noticed, contact a plumbing professional immediately. This may be the result of a plumbing leak. See [Leaks](#) to learn more.

Outside Faucets

Remove hoses during cold weather even if the faucet is located in your garage. If a hose is left attached, the water that remains in the hose can freeze and expand back into the pipe, causing the water line to freeze. The repair of a broken line that feeds an exterior faucet is a maintenance item. Note that Homes By Dickerson does not warrant hose bibs/sill cocks against freezing.

Running Toilet

To stop a toilet from running, check the shutoff float in the tank. At the end of the float rod locate the adjustment screw. Adjusting the screw normally eliminates the running toilet. The float should be free and not rub the side of the tank or any other parts. For more information, please refer to the manufacturer's operation manual.

Homes By Dickerson's Limited Warranty Guidelines

During the orientation we will confirm that all plumbing fixtures are in acceptable condition and that all faucets and drains operate freely. Homes By Dickerson will correct clogged drains that occur during the first 30 days after closing. However, it is the homeowner's responsibility if a household item is removed from a clogged drain during this time. We may bill you for the plumbing service call. After the first 30 days you are responsible for correcting clogged drains.

Leaks

Homes By Dickerson will repair leaks in the plumbing system that occur during the warranty period. If a plumbing leak caused by a warranted item results in drywall or floor covering damage, Homes By Dickerson will repair or replace items that were part of the home as originally purchased. We do not make adjustments for secondary damages. These items should be covered by your homeowner's insurance policy.

Noise

Changes in temperature or the flow of the water itself will cause some noise in the pipes. This is normal and requires no repair. Homes By Dickerson will repair persistent water hammer.

Plumbing Fixtures

Homeowner Use and Maintenance Guidelines

WaterSense Faucets

WaterSense Faucets are equipped with aerators that allow the use of less water without losing water pressure. When an aerator is added to the faucet, there is a region of high pressure created as the water stream builds up behind the aerator. As the water stream pushes through the aerator to an area of lower pressure outside of the faucet, there is an increase in the water flow velocity. This velocity creates the

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perception of water pressure as it strikes a surface. From time to time the aerators may clog with small amounts of foreign matter or minerals. To clean the aerator, unscrew it from the end of the faucet, clean any matter from the aerator screen, and screw it back onto the faucet.

Unless you have requested a change from our standard faucet, each of your sink and shower faucets are WaterSense Faucets.

Cleaning

Avoid abrasive cleansers on all fixtures and finishes, because they remove the fixture's finish and leave behind a porous surface that is difficult to keep clean. Clean plumbing fixtures with a soft sponge and a nonabrasive cleaner, and then polish the fixtures with a dry cloth to prevent water spots.

Corrosion

Unless you have ordered solid alloy (brass, nickel, etc.) fixtures, the finish on your fixtures is a live coating on top of a base metal. Water with a high mineral content is corrosive to any fixture, coated or solid.

Stainless Steel

Clean stainless steel sinks with soap and water to preserve their luster. Abrasive cleaners will damage the finish. An occasional cleaning with a good stainless steel cleaner will enhance the finish.

Marble or Manufactured Marble

Marble and manufactured marble will not chip as readily as porcelain enamel but can be damaged by a sharp blow. Avoid abrasive cleansers or scraping with sharp blades; both will damage the surface.

Homes By Dickerson Limited Warranty Guideline

During the orientation we will confirm that fixtures are in acceptable condition. Homes By Dickerson does not warrant against corrosion damage to the external surfaces or internal workings of plumbing fixtures. This limitation includes solid or coated fixtures.

Cosmetic Damage

Homes By Dickerson will correct any fixture damage noted on the orientation list. Repairing chips or scratches after the orientation is your responsibility.

Pumps, see [Grinder Pumps](#)

Prefinished Flooring

Homeowner Use and Maintenance Guideline

Although prefinished floors are designed for minimal care, they do require maintenance. Follow the manufacturer's specific recommendations for care and cleaning.

Color and Pattern

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

Limit Water Exposure

Wipe up spills and vacuum floors frequently. Limit mopping or washing floors with water. Water on prefinished floors can penetrate seams and get under the edges and damage the floor.

Moving Furniture

Moving appliances or furniture across prefinished floors can cause scratches that are difficult to repair. Install coasters on furniture legs to prevent permanent damage. If you damage the prefinished floor you can have it repaired by professional installers. Remnants of the floor may be available from the original installation. Some prefinished floors can be sanded and refinished. Please refer to your manufacturer's guidelines or flooring professional for details on refinishing.

Wax

Do not wax or use products such as oil soap. Once a polyurethane finished floor is waxed or polished with oil soap, recoating the floor is not possible without first removing the wax or soap, because the new finish will not bond. The preferred maintenance is preventive cleaning and recoating with polyurethane as needed to maintain the desired luster. For all floor types, wax can build up on the floor surface, attract dirt, and discolor over time.

Seams

Any brand or type of prefinished flooring may separate slightly due to shrinkage. In vinyl floors, seams can lift or curl if excessive moisture is allowed to penetrate them. Seam sealer caulk is available to use at tub or floor joints to seal seams. Avoid getting large amounts of water on the floor.

Homes By Dickerson's Limited Warranty Guideline

We will confirm that prefinished floors are in an acceptable condition during your orientation. Homes By Dickerson does not warranty damage to prefinished floors caused by moving furniture or appliances in the home. We can assist you in contacting professionals who can repair such damage if it occurs in your home. Homes By Dickerson is not responsible for discontinued selections.

Floor Flatness

Our goal is to create a comfortable home with flat and level floors beginning with a level foundation. Homes By Dickerson is not responsible for floor unevenness caused by deflection, expansion, contraction, or differences in nominal lumber dimensions.

Roof

Homeowner Use and Maintenance Guideline

General maintenance and upkeep of the roof is expected and is the responsibility of the homeowner beyond the manufacturer's expressed warranties. Please be observant of your roof system and how it performs as it ages.

Limit walking on your roof. Weight and movement can damage or loosen the roofing shingles and cause leaks. Never walk on the roof of your home when the shingles are wet as they may be slippery. Always perform a visual inspection of the roof for damage after severe storms. Notify your insurance company if you find pieces of shingle in the yard or shingle edges lifted on the roof.

Be aware of debris that may accumulate on your roof and remove it as soon as possible.

Leaks

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

Gutters

See [Gutters and Downspouts](#) section for further information.

Homes By Dickerson's Limited Warranty Guideline

Homes By Dickerson will warranty the roof system installation for one year. The shingle manufacturer carries its own expressed warranty specific to the product that has been installed on your home. Warranties other than the Homes By Dickerson warranty can be sought through the manufacturer as dictated by the manufacturer's limited warranty.

Homes By Dickerson will review requests for roof leak repairs and will make repairs due to improper installation. Roof repairs are made only when the roof is dry. Storm

and severe weather damage is excluded from warranty coverage. Notify your homeowner insurance company if storm damage is discovered.

Ice and Snow Build-Up

Excessive ice and snow buildup may develop during extended periods of cold weather. Damage that results from this is excluded from warranty coverage. Your insurance carrier may cover this damage.

Siding

Homeowner Use and Maintenance Guideline

Siding expands and contracts in response to changes in humidity and temperature and may create slight waves that are visible in the siding. This cannot be entirely eliminated. The joints between the individual boards of siding are not caulked on purpose, and doing so will void the manufacturer's warranty.

Cement, wood, and wood-product siding will require routine maintenance and refinishing, and is the responsibility of the homeowner. The timing and nature of maintenance will vary with climatic conditions, and sun exposure.

See also [Paint and Stain](#).

Homes By Dickerson's Limited Warranty Guideline

Homes By Dickerson will caulk and apply touchup paint to cracks that exceed 3/16 inch. We provide this repair one time only during the expressed warranty period. Paint or stain touchup may not match.

Smoke and Carbon Monoxide Detectors

Homeowner Use and Maintenance Guideline

Read the manufacturer's manual for detailed information on the care of your smoke and carbon monoxide detectors. Smoke detectors will be located in each bedroom of your home. A combination smoke/carbon monoxide detector will be located just outside of the bedrooms in the hallway areas. For your safety, periodically push the detectors' test buttons to see if they are working. It is a good practice to change the batteries in the detectors annually.

Homes By Dickerson's Limited Warranty Guideline

Homes By Dickerson installs smoke and carbon monoxide detectors per code. We will test the detectors during the orientation to confirm that they are working and to familiarize you with the alarm. You are responsible for obtaining proper insurance.

Stairs

Homeowner Use and Maintenance Guideline

If a shrinkage crack develops between the stairway skirt board and the wall, apply a thin bead of latex caulk and touch up with paint. Stairway deflection may cause minor squeaks over time.

Homes By Dickerson's Limited Warranty Guideline

Homes By Dickerson does not warrant against minor squeaks caused by deflection.

Termites

Homeowner Use and Maintenance Guideline

We treat the foundation for termites and provide you with a certificate at closing confirming that treatment. The treatment is renewable annually by the Pest Control company. Homes By Dickerson recommends renewing this treatment annually or as directed by the literature that accompanies the certificate at closing. Treatment for other types of insects or animal infestations is your responsibility.

Homes By Dickerson's Limited Warranty Guideline

We certify at closing that the termite treatment of your foundation was completed. This is our final action for termites. Homes By Dickerson's warranty excludes treatment for any other insect (such as ants) or animal (such as mice) infestation.

Ventilation

Homeowner Use and Maintenance Guideline

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

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

Homes with crawlspaces may include foundation vents. If your home has foundation vents, check to see that these vents are operating correctly. In our area it is best to always leave vents open. During extended periods of extreme cold weather, you may

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want to close your foundation vents. Do not forget to open them when normal temperatures resume.

Most Homes By Dickerson homes will have “closed crawlspaces.” Closed crawlspaces do not have direct ventilation to the outside. Instead, the crawlspace is sealed and treated with interior air using an electronic damper that regulates the temperature and significantly reduces moisture and pest problems.

- Your daily habits can help keep your home well ventilated.
- Do not cover or interfere in any way with the fresh air supply to your furnace.
- Develop the habit of running the hood fan when you are cooking.
- When bathing, remember to turn on the bathroom ventilation fans.
- Air your house by opening windows for a time when the weather permits **unless** you have a closed and sealed crawlspace. If you have a sealed crawlspace **do not turn off** your HVAC unit. Adjust the unit to a comfortable temperature and allow air circulation at all times.

Homes By Dickerson's Limited Warranty Guideline

Homes By Dickerson's warranty guidelines for active ventilation components are discussed under the appropriate headings such as electrical systems, or heating system.

Water Heaters

Homeowner Use and Maintenance Guideline

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

Tankless Water Heaters

Tankless water heaters are designed to provide continuous hot water while conserving energy by activating only when hot water is summoned. Unlike tank systems, tankless water heaters provide the benefit of endless hot water and constant temperature control to multiple locations for as long as the need is there.

Homes By Dickerson installs direct “homerun” line sets for each water supply location in your home. This design limits the number of pipe connections throughout the home, providing a supply system with less chance of leakage. Such a design requires that all hot water run through the individual line sets directly to the fixture locations. Therefore, the proximity of your plumbing fixtures to the water heater is directly correlated to the time in which hot water is received. The further the hot water heater is from your location, the longer the delay in hot water arriving. Based on the distance the water has to travel, it is also reasonable to expect greater heat loss at locations further from the water heater location.

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Your tankless water heater operates using natural gas and has a 120v electrical supply for the electronic ignition. Because of the requirement for electricity, power outages will disrupt the use of your tankless water heater system. To avoid these potential disruptions, you may want to check with your local retailer for an Uninterrupted Power Supply battery back-up system suitable for your needs.

The water heater temperature in your home has been set to a maximum of 120 degrees in accordance with government guidelines to reduce the risk of scalding. It is at the homeowner's risk and responsibility to set the temperature above 120 degrees. Consult your user manual for directions on how to change the water temperature.

No Hot Water

If you discover that you have no hot water, first check the temperature control, typically located in the master closet or laundry room, before calling for service. There is a digital screen that will present an error code. Call the plumber and provide this code, which will help diagnose the problem.

Homes By Dickerson's Limited Warranty Guideline

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

See also [Plumbing](#).

Waterproofing

Homeowner Use and Maintenance Guideline

We coat your foundation walls with an asphalt waterproofing material. However, during times of excessive rain or snow you may notice some dampness. Careful maintenance of the positive drainage system, keeping it clear and open, will also help eliminate moisture in your crawlspace.

Homes By Dickerson's Limited Warranty Guideline

Homes By Dickerson will correct conditions that allow standing water in the crawlspace unless the cause is improper installation of landscaping by the homeowner or failure to adequately maintain drainage.

Windows

Homeowner Use and Maintenance Guideline

Contact a glass company for reglazing of any windows that break. Glass is difficult to install without special tools.

Cleaning

Clean glass as needed with vinegar and water, a commercial glass cleaner, or the product recommended by the window manufacturer. Acrylic glass block windows are to be cleaned with warm soapy water only, no chemicals of any kind.

Condensation

Condensation on the interior surfaces of the window and frame is the result of high humidity within the home and a low outside temperature. Be sure that all bath and exhaust fans are working properly and are used as they are intended to. Lifestyle controls the humidity level within your home to a great degree. If your home includes a humidifier, follow the manufacturer's directions for its use.

Sticking Windows

If sticking occurs or excessive pressure is required to open or close a window, apply a silicone lubricant, available at hardware stores. Avoid petroleum-based products.

Homes By Dickerson's Limited Warranty Guideline

We will confirm that all windows are in acceptable condition during the orientation. Homes By Dickerson will repair or replace broken windows noted on the orientation list only. Windows should operate with reasonable ease and locks should perform as designed.

Condensation

Condensation on interior surfaces of the window and frame is the result of high humidity within the home and low outside temperatures. Homes By Dickerson provides no corrective measure for this condition other than making sure that all exhaust fans work properly.

Condensation that accumulates between the panes of glass in dual-glazed windows indicates a broken seal. Homes By Dickerson will replace the window if this occurs during the warranty period.

Infiltration

Some air and dust may infiltrate around windows. Homes By Dickerson does not warranty against the occurrence of this type of infiltration.

Scratches

Homes By Dickerson confirms that all window glass is in acceptable condition at the orientation. Minor scratches on windows can result from delivery, handling, and other construction activities. Homes By Dickerson will replace windows that have scratches readily visible from a distance of 4 feet that are noticed at the time of orientation only. Homes By Dickerson does not replace windows that have scratches visible only under certain lighting conditions.

Wood Trim

Homeowner Use and Maintenance Guidelines

Wood trim shrinkage may occur during the first two years, and is more vulnerable to shrinkage during the heating season. Maintaining a moderate and stable temperature helps to minimize the effects of shrinkage. Wood shrinkage causes separation at the joints of trim pieces. This can be corrected with caulking and touchup painting.

The settling of your home may also result in the movement of your trim work, causing separation at the joints between trim pieces, and separation where trim pieces adjoin other surfaces. This can usually be corrected with caulking and touchup painting.

See also [Expansion and Contraction](#).

Homes By Dickerson's Limited Warranty Guideline

During the orientation we will confirm that wood trim is in an acceptable condition. Homes By Dickerson will correct readily noticeable construction damage such as chips and gouges listed during the orientation.

Homes By Dickerson will caulk and apply touchup paint to cracks and separations in exterior trim components that exceed 3/16 inch as per the manufacturer's recommendations. We will correct any separation at joints that allow water to enter the home. We provide this repair one time only during the warranty period. Paint or stain touchup may not match.

Homes By Dickerson will caulk and apply touchup paint to noticeable cracks and separations in interior trim. We provide this repair one time only during the warranty period. Paint or stain touchup may not match.

Raised Grain and Splits

Because of the effects of weather on natural wood such as treated decks, rails, and steps, raised grain and splits will develop. This is normal and is not a defect in the wood. Warranty coverage excludes this condition.

Emergency Warranty Service Request

With the exception of specified emergencies, all requests for service must be in writing. Please use the forms below to notify us of warranty items. Email, mail or fax your request to the Homes By Dickerson, Inc. office.

warranty@homesbydickerson.com

Homes by Dickerson
7101 Creedmoor Road
Suite 115
Raleigh, NC 27613

fax: 919-847-8555

We will contact you to set an inspection appointment. Service appointments are available from 7:00 a.m. to 3:00 p.m., Monday through Friday. Thank you for your cooperation.

3 Month Punch List

Purchasers _____ Date _____

Subdivision/Lot _____

Address _____ Phone _____

Below is a complete list of items discovered on or before the 3-month Client care walk through. **These are not cosmetic items** with the exception of the 3-month caulk point up (showers & backsplash). Sheet rock nail pops and interior trim caulk will be addressed at the 10-month mark. Additional items and future claims are to be submitted to Homes by Dickerson according to the terms of the limited warranty (3 Month, 10 month and emergencies).

Inspection Items:	Complete	_____
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List submitted: _____ Date: _____

List Completed: _____ Date: _____

10 Month Punch List

Purchasers _____ Date _____

Subdivision/Lot _____

Address _____ Phone _____

Below is a complete list of items discovered on or before the 10-month Client care walk through. Sheet rock nail pops and interior trim caulk will be addressed at the 10-month mark. If you have had a private inspection of your home the **inspection report must be submitted prior** to the 10-month Client Care Walk. We will address any warrantable inspection items when we address the 10 month walk items. Additional items and future claims are to be submitted to Homes by Dickerson according to the terms of the limited warranty (3 Month, 10 month and emergencies).

Inspection Items:	Complete
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List submitted: _____ Date: _____

List Completed: _____ Date: _____