



GFOHOME

HOMEOWNER'S GUIDE



Dear GFO Homeowner,

Congratulations on your decision to purchase a GFO Home! All of us at GFO Home believe in becoming an integral part of the community by creating quality homes and neighborhoods of distinction of which we can all be proud. Welcome to our family of homeowners.

GFO Home has designed this Homeowner's Guide to assist you during and after your new home purchasing process. This guide contains important information to make this exciting time more enjoyable for you and your family. For more detailed information regarding your home warranty, please review the GFO Home Warranty Program.

We take great pride in each home we build. Please take time to review this guide thoroughly. These important facts, helpful suggestions, and maintenance directions will help you preserve the quality and long life of your home.

We trust you will enjoy your new home for many years to come. Thank you for entrusting us to be your Builder.

Sincerely,

GFO Home, LLC

HOMEOWNER'S GUIDE ACKNOWLEDGMENT

On this date, the undersigned purchaser(s) of address _____

_____ hereby acknowledge receipt of this Homeowner's Guide and understand that this document in its entirety is an integral part of those legal documents that constitute the Earnest Money Contract between GFO Home, LLC and the undersigned. Purchaser understands and agrees to review the information contained herein as it specifically impacts the purchaser(s) long-term use and enjoyment of the property.

Purchaser: _____ Date: _____

Purchaser: _____ Date: _____

Receipt Acknowledged by GFO Home: _____

APPLIANCES

The operation of all appliances in your home should be tested at your Homeowner Orientation. You will be presented with the use and care manuals for your appliances at the orientation. Please review this information before using your appliances and save all manuals for future reference. Please remember to contact the manufacturer directly for any problems or service repair appointments.

If you plan to install any appliances after closing, measure cabinet openings to check for correct fit before selecting the appliances. Also measure all door openings leading to the appliance installation location to verify that the appliance can be moved into place.

CONDITIONS OF WARRANTY

If an appliance fails to operate, follow the guidelines listed below before calling the manufacturer directly for service. Complying with these guidelines may be interpreted as a condition of warranty coverage.

1. Make sure the appliance is plugged in.
2. Has a circuit breaker tripped? Reset if necessary.
3. Some appliances have their own fuses or circuit breakers. Reset or replace, if necessary.
4. See the appliance use and care manual for additional information.

Whom do I contact for repairs during my one-year warranty?

The manufacturers of your kitchen appliances will work directly with you if any repairs are needed. Manufacturers' Customer Service telephone numbers are listed in the use and care materials for the individual appliances provided to you. When you place a service request with the manufacturer, please be prepared to provide the model and serial number of the item and the closing date on your home. Appliance warranties are generally for one year; refer to the literature provided by the specific manufacturer involved for complete information. By Federal law, appliances and/or "consumer products" are excluded from the Limited Warranty, unless they constitute a construction defect. To ensure proper coverage by the manufacturer of the consumer product, please fill out all warranty registration cards and return them to the manufacturer.

1. How do I unclog my garbage disposal?

This disposal has been equipped with a crank to free the blades. It hangs on the side of the unit in a pocket. Should anything cause the blades to freeze, simply cut off the power, insert the crank in the hole on the bottom center of the disposal, turn the crank several rotations to free the blades, and push the reset button. It is located about a half inch in from the bottom edge of the disposal.

You can generally prevent problems by not putting fibrous materials like celery, cornhusks or bones in the disposal.

2. What if my dryer is not getting clothes dry?

Your dryer vent will need periodic cleaning to prevent lint build-up. Also, be sure the dryer hose is not kinked or buckled behind the dryer.

ATTIC

Please be sure to stay on the walkboards installed for that purpose. Otherwise, you could step through the ceiling.

1. Why is there insulation in my attic?

Insulation in the attic reduces heat transfer between the attic and underlying living space. If any of the attic insulation is disturbed, return it to where it was installed. Avoid compressing any blown-in insulation as this causes loss of effectiveness.

2. Can I use my attic for storage?

No. Neither the attic joists nor truss system is designed for storage. Temperature and humidity variations also make this area inappropriate for storage.

3. Why does my roof have vents?

Attic ventilation vents are installed in the attic of your home to help remove excessive heat and moisture. Several types of vents may be used for this purpose, including gable, soffit, ridge, and turtle vents. These vents should not be blocked by insulation or other barriers to air flow.

4. How do I maintain and safely use my disappearing stairway?

Always face the stair when going up or down and always hold onto the rail.

Always keep stairway nuts and bolts tight to maintain the stair as designed. Proper and timely maintenance will reduce the possibility of accidents occurring due to loose nuts or bolts.

BRICK / STONE VENEER

Variations in brick and stone size and color distribution contribute to the aesthetics of a brick home. These surfaces will chip and crack. Mortar will shrink and crack. These conditions are normal and can be expected. Repair is not required.

You may notice a white powdery deposit on the face of a brick or stone wall. This is efflorescence, caused by salts in the components of the wall. Water dissolves these salts and then deposits them on the surface as the water evaporates. Efflorescence can usually be removed by cleaning the wall with water and a scrub brush.

CABINETS

1. How should I clean and care for my cabinets?

ALL DOORS: Clean with a damp, soft cloth and dry immediately with a dry, soft cloth.

DO NOT USE detergents, strong soap, abrasives, or self-polishing waxes on your cabinets. Avoid using cloths that may contain remnants of these cleaners.

Wood cabinets have tone, grain and color variations that are characteristic of all wood products. These variations are expected and considered to be normal. Wood cabinets should be cleaned with the same care given to wood furniture. DO NOT clean with excessive water.

Surface scratches on wood doors can be covered with a matching putty stick. You can also use white appliance touch-up paint available at hardwood stores to repair minor scratches.

Excess moisture is the worst enemy of any finish. Dry off any water immediately with a soft dry cloth. Rising steam from coffee makers can damage your cabinets. Avoid placing coffee makers under the upper cabinets.

2. What can I do if I damage my cabinets?

Repair minor nicks and scratches with matching putty or stain available from the cabinet manufacturer or from a local hardware store.

3. How do I maintain drawers and hinges?

Check cabinet door hinges at least once a year for proper adjustment. Use a screwdriver to tighten or adjust alignment. Also check cabinet drawers at least once a year for proper adjustment. Apply silicone spray to the drawer guides if any drawers are difficult to open or close.

Caution: Water or other liquids allowed to sit on the surface for prolonged periods may cause staining and/or bubbling. Make certain that dishes, glasses, and other items are dry before storing in the cabinets.

CARPETING

Remember to protect your carpet with runners or sheets of plastic when moving into your new home. Damage to your carpet, including stains, will not be repaired after closing.

The appearance and performance of your carpet will vary, depending on the combination of fiber type, yarn twist and pile density that you select.

To prolong the life of your carpet, promptly clean any stains and regularly vacuum to remove surface dirt. Regular vacuuming can reduce matting in heavy traffic areas. Please refer to the manufacturer's cleaning recommendations for additional information. Entrance mats are recommended to trap soil before it can be tracked onto your carpet.

Warning: Certain household products can cause irreparable damage to your carpet. Bleaches, tile cleaner, mildew removers, oven cleaners, drain openers and some acne medications can discolor or dissolve carpet fibers.

1. What should I do if liquid is spilled on my carpet?

For wet stains, blot up excess liquid and sponge with cool clear water before using cleansers. Work from the outside of the stain to the center. This keeps the spill from spreading.

2. Will my carpet fade?

Carpet exposed to direct or reflected sunlight will fade. Window treatments can be used to reduce potential fading.

3. What can I do if the seams show?

Some types of carpets are likely to have more visible seams than other carpet types. Most carpet seams will be visible to some extent. However, if seams become excessively noticeable, vacuum in the same direction as the seam to minimize their visibility.

4. What if a carpet fiber pulls up?

It is normal for loose fibers to be removed from your carpet when vacuumed. If a secure tuft lifts above the carpet surface, do not pull on the tuft. It should be cut off flush with very sharp scissors.

WALL TILES

The ceramic/porcelain tile in your bathroom will require regular maintenance. Cracks between the tub and the tile walls, between tile wall corners, between the shower pan and the tile walls, and between floor tiles and base tiles are common. These cracks are caused by settlement of the home thermal expansion and contraction, high humidity, and normal shrinkage of caulk. Recaulking these cracks is considered normal homeowner maintenance and should be done regularly to prevent damage. Recaulk cracks with a silicone-based caulk. Grout joints are not waterproof and will require re-grouting and caulking to prevent water from causing damage to other materials.

1. Will my warranty cover cracked tiles?

If a tile cracks due to settlement of your home during the first year, it will be repaired. Tiles that crack due to any other cause will not be repaired.

2. How do I maintain my tile walls and floors?

The grouting requires regular homeowner maintenance. When required, you will need to regrout the lines between the individual tiles of your tile walls to keep the wall water resistant.

All caulked surfaces will require recaulking. The joints between adjacent walls and between other adjacent surfaces like your tub or shower pan must be recaulked as required to maintain the water-resistant properties of your tile walls. Regrouting or recaulking the shower walls can resolve most shower leaks. Always check for proper grouting and caulking before calling for service.

NOTE: Your home can suffer severe damage if grouting and caulking problems are not immediately repaired. Damage to surfaces caused by your failure to maintain grouting and caulking will not be repaired by GFO Home.

3. *If I have a repair, will the tiles and grout match?*

If repairs require the installation of new tiles or grout, GFO Home will use the original brand and color, if available. However, slight variations in color can be expected between the new and original surfaces.

4. *How do I clean tile walls?*

Tile walls can normally be kept clean by washing with a damp cloth. Remove accumulated film with a non-abrasive detergent or tile cleaner.

TOILETS

1. *My toilet will not flush. Is this covered by my warranty?*

Toilets that will not flush due to mechanical defects will be repaired during the warranty period. However, stopped-up toilets are not covered by the warranty unless due to a construction deficiency.

2. *Why does my toilet continue to fill with water after flushed?*

When the toilet is new, some construction debris may lodge in the cut-off valve. Repeated flushing may free the obstruction.

A worn or sticking valve may be at fault after the home is older. If the running water is caused by the float level being set too high, the level can easily be adjusted by turning the screw at the valve end of the float stem. For efficient operation, the water level in the full tank should rest on the "water line" stamped inside the tank.

CONDENSATION

1. *What is condensation?*

Condensation is often believed to be a common window problem. Sweaty, icy, or frosted windows are not as much a problem as they are a symptom. Window condensation tells you that the air in your home is carrying excessive moisture. Window condensation is usually the first warning sign, but excessive moisture can present itself in a number of ways. These include damp spots on ceilings or the warm-side surface of exterior walls, blistering and peeling paint, fungus, mold, or mildew growth. If you observe any of these conditions in your home, then the chances are that the air is too moist.

2. *What causes condensation?*

The air we breathe is a combination of dry air and water vapor. The temperature of the air determines how much water vapor it can hold. Cold air holds considerably less moisture than warm air. The temperature at which saturation is reached and condensation occurs is called the dew point. Condensation appears when warm, saturated air touches a surface that is colder than the dew point of the air. Since glass surfaces are usually the

coldest interior surface of the house, condensation first occurs here. This problem is more likely in the winter because colder air is not capable of holding as much moisture.

Moisture in the home can come from a number of sources. For example, a family of four gives off about 1/2 pint of water per hour just by breathing. More significant sources of moisture include improperly vented clothes dryers, kitchen, laundries, baths and humidifiers.

3. *How can condensation be reduced?*

The moisture level in your home can be reduced in a number of ways:

1. Operate exhaust fans whenever unusual amounts of moisture are added to the air when cooking, dishwashing, laundering and bathing.
2. Turn off humidifiers; consider installing a dehumidifier.
3. Make sure that all windows and doors are properly caulked around the outside.
4. Open the fireplace damper.
5. Keep shades or draperies open whenever practical.

4. *Is condensation always a sign of a permanent problem?*

Condensation on your windows may be a temporary condition that will correct itself. Below are three cases in which temporary window condensation may occur:

New Construction: Building materials such as wood, drywall, paint and concrete contain a great deal of moisture. During the construction of your home, gallons of water were used building the foundation, installing tile surfaces, and painting. It will take about one year for these products to dry or cure.

The Beginning of Each Heating Season: Throughout the humid summer your house absorbs moisture. This moisture will dry out after the first few weeks of heating your home and you will have fewer condensation problems.

Quick changes in temperature: Condensation forms on the warm, moist side of cold surfaces. Sudden drops in the air temperature can increase condensation. Ultimately, the key to avoiding window condensation is understanding it as a symptom of another problem. Then you can take the proper steps toward correcting the air in your home and enjoy clear, condensation-free windows all winter long.

COUNTERTOPS

Countertops in the kitchen may be constructed of ceramic tiles, a solid surface such as quartz, marble, granite or a laminated surface.

SOLID SURFACE COUNTERTOPS

Granite: Granite countertops must be sealed at least once a year. Areas around ranges and sinks may need to be sealed more often. Special cleaners are sold stores; however, warm water and dish soap will work

just fine. Avoid using any chemical or abrasive cleaners, as they will break down the sealant at a more rapid pace. Avoid wine, vinegar, mustard, oils, acidic chemicals, but cleaning the area after use will help the countertop remain undamaged. Sprinkle water on countertops, if the water soaks into the stone and does not bead up then it is time to apply new sealer.

Quartz: There is no need to seal Quartz countertops. Anything from an all purpose or soap and water can be used. This product is engineered and extremely durable; however, it is not recommended to place hot pans or utensils directly on the quartz.

Silestone: There is no need to seal Silestone countertops. All purpose/multisurface cleaner can be used. Avoid exposure to ultraviolet light, physical or chemical abuse, acidic chemicals, wine, vinegar, mustard, oils.

Although all stone is very resistant to wear, we recommend that you DO NOT place hot items, such as hot pots, directly on the surface. Cutting directly on the stone is also not recommended.

WOOD STAIRS / LANDING

To provide you with years of enjoyable service, pressure-treated wood is used to build your stairs. The posts have been pressure treated to make it resistant to fungi, termites and microorganisms.

As this wood dries, you can expect some splitting and twisting of individual boards. This is normal and does not affect the structural integrity. These will need to be resealed on a regular basis.

Annually inspect the structural components of your stairs and landing. Tighten any loose nuts or bolts, if necessary.

DOORS

INTERIOR DOORS

1. What should I do if a door does not operate properly?

Interior doors will sometimes shift out of alignment due to changes in humidity and temperature. Humid summers can cause doors to expand and swell; dry winters can cause doors to contract and shrink. Adjustment is usually not required because the door will return to normal operation as the season changes. Sometimes adjustment is necessary and can be completed as outlined in the next section.

2. How do I adjust a door?

First check hinge screws for tightness. If they are secure and the door still binds, use sandpaper to gently sand the part of the door or jamb causing the door to bind. Be sure to paint or seal the sanded area to protect the door from future binding due to moisture absorption. You may need to raise or lower the strike plate if the door will not latch. Simply remove the screws, adjust the plate and replace the screws.

3. May I hang towels, bathrobes or ties on the door?

Your interior doors and hardware are not designed to support additional weight. Hanging objects from the

doorknobs or tops of the doors can cause the door to warp and bind.

4. *How do I adjust the door if it will not latch properly?*

Adjust the strike plate in the appropriate direction. The strike plate is the trim piece the strike sits in when the door is closed.

5. *Is there an easy fix if the hinges of my door squeak?*

Apply a silicone spray to the hinge pin. Oily lubricants are discouraged as they can leave a black residue with frequent use. Wipe hinges off and protect your floors from drips of excessive lubricant.

EXTERIOR DOORS

1. *Do exterior doors require special care?*

The weather stripping around your exterior doors must be maintained to prevent excess air and water infiltration from the exterior. You should replace any loose or damaged weather-stripping. Coating rubber or vinyl weather-stripping with silicone spray will increase the useful lifespan of these materials. Be sure to protect carpet, vinyl, and hardwood from the spray. If the sweep weather-stripping attached to the bottom of your exterior door becomes damaged, it can be removed and replaced. Replacement sweeps are available at hardware stores or from the door manufacturer.

If settlement causes a gap under your front or deck door, you can easily raise the threshold by adjusting the screws on the wood portion of the threshold.

DRIVEWAYS AND PATIOS

Exterior concrete surfaces are exposed to uncontrollable environmental factors that can cause slight cracking and movement. This is normal and may be caused by the winter freeze-thaw cycle, settlement of the underlying soil or by normal traffic. Exterior poured concrete may also rise and fall due to the effects of weather on the soil. Minor low spots in exterior concrete surfaces that hold water may be anticipated. Hairline cracks caused by the curing process and by thermal expansion and contraction are common in all concrete. These cracks are not a structural concern.

1. *How can I avoid damage to my driveway and patio?*

Keep heavy moving vans and other heavy vehicles off the driveway to avoid excessive cracking. Damage caused by these actions is not covered by your warranty.

Hairline cracks which occur during the curing process and thermal expansion and contraction are common in all concrete. These cracks are not a structural concern.

DRYWALL

1. *What causes drywall cracks and nail pops?*

Natural settling of the house and drying of wood framing members and drywall materials can cause drywall cracks and nail pops. Repairing drywall cracks and nail pops are the most common homeowner drywall maintenance repairs.

2. How do I repair drywall cracks?

Minor drywall cracks can be repaired with drywall compound. Skim the area to be repaired with drywall compound. Allow the compound to dry and sand it smooth. Repaint the repaired area to blend the area into the rest of the wall.

Repair drywall cracks larger than 1/4 inch by using drywall tape and drywall compound. First, skim the area to be repaired with drywall compound. Cover the area with a piece of drywall tape. Apply an additional coat of drywall compound over the drywall tape. Sand the area and apply additional coats of compound as necessary to achieve a smooth finish. Repaint the repaired area to blend the area into the rest of the wall.

3. How do I repair nail pops?

If possible, remove the popped fastener or hammer it in leaving a slight indentation in the drywall. Fill the indentations with drywall compound, let the compound dry, sand and then repaint the repaired area.

4. How can I repair damaged drywall?

Filling the damaged area with drywall compound can repair a damaged drywall area. Allow the repaired area to dry, sand it smooth and paint the repaired area. If more than one coat of drywall compound is required, allow each coat to fully dry and sand it smooth before applying the next coat.

ELECTRICAL SYSTEM

During the first two (2) years, you will need to have the original electrical contractor on the build of your home perform any required electrical repairs or additions. Using any other electrical contractor during the first 2 years will void your GFO Builder Warranty. After the 2-year period, a licensed electrician should always perform any required electrical repairs. Unsound repairs or alterations can create an unsafe condition that could void your homeowner's insurance protection in the event of an electrical fire or injury.

1. What should I do if the power goes off?

First, find out if others in your community have the same problem. If there is a general power failure in your location, contact the electrical utility that serves your community. If only your home is without electricity, check the main circuit breaker for your home. The main circuit breaker may be inside a disconnect box located near the electric meter or in the panel box with the other circuit breakers. It is generally located at the top of the panel box. If the main circuit breaker is tripped, all electrical power to your home is cut off.

2. Is my home "cable ready"?

GFO Home are pre-wired for telephone and Cable TV.

3. Whom should I call if I have a cable or telephone problem?

If you experience problems with your telephone service or cable TV reception, contact the telephone company or your local cable company.

4. What if an electrical outlet does not work?

If you have problems with an electrical outlet, first determine if a wall switch controls it. If the outlet is GFCI protected, reset the GFCI breaker if it has tripped. Finally, check the circuit breaker in the panel box that controls that outlet and reset if required.

5. What causes a breaker to trip and how do I reset it?

Circuit breakers can trip due to thunderstorms, power surges or power failures. To reset a circuit breaker, switch the breaker to the OFF position and then back to the ON position. If the breaker trips again when it is switched to the ON position, do not attempt to reset the breaker. This is an indication that a qualified electrician should service the electrical system.

The most common cause of a tripped circuit breaker is an overloaded circuit. A circuit can become overloaded if too many electrical devices are plugged into any one circuit. Reduce the number of devices plugged into the circuit, and follow the procedure we have outlined.

You may require the service of an electrician to install a special outlet for any additional appliances, such as a microwave or freezer, not present at the time the original electrical system was installed.

6. What should I do if the power does not return after I have reset the breaker?

Your electrical power problem could lie with the electrical utility company. Check with your neighbor to determine if your area may be experiencing a local "black-out." If all your neighbors have power and this power outage occurs within the first two (2) years, contact the original electrical contractor on your home. After the 2-year period, you may contact any licensed electrical contractor of your choice.

7. What is the purpose of the outlets with reset buttons?

GFCI outlets are designed to reduce a potential electrical shock. They are installed in locations where a person could be in contact with water and a faulty electrical device. These locations include your kitchen, bathrooms, garage, and all exterior outlets.

8. What if I have an outlet near a water source that does not have reset buttons?

One GFCI outlet can control several other outlets, including outlets located in different rooms of your home. For example, the GFCI outlet located in the kitchen may control the outlet in the garage and the GFCI in the master bath may control other baths.

9. Is there anything I should not use a GFCI for?

DO NOT plug a refrigerator, freezer, alarm clock or security system into a GFCI outlet. It can carry the load, but is subject to shutting off without warning by any power surge or overload. Plug appliances that need to run continuously into a non-GFCI outlet.

10. How do I reset a GFCI that shuts off?

If an outlet controlled by a GFCI is not operating, press the reset button on the face of the outlet. The outlet should reset and operate. If the outlet fails to function, check the circuit breaker in the panel box and reset if

required. With the circuit breaker reset, you can now reset the individual GFCI outlet by pressing the reset button on the outlet. If the outlet or the circuit breaker trips again, verify that the appliances in use are not defective. For your safety, repair any defective appliances.

11. What is the purpose of the test button on a GFCI?

The GFCI is installed for your safety and its function should be verified once a month. Test the GFCI outlet by pressing the test button. The outlet should trip. Reset the outlet by pressing the reset button.

12. How can drafts at outlets be stopped?

You may notice some air infiltration from an electrical switch or outlet located on an outside wall. Although GFO Home generally controls air infiltration by our construction method, some infiltration can be expected and is normal. If you would like to further reduce these air drafts, your local hardware store can recommend products designed to seal your exterior switches and outlets.

EXTERIOR DOOR LOCKS

Your deadbolts have a twist lock instead of a key. We use this type of lock to make sure children can get out in case of fire.

EXTERIOR TRIM AND SIDING

Inspect the siding and trim of your home at least once a year. Check all caulked joints carefully. Caulk will shrink, allowing moisture to penetrate the surface. This can lead to deterioration of your siding and trim material. Proper maintenance is essential to the soundness of your siding and trim. It is the homeowner's responsibility to maintain the caulk. Failure to do so could void your warranty protection.

When watering the lawn, keep sprinklers away from the house. The exterior of your home was designed to withstand normal weather conditions, not a sustained pressurized force from sprinklers.

Your home may be constructed with fiber-reinforced cement exterior siding. This type of siding will not rot and is immune to water damage, termite attack and high winds.

1. How do I clean my siding?

Bad weather conditions and soil contribute to dirty siding. Surface soiling can be removed by washing your siding as required.

2. What if siding, trim or vents are damaged by the wind?

If you experience a problem under normal weather conditions during the first year, you may request service from GFO Home. Damage caused by severe weather such as strong wind is considered to be an "Act of God," and is not covered under your warranty.

3. *When do I need to repaint the exterior of my home?*

As a result of the normal aging and weathering process, slight cracking or peeling of painted surfaces can be experienced as early as one year after installation. Usually the trim needs painting before the siding. If you have gaps at joints in wood trim re-caulk or fill them before repainting. Sunlight, wind, water, and vegetation exposure can cause uneven weathering on different sides of your home.

4. *How do I do treat mildew on wood trim or siding?*

Humid weather conditions and shade can cause mildew. Pressure wash or scrub the affected area with a product designed to clean mildew.

FOUNDATION

Hairline cracks caused by the curing process and by thermal expansion and contraction are common in all concrete. These cracks are not a structural concern.

Make sure that water drains away from the foundation of your home. Fill any areas that settle. If you do any additional landscaping in your yard, be sure not to disturb the drainage pattern established at closing. At least twice a year, inspect the drain tile discharge. Make sure this area is free of any debris that could slow the rate of water runoff.

GARAGE DOORS

1. *How do I maintain my garage door?*

At least once a year check and tighten any loose bolts or screws that secure the garage door hardware. At least every six months use silicone spray to lubricate the moving parts of your garage door. A slight binding as the door opens and closes can be lessened by spraying silicone on the tracks.

The operation of your garage door is covered under your one-year builder warranty. However, adding a garage door opener after closing will void this warranty. The addition of a garage door opener changes the mechanical operation of the door. GFO Home is not responsible for damage to your garage door caused by an opener installed by others after closing.

GRADING

Your homesite has been graded to direct rainwater away from the foundation of your home. It is important that you maintain the grade around your home in its original condition. If an area around the foundation settles, it should be filled to restore the original grade.

Over time you may need to fill other areas that have settled in the landscaped part of your homesite. This type of repair is considered normal homeowner maintenance and is not covered by your warranty.

GFO Home is not responsible for erosion. Erosion repair is a homeowner maintenance concern.

Keep water drainage swales clear of leaves and other debris.

You are responsible for maintaining the proper grades around your home to keep water away from your foundation.

If you install a fence on your homesite, make sure that its construction will not trap debris and impede the flow of water on your home site. If you intend to have a pool installed, it will be considered the responsibility of the installer to adjust the grading around your home to an acceptable standard.

GUTTERS AND DOWNSPOUTS

1. How do I maintain my gutters?

Regularly inspect and clean your gutters. Pay special attention to accumulated leaves during the fall season. Blocked gutters are a major cause of roof leaks. Damage caused by lack of regular maintenance will not be covered under your warranty.

2. Will my gutters ever overflow?

Occasionally a gutter may overflow during exceptionally heavy rains. This is not a defect. Gutter size is based on normal weather conditions.

3. Why are my gutters not level?

Gutters must be installed with a slope that allows the rainwater to flow to the downspouts.

HARDWOOD FLOORS

The hardwood floors in your home may be either pre-finished 3/8" engineered wood or 3/4" tongue and groove floors depending on specifications and customer options selected. Please refer to the proper information to care for the type of floors installed in your home. Pre-finished wood floors have a factory-finished surface with a protective coating of wax or polyurethane. Wood floors are a product of nature. Each board will have a unique tone, color and grain pattern. These variations are normal and add to the natural beauty of a hardwood floor.

Wood floors will exhibit the following traits:

- New, small splinters of wood may appear.
- Dimples or scratches can be caused by moving furniture, dropping heavy or sharp objects, etc.
- Some shrinkage or warping can occur and most commonly around heat vents or other heat producing appliances.

- Warping will occur if the floor becomes wet repeatedly or is thoroughly soaked even once.
- The finish may dull in heavy traffic areas.
- A white film may appear from moisture, often from wet shoes.

Hardwood floors respond noticeably to changes in humidity. The changing seasons cause a change in the humidity level in your home. This in turn causes thermal expansion and contraction of the individual floorboards. These seasonal changes can result in separation between individual boards and squeaking of the hardwood floors. This is normal behavior for wood floors and therefore is not covered by your warranty. A humidifier will help, but will not completely eliminate this reaction.

1. How do I care for my pre-finished hardwood floors?

Always follow the manufacturer's instructions and guidelines for cleaning and maintaining your hardwood floors. Clean your floors only with products approved by the manufacturer of your wood floors.

The use of cleaning products not approved for your floor can cause damage and void the warranty on your wood floors.

Wiping up spills when they occur, before they get dry or sticky, can prevent most problems. When removing a spill, always begin at the outer edge and work toward the middle to prevent the spill from spreading.

As with any floor covering material, a few moments of care and a little common sense can go a long way in keeping your new hardwood floor looking its best. Here are a few simple suggestions to make your floor care easier:

- Never clean your hardwood floor with water. Do not use any wax or cleaner that must be mixed with water such as Murphy's oil soap. This may damage your floors and result in a loss of warranty. Water can dull the finish and permanently damage the floor.
- Sweep or vacuum your floor as often as required to remove loose dirt or grit before it can scratch the surface of the floor.

2. Will my hardwood floors ever squeak?

Hardwood floors are affected by two distinct humidity changes: during heating and during cooling. Recognizing that wood floor dimensions will be slightly affected by varying levels of humidity, care should be taken to control humidity levels with the 45%- 55% range.

If humid or damp weather causes slight expansion in your hardwood floor, the edge of boards may rub together producing a squeak.

3. How do I protect my hardwood floors from damage?

Direct sunlight can cause fading of the polyurethane finish on your hardwood floors. Draperies can be used to protect your floors from direct sunlight. Heavy floor rugs can contribute to uneven fading.

Spike or stiletto high heel shoes can cause denting and other damage to hardwood floors due to the extremely high compressive force they generate. These types of shoes can produce forces in excess of 1,000 pounds per square inch. High heels that have no protective caps will severely dent your floor.

Use protective caps on heavy furniture and felt pads under chairs and tables. Put rugs under chairs that slide on the floor and in heavily traveled areas. Also place rugs inside exterior doors, hallways, in front of the kitchen sink, etc. Keep pet nails clipped. Scratching can be expected, so take precautions.

When moving heavy furniture or appliances, slip a blanket or scrap of carpet face down under each foot and slide the furniture carefully. This will help avoid scratching and gouging. Certain type casters on furniture may damage hardwood flooring. Barrel-type caster wheels or wide flat glides are best for protecting your hardwood floor. If your furniture does not have the right type of caster, replace the casters with an appropriate type.

4. How will the humidity level in my home affect the performance of my hardwood floors?

A humidifier is recommended to prevent excessive shrinkage in wood floors due to low humidity levels. Kitchen appliances, fireplaces, and heating systems tend to create very dry conditions. A humidity level of 45% is recommended.

In damp conditions, proper humidity levels can be maintained with an air conditioner or dehumidifier or by periodically turning on your heating system during the summer months.

Always follow the instructions and guidelines for cleaning and maintaining your hardwood floors. Clean your floors only with products approved for use on your wood floors. Some cleaning and wax products can react with the polyurethane finish on your hardwood floors and cause a discoloration of the floor. The use of products not approved for your floor can void the warranty on your wood floors. GFO Home will not repair problems caused by the use of products not approved for use on your floors.

HEATING, VENTILATING AND AIR-CONDITIONING

During the first two (2) years, you will need to contact the original HVAC contractor on the build of your home to perform any required HVAC repairs or additions. Using any other HVAC contractor during the first two (2) years will void your GFO Builder Warranty. After the 2-year period, a licensed HVAC contractor should always perform any required repairs.

The thermostat manual will be at the house at Orientation. Some manufacturers provide warranty periods beyond the builder warranty provided by GFO Home.

If there is any conflict between the information contained in this guide and in the information provided by the manufacturer, the information provided by the manufacturer will control.

1. How should my HVAC systems perform?

The heating system installed in your home is designed to provide comfort for you and your family. Each home's central heat and air unit is determined by the area of living space in your home to ensure that it can be cooled and/or heated to a comfortable temperature. With that in mind, the efficiency of the unit's operation is affected by many things for which GFO Home cannot anticipate or have control. It is possible that maintaining temperatures within a comfort range may be difficult if,

- The air filter is not changed on a regular basis and allowed to become dirty;
- Windows or doors are left open or do not have proper window coverings to be shaded from the sun;

- A larger than your family's number of people are gathered for which the unit size was determined for your home
- A heavy amount of cooking above average is being done.

There is a metal flue above your gas furnace that vents exhaust gases from the furnace. When the furnace comes on, you may hear a ticking or crackling sound coming from the flue. This is a normal condition, caused by the thermal expansion of the flue. When the furnace shuts off and the flue cools, you may hear the same sound due to thermal contraction.

2. How often should I clean my air filter?

Your HVAC air filter(s) is designed to reduce the circulation of dust in your home. However, as the filter collects dust, it reduces the efficiency of your HVAC system. This translates into higher energy costs to operate your system. It also causes greater stress on your system that reduces its operating life.

For these reasons, you should clean or replace your HVAC filter(s) each month. Filters are available at most hardware stores. They come in various sizes, so remember to measure your filter to be sure that you purchase the correct size.

During your Homeowner Orientation you will be shown the location of your HVAC filter(s). Procedures for cleaning and replacing the filters will be reviewed.

3. How can I efficiently use my thermostats?

The thermostat or thermostats that control the operation of the HVAC system are located to maximize the operating efficiency of the system. There may be two separate systems to condition the air in your home. Never use the two systems separately such that one is running during the day and the other at night. With all the shared air space in your home, one unit in operation would overwork to compensate for the other. It is better to run both upstairs and downstairs units together with no more than a five-degree difference between the two thermostats.

4. Why are some registers adjustable and others are not?

The HVAC system has two kinds of registers: **Air Supply Registers and Air Return Registers.**

Air Supply Registers may be located on floors, walls, or ceilings. They deliver conditioned air to the rooms. These registers can generally be adjusted between fully opened and fully closed, increasing or decreasing the volume of conditioned air flowing into each room.

To reduce utility bills, close registers and doors in rooms not normally used.

Air Return Registers are located on ceilings or walls. They return air from the room back to the fan unit to be reconditioned. These registers are not adjustable.

Keep supply and return registers free from obstructions, such as drapes or furniture, and vacuum them regularly to keep them clean.

5. How do I operate and care for my furnace unit?

Your gas furnace may have a pilot light that stays lighted all the time or a pilot-less ignition. **If your furnace has a**

pilot-less ignition, never try to light it with an open flame. During the first 2 years, call the original HVAC contractor for service.

Do not store combustible items such as cardboard boxes or clothing near a gas furnace. This creates a fire hazard.

6. *How do I care for my outside compressor units?*

Keep the air conditioning compressor outside your home level. Keep the area around the unit clear to allow free air circulation. Do not plant bushes near the unit. Remove any debris such as leaves and dirt that could reduce airflow through the unit. A bi-annual service plan from a licensed contractor is recommended. If you elect to contract this service, you must use the original HVAC contractor during the first two (2) years so as not to void your warranty.

7. *Is it normal for rooms above a garage to be warmer in the summer and cooler in the winter than other rooms?*

Rooms above garages typically have more exterior wall and roof surface areas than other rooms. These rooms will typically vary in temperature more than other rooms.

Placing an HVAC Warranty Request:

Before submitting a Warranty Request, review the following checklist and take action as recommended.

1. Is your thermostat set at the correct temperature? Is the switch in the correct position?
2. For an air conditioner:
 - Is the electrical power supply switch ON? Is the blower access door in place and secure?
 - Has a circuit breaker tripped? Are any fuses in the fan unit blown?
 - Is the exterior disconnect switch located in a box near the compressor unit in the ON position?
3. For a gas furnace:
 - Is the electrical power supply switch ON? Is the blower access door in place and secure? Has a circuit breaker tripped? Are any fuses in the fan unit blown?
 - Is the manual shut-off valve in the gas supply pipe open? The valve is open when the lever points in the same direction that the pipe runs.
 - Is the control knob on the gas valve inside the furnace unit turned to the ON position?
 - Have you followed the start-up procedures found in the operation and maintenance manual provided with your HVAC system?

NOTE: A burning smell is normal the first time the unit is turned on each year. It is caused by dust accumulation and should clear out within 24 hours.

If your HVAC system still fails to operate after following the above procedures, submit a Warranty Request during the first two (2) years in order that you do not void the warranty.

LAWN CARE

We recommend the following maintenance to establish and care for your new lawn. A healthy lawn requires a proper pH level. To determine the proper pH, your county cooperative extension service will test soil samples and recommend the proper amount of lime and fertilizer for your lawn areas.

GFO Home is not responsible for erosion. Erosion repair is a homeowner maintenance concern.

Your yard has either been sodded with Bermuda sod. See your local nursery for advice on proper care. Remember that these are both warm weather grasses and go dormant in the winter. During this time you may think it is dead, but it is not. In fact, if you do not get rain in the winter at least every two weeks, be sure to water your sod. Its root system still functions and needs water.

During the first spring your sod may be concentrating on developing its root system. While it will green in by April or May, it will appear to have less growth than your neighbor's established yard. This is perfectly normal. By next year it will catch up. You will want to use a pre-emergent weed killer on your lawn in early spring, but do not be disappointed if some weeds appear. This is also a common problem the first spring.

Mow your lawn to a medium length. Many people mow their yards like a putting green. This grass is not designed to be cut that short. Additionally, it is critical that you mow it regularly so you do not cut too much of the blade off at one time. This can cause grass to turn brown for the rest of the season.

Aeration will benefit the sod if done every other year.

BERMUDA CARE OUTLINE:

Late February	Apply pre-emergent for crabgrass; post-emergent for broadleaf and grass weeds.
Mid April	Apply pre-emergent for crabgrass; post-emergent for broadleaf. Nitrogen @ 3/4 lb. per 1,000 sq. ft. Potash @ 1/4 lb. per 1,000 sq. ft. Iron @ 6 oz. per 1,000 sq. ft.
Late May	Apply pre-emergent for crabgrass; post-emergent for broadleaf. Nitrogen @ 3/4 lb. per 1,000 sq. ft. Iron @ 6 oz. per 1,000 sq. ft.
Mid June	Apply 16-4-8 with minor nutrients @ 61bs. per 1,000 sq. ft.
Mid August	Apply post-emergent for broadleaf weeds. Iron @ 6 oz. per 1,000 sq. ft.
Early October	Apply pre-emergent for broadleaf winter weeds. Post emergent for broadleaf weeds.

IRRIGATION

Maintaining the irrigation system is vital to the function. Please note, head adjustments and covering exposed lines are considered homeowner maintenance after closing. Winterizing your irrigation system is also required homeowner maintenance. Winterizing is performed to ensure that damages due to freezing are prevented. Please review the following instructions for winterizing:

1. Turn the water access to the irrigation, via the street valve. To do this, ensure that both valve handles are perpendicular to the main pipe.
2. Manually run the irrigation system to ensure that all water has been emptied from the irrigation lines. Once emptied, you can turn off your irrigation system until spring use.

To restore water to your irrigation in the spring:

1. Turn the water access on to the irrigation system, via the street valve. To do this, ensure that both valve handles are parallel to the main pipe.
2. Check the irrigation heads for any dirt/mud build up that has accumulated in the winter, prior to first use, as it can affect head operation.
3. Return irrigation system to spring schedule. During the first use, there will be pressure-related air gaps/imbalance. This should resolve itself once water is restored to all lines.

MIRRORS

Clean mirrors with a soft clean cloth. Grit scratches mirrors very easily. Abrasive cleaners will damage the finish of your mirrors.

DO NOT clean mirrors with any product containing ammonia. Many glass cleaners have ammonia and will desilver mirrors, causing black splotches around the edges. Green colored glass cleaners generally do not have ammonia and are okay to use. Scratches and desilvering of mirrors are not covered by your warranty.

PLUMBING

During the first two (2) years, you will need to contact the original plumbing contractor on the build of your home to perform any required plumbing repairs. Using any other plumbing contractor during the first two (2) years will void your GFO Builder Warranty. After the 2-year period, a licensed plumbing contractor should always perform any required repairs.

The following information about the maintenance of the plumbing system in your home will help you save money and keep the plumbing system operating at its peak performance for years to come.

Even though you may not be able to do all the plumbing work listed below, you should have some knowledge about the plumbing system in your home. Having a better understanding of the plumbing system will allow you to deal with minor problems when they arise, especially if a plumber cannot be reached.

1. *How can noisy pipe problems be corrected?*

Quickly closing a faucet can sometimes produce a banging sound. To correct this, partially close the fixture shut-off valve or the main shut-off valve to your home.

Air can become trapped in your plumbing systems, creating a hammering noise when a faucet is opened or closed. Correct this problem by opening all the interior and exterior faucets. Let the water run for a few minutes. The trapped air will leave the plumbing system with the flowing water.

You may hear a noise when your exterior hose bibbs are being used. This high-pitched sound is caused by the back-flow preventer installed in some communities. This sound is normal and does not indicate a plumbing problem.

If the water heater temperature is set too high, steam can be produced in the pipes. Check the temperature setting and reduce to the recommended temperature.

2. How can I avoid frozen pipes?

To reduce the chance of an exterior hose bibb being damaged by freezing conditions, close the shut off valve for each hose bibb, then open the hose bibbs to allow the line to drain. Disconnect any hoses from the hose bibbs before draining the lines. Place insulating covers over all hose bibbs.

Opening the cabinet doors below the kitchen sink and bathroom vanities will allow the heat from the house to warm these lines and reduce the chance of damage to them. Allowing faucets to drip during periods of cold weather will help protect the pipes from freezing.

Remember to never leave your home without heat during the winter season. Turn the thermostat down, but not off, if you will be away from your home for an extended period.

1. How do I cut off the water if a major problem occurs?

If you have a major plumbing problem, cut off the water to your home at the main cut-off valve. Every resident of the home should know where this valve is located and understand how it operates.

2. How do I cut off the water to an individual fixture?

Most plumbing fixtures in your home have a water valve to shut off the water supply to that fixture. Every resident of the home should know where these valves are located and how to operate each valve. Toilet valves are below the water tank, and sink valves are under the sink. The valves for the water heater are above the tank. The valve for the dishwasher is below the kitchen sink.

5. How do I connect the icemaker?

A cut-off valve for the icemaker line has been installed at the location for the refrigerator. However, until you move into your home and start using the icemaker, this valve has never been opened. There may be construction debris in this line, so you should flush the line by running water into a bucket for several minutes before hooking it up to the icemaker. You may, also, want to throw out the first batch of ice cubes as an extra precaution.

6. What do I need to know about my home's water heater?

An automatic temperature and pressure relief valve is installed on your water heater. This device is designed to reduce an excessive pressure or temperature condition. If a problem develops, the valve will open and allow water to flow from the heater until the pressure or temperature is reduced to the proper level.

To avoid potential accidents do not store any flammable products such as gasoline, solvents, adhesives, paints, or any other combustibles in the same room or area near your water heater.

The temperature of the water in the heater comes pre-set by the manufacturer but can be regulated by setting the

temperature dial on the front of the thermostat. There is a hot water scald potential if the thermostat is set too high. Drain the water heater tank at least once a year to remove accumulated scale deposits. Open the valve at the bottom of the water heater to allow the residue to drain out.

7. What should I do if I have water heater problems?

The following checklist may eliminate the need for a repair call and assist in restoring hot water service:

- Make sure that the water heater pilot switch is turned to ON position.
- Check to see if the pilot light is lit.
- If the water has been excessively hot, and is now cold, the high temperature limit control on the thermostat may have been activated. Call the original plumbing contractor of your home for instructions on resetting the thermostat.
- The storage capacity of the heater may have been exceeded by large demands of hot water.
- Recovery time will vary with the season. Colder incoming water temperatures in the winter will create the effect of less hot water.
- Look for a leaking or open hot water faucet.

8. How do I care for the tubs and showers in my home?

Regularly inspect the tubs and showers in your home for cracks in the grout lines and caulked area. Check the joint between the shower pan or tub and the tile walls, as well as the corners of the tile walls. It is very important that you maintain these areas properly.

If these cracks are not repaired, water can damage the drywall and wood materials below these surfaces. Your warranty does not cover this type of required maintenance and does not provide protection for materials damaged by lack of maintenance.

When the caulk has separated, you will need to recaulk these areas. Tub and tile caulk is designed for this purpose and is available at hardware stores. Remove all existing caulk and clean the surfaces to be recaulked. The surfaces must be dry before they are recaulked and kept dry until the caulk cures. Following the directions on the caulk container, apply the new caulk to the areas to be recaulked.

NOTE: Damage to materials due to the lack of maintaining grouted and caulked joints is not covered under your warranty.

9. How do I care for the porcelain fixtures in my home?

Porcelain fixtures can be cleaned with a clean sponge and a non-abrasive cleaning product approved for porcelain finishes.

Porcelain fixtures can be chipped or cracked if a heavy object is dropped onto the fixture. Care should be taken when placing heavy items in the sink.

Wet steel wool pads can rust and stain the porcelain finish on your sink. Do not leave these items in your sink.

Care needs to be taken when using your porcelain sink. Metal pans and utensils can cause what appear to be scratches in your sink. These can be carefully cleaned away with a little soft scrub. Automobile rubbing compound may also be used to remove minor scratches. However, abrasives should not be used liberally on your sink as it may dull the finish. The use of a rubber sink liner is recommended to prevent scratches to your porcelain sink.

Scratches and chips are not covered by your warranty.

10. How do I care for the faucets in my home?

The faucets in your kitchen and bathroom have aerators installed in the faucet spout. These aerators screw into place and can be easily removed and cleaned when required.

The faucets in your home have a delicate finish that can easily be damaged by abrasive cleaning products. Use only warm soapy water and a clean cloth to clean your faucets. The use of polish, detergents, abrasive cleaners, organic solvents or acids may damage the finish on your faucets.

11. How do I care for my stainless steel sink?

Your stainless steel sink should be cleaned only with a non-abrasive cleaning product approved for use on stainless steel surfaces. Always use a clean sponge to avoid scratching the surface.

Be careful not to allow the sharp edges of cooking utensils, pots and pans to damage the finish of your sink.

Do not use steel wool or metal brushes to clean your sink. The finish can be damaged by the use of these items.

"Bar Keepers Friend" can be used to remove difficult stains from your stainless steel sink.

12. What do I need to know about my exterior hose bibbs?

Special care is required to reduce the possibility of frozen water pipes. Damage due to frozen pipes and hose bibbs is not covered by your warranty. The following procedure should help prevent frozen pipes:

Winterizing Instructions: To reduce exterior frozen pipes complete these steps before the first winter frost.

1. Remove any hoses or other devices you have attached to your hose bibbs.
2. Install insulated hose bib covers during months of freezing temperatures

13. How do I care for and clean my fiberglass bath tub?

Clean fiberglass tubs with warm water and a non-abrasive liquid detergent. Remove stubborn stains by using a powdered detergent on a damp sponge. To maintain the luster of your fiberglass tub, apply a coat of good quality automotive paste wax and buff with a clean cloth. Repeat this process every six months for easier cleaning and lasting protection. Do not use abrasive scouring powders, metal scouring pads, steel wool, or sandpaper to clean your tub. These products can scratch or dull the finish of your tub.

ROOFING

It is common for some shingles to be uplifted after a severe windstorm. If these uplifted shingles do not fall back into place with warmer weather, reset these shingles.

Inspect your roof after all storms. Any damaged or missing shingles should be repaired to prevent a roof leak. Roof leaks caused by storm damage are not covered by your warranty.

Snow, ice and high winds can damage a roof. Once a year or after a heavy storm check for water stains under the overhang and in the attic. Replace loose or damaged shingles. Check the flashing around the chimney and against walls to see that it is secure and watertight. Damage of this nature is not covered by your warranty.

Roof flashings are required at roof penetrations around chimneys and in locations where shingles abut siding, stucco or brick. You may notice a slight uplifting of shingles where flashing is used. This is normal and does not require repair.

Keep your gutters clean. Leaves and other debris can stop up your gutters and cause your roof to leak. Damage of this nature is not covered by your warranty.

Keep the valleys of your roof clean of leaves and other debris. If the valley is not kept clean, water can be trapped in the valley, causing a roof leak. Leaks of this nature are not covered by your warranty.

SIDEWALKS AND STOOPS

Exterior concrete surfaces are exposed to uncontrollable environmental factors that can cause minor cracking and movement. These cracks may be caused by the winter freeze thaw cycle, settlement of the underlying soil, and normal settlement of your home. Cracks up to 1/8 inch are common and do not require repair.

Your sidewalk and stoop may hold some standing water after a rain. This is normal and can be expected.

SHOWER STALL

1. What kind of maintenance will my shower stall require?

Tile grouting requires regular homeowner maintenance. When necessary, regrout the lines between the individual tiles of your shower stall to keep the shower walls water-resistant. Pre-mixed tile grout is available for this purpose.

Inspect your shower at least twice each year to determine maintenance requirements.

Recaulk the joints between adjacent shower walls and between the shower pan and the shower walls, as required. Expect to recaulk your bathrooms at least once each year.

Most shower leaks can be resolved by regrouting or recaulking the shower walls. Always check for proper grouting

and caulking before calling for service.

2. *How should I clean my shower enclosure?*

It is a good idea to use a squeegee on your shower glass after each shower. Water that dries leaving mineral deposits and soap scum can be difficult to clean. If you already have a "soap scum" buildup, use a mild vinegar and water solution to remove.

Instead of using a squeegee, try polishing the glass with RAIN-X brand glass polish. It is made to repel water on car windshields and allows water to bead up and roll off glass.

3. *How should I care for my tile walls?*

Clean tile walls with a damp cloth using a non-abrasive cleaning product or tile cleaner. It is helpful to polish the tile walls of the shower with white or clear car wax. This seals the grout and prevents the build up of soap scum on the tile walls.

DO NOT wax the tile floors. Wax creates a slippery hazardous condition.

SMOKE DETECTORS/CARBON MONOXIDE DETECTORS

A minimum of one smoke/carbon monoxide detector has been installed on each floor of your home to warn you in the event of a fire. The remainder of your home is equipped with smoke detector devices only. Your smoke detectors are permanently connected to the electrical system of your home. To protect you during an electrical fire or power failure, the smoke detectors have a battery backup. Your smoke detector will produce a warning sound when it is time to replace the battery. Please note, GFO Home provides no warranties to smoke detectors. If you are experiencing malfunctions, please contact the manufacturer.

Vacuum the openings of the smoke detectors regularly to keep them clean.

Test your smoke detectors once a month to verify their proper operation.

Test the detector by pressing the test button. Never test the operation of a smoke detector with an open flame.

STACKED STONE VENEER

The individual stones in a stacked stone wall will vary in texture, size and color. These variations are normal characteristics of stone walls. Some chipping and cracking of the individual stones can be expected. Shrinkage of the mortar between the stones is normal.

STUCCO VENEER

Your stucco veneer combines the look of stucco with the added benefit of not having a painted surface. Your finish color is mixed into the stucco coat. Minor buckling or cracking may occur as a normal result of settling.

Your stucco finish can be damaged by abusive forces. Care must be taken to avoid hitting and cracking or denting

the finish.

If the veneer becomes soiled, gently hose off the dirt. **DO NOT** scrub the surface with abrasives.

Remove mildew by cleaning the stucco with a product recommended for that purpose.

TILE FLOORS

Tile floors can be easily maintained. Although the individual tiles are waterproof, the grout joints between the tiles are not. These grout joints will require regular maintenance to prevent water damage to the surfaces below the tile. RegROUT joints with pre-mixed tile grout, available at your local hardware store.

The joints between floor tiles and wall tiles and other materials require regular maintenance. Recaulk these joints at least once a year.

Damage caused to your tile floors and underlying materials by failure to properly maintain your tile floors is not covered by your warranty.

TREES AND SHRUBS

Transplanted trees must be staked, fertilized and watered regularly, they are not warranted. Contact your local nursery for care specific to the type of trees you have.

Shrubs also need extra care especially for the first year. Bed them in a heavy coating of mulch for winter and again just before the heat of summer. Make sure they get fertilizer and water.

When watering shrubs and grass, take care that you do not aim the sprinklers directly at the house. Your home was designed to withstand normal rain and weather conditions, not water under pressure which when coming from a sprinkler quite often sprays upward.

VINYL FLOORS

1. How do I maintain my vinyl floors?

Sweep or vacuum regularly to remove dirt and grit that can abrade, dull or scratch the floor. **DO NOT** use a vacuum with a beater brush as it may damage the floor's surface.

Wipe up spills promptly with a damp cloth or mop.

Caution: Dishwashing liquids are not suitable cleaners for the floor. They can leave an oily residue that attracts soil and causes a reduction of gloss.

Avoid wearing stiletto or spiked heels on the floor. These types of heels can indent or damage many types of floors including vinyl, wood and ceramic.

Remove scuffs and black heel marks with a non-abrasive polishing or cleaning product approved for use on vinyl floors.

Caution: Avoid cleaning products that contain abrasives or solvents that may permanently damage your floor. Damage caused by the use of cleaning products not approved for use on your floor is not covered by our warranty.

2. *How do I protect my vinyl floor against furniture damage, indentations and scratches?*

Always make sure furniture legs have large surface, non-staining floor protectors. We recommend the following:

- Replace small, narrow metal or dome-shaped glides.
- Use hard, plastic casters and cups as some types of rubber casters and cups may permanently stain the floor.
- Use wide casters and cups for heavy furniture.
- Use non-staining rubber-surfaced wheels that are a minimum 3/4" wide instead of metal casters.

These glides and furniture cups should be covered with felt pads. The pads should be checked periodically for wear and replaced when necessary.

Place mats at outside entrances to prevent dirt, grit and soil from being tracked onto the floor. Use 100% latex-backed mats as some rubber-backed mats or carpets may permanently stain the floor. Dirt, grit and soil can abrade, dull or scratch the floor.

3. *How can I prevent permanent stains?*

Wipe up spills promptly with a damp cloth or mop.

Some carpet dyes, porch and basement paints and asphalt driveway sealers, particularly those that are coal tar or asphalt-based sealers, can permanently stain the floor. If you choose to seal your driveway to help prevent staining from asphalt tracking, we recommend the use of a latex-based driveway sealer.

4. *How can I protect my floor from heat and sun damage?*

Draw drapes and blinds during peak period of strong sunlight. Vinyl floors, like other home furnishings products, may discolor or fade when overexposed to the sun.

Heat producing appliances, such as a refrigerator or range, or hot air registers emitting a direct flow of heat in excess of 120° F, even intermittently, can scorch, burn, discolor or fade the floor. Cigarettes, matches and other very hot objects can also damage the floor.

WINDOWS

Your vinyl windows have been designed and engineered to give years of trouble-free performance.

Window glass can be cleaned using one cup of vinegar to one gallon of warm water.

For easy operation of the sashes, keep the window tracks clean. If a sash does not open or close with ease, spray the track with silicone.

Sudden temperature or humidity changes may make your windows difficult to operate.

Spraying the track with a silicone spray will make it easier to open and close the windows.

Broken and scratched glass is not covered by your warranty after closing.

Seal and lock failures will need to be filed with the manufacturer directly.

GFO Home, LLC
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The administration of the warranty requires that all requests be properly logged and monitored by GFO Home. Our sales and field personnel do not accept requests. Our management feels it is imperative to centrally monitor your requests so that we may effectively track completion and improve our overall quality. Please send requests to our main Austin office directly. We prefer that all requests go through the GFO Home's website or through regular mail.

After our Warranty Administrator receives and reviews your request, the appropriate vendor, builder, or Warranty Technician will be scheduled (if the item is deemed warrantable). You will be informed if any items are considered not covered by your GFO Home Warranty, and a vendor recommendation can be provided.

Our Warranty Team will schedule repairs from 8:00 a.m. to 3:30 p.m. Monday through Friday only. It is required that you or your representative over the age of 18 be present in the home while all service work is being performed. Entry to the home and safe conditions must be provided- this may require children and animals to be sequestered from the work area.

If you have an emergency (plumbing leak, loss of electrical power in your residence, no heat or A/C) please call the telephone number listed for appropriate subcontractor as listed on your emergency numbers sticker. The contractor should respond within 24 hours for true emergencies. It is your responsibility to contact us if subsequent work is needed from an emergency repair. Costs incurred for hiring outside contractors or non-original contractors without written approval from GFO Home will not be covered under warranty.

GFO Home formed these policies with the intent of providing you with the most efficient warranty response. We appreciate your compliance, patience, and understanding.