



**2023**

**Home Orientation and Warranty Reference Manual**

## Customer Care Contact Information

JASPER  
COMMUNITY

MOUNTAIN GATE  
COMMUNITY

ALL OTHER  
COMMUNITIES

855-955-6466 x 710

855-955-6466 x 711

855-955-6466 x 712

*Emergency After Hours: 855-955-6466 x 3*  
*Please submit all service requests online at: [mymandalayhome.com](http://mymandalayhome.com)*

## Customer Care Office Hours

8:00 AM- 4:00 PM  
Monday-Friday  
1955 Commerce Center Circle, Suite A  
Prescott, AZ 86301

*For Emergencies After Hours, please call the responsible trade directly. If you cannot reach them, call: 855-955-6466 x 3.  
Find a list of emergency contacts for our trades in this booklet.*

## Emergency Service

Updated Direct Emergency Contacts for our Trade Partners can be in the following pages in this manual.

Please note that if you contacted a trade directly for an emergency call, you must also enter a service request at [www.mymandalayhome.com](http://www.mymandalayhome.com) by the next business day so we can properly follow up on your request.

SUBMIT A SERVICE REQUEST (NO LOG IN)

HOMEOWNER PORTAL LOG IN



Emergency situations involving repair of warranty items are rare; but when they occur, prompt response on your part is essential. Begin by troubleshooting what you can. Tips appear in this manual for several of your home's components:

- ◆ Air conditioning
- ◆ Electrical
- ◆ Heat system
- ◆ Plumbing
- ◆ Roof (leak)

Please refer to the individual categories to review these tips. You will find them at the end of the corresponding sections. Often the appropriate action on your part can solve a problem immediately or mitigate the situation until a technician arrives.

If your review of the troubleshooting tips fails to solve the problem, please contact the Trade Partner directly using the emergency contact phone numbers listed in this manual. During normal business hours, you may also reach our Customer Care Department by calling: **(855) 955-6466** and we can assist you in making these calls. After hours, or on weekends or holidays, call the necessary trade partner or utility company directly. Our trade partners or local utility companies provide emergency responses to the following conditions:

- ◆ Total loss of heat when the outside temperature is below 50 F
- ◆ Total loss of cooling when the outside temperature is above 90 F
- ◆ Total loss of electricity\*
- ◆ Total loss of water\*
  
- ◆ Plumbing leak that requires the entire water supply to be shut off.
- ◆ Gas leak\*
- ◆ Sewage backup

*\*Note:* if a utility service (gas, electricity, water) is out in an entire area, attention from the local utility company is needed. Trade partners are unable to help with such outages.

## **P-trap Problems**

The pipe in the cabinet underneath your sink has a bend or “elbow” section. This is called the “P-trap”. If you bump it with an item such as the trash can or dish soap box, it may begin to drip. The P-trap connection should be checked for alignment and hand tightened to correct the leak. This is a homeowner maintenance issue, but you can call us if you need help or if the problem persists.

## **Other Emergencies**

In addition to emergency situations covered by our limited warranty, be prepared for other kinds of emergencies. Post phone numbers for the fire department, police, paramedics, and poison control near phones in your home, or save these numbers in your cell phone contacts. Have companies in mind in the event you need a locksmith, water extraction, glass breakage repair, or sewer roofer service. If you are new to the area, neighbors may be able to recommend good service providers. Introduce your children to neighbors who might be available to help in an emergency if you are not home.

## **Other Warranty Service**

If you wish to initiate non-emergency warranty service between the initial review and 11 month follow up, you are welcome to do so by sending in a service request via

[www.mymandalayhome.com](http://www.mymandalayhome.com)

It is our priority to schedule 30-day or 11-month warranty visits with homeowners only if you have items to report. We schedule appointments for miscellaneous requests on a first-come, first-served basis between these appointments. As a result, service on miscellaneous requests may take a bit longer to address.



## Emergency Contacts

# Jasper

In the event of a plumbing, HVAC, or roof leak emergency, please use these numbers to contact the Trade Partner for your home directly. If you need assistance you may call our Customer Care department during normal business hours at 1-855-955-6466 x 710. Please remember to log your emergency claims at [www.MyMandalayHome.com](http://www.MyMandalayHome.com) after you contact the Trade Partner so that we may track the repair until completed.

<b>MANDALAY HOMES CUSTOMER CARE</b>	<b>(855) 955-6466 ext. 710</b>
<b>EMERGENCY CONTACTS</b>	
<b>Trade Partner</b>	<b>Phone Number</b>
<b>R.E.D. PLUMBING</b>	<b>(928) 772-9296</b>
<b>REEIS HVAC</b>	<b>(480) 969-7500</b>
<b>SEBASTIAN AND SONS ROOFING</b>	<b>(928) 925-8501</b>

**\*\*FOR AFTER HOUR EMERGENCIES, IF TRADES ARE UNRESPONSIVE,  
PLEASE CALL: (855) 955-6466 EXT. 3\*\***

We always suggest you be prepared for kinds of emergencies to protect your family and your home. We suggest leaving this worksheet in an easy to reach place in case of any future emergency, should one arise.

<b>Service (if applicable)</b>	<b>Phone Number</b>
<b>EMERGENCIES</b>	<b>911</b>
<b>Fire Department (Non Emergency)</b>	<b>(928) 445-5357</b>
<b>Police Department (Non Emergency)</b>	<b>(928) 772-9267</b>
<b>AZ Poison Control</b>	<b>1 (800) 222-1222</b>
<b>Homeowner's Association - Normal Business Hours</b>	<b>(480) 367-2626</b>
<b>UNISOURCE ENERGY SERVICES (GAS)</b>	<b>(877) 837-4968</b>
<b>APS (ARIZONA PUBLIC SERVICE)</b>	<b>(800) 253-9407</b>

## EMERGENCY CONTACTS MOUNTAIN GATE

In the event of a plumbing, HVAC, electric, or roof leak emergency, please use these numbers to contact the Trade Partner for your home directly. If you need assistance, you may call our Customer Care department during normal business hours at 1-855-955-6466 x 711. Please remember to log your emergency claims at [www.MyMandalayHome.com](http://www.MyMandalayHome.com) after you contact the Trade Partner so that we may track the repair until completed.

MANDALAY HOMES CUSTOMER CARE	(855) 955-6466 ext. 711
EMERGENCY CONTACTS	
Trade Partner	Phone Number
DEWEY'S PLUMBING	(928) 301-8798
GOETTL'S HIGH DESERT MECHANICAL (HVAC)	(928) 567-2200
PS Electric, Inc. (ELECTRICAL)	(928) 759-9563
SUREBUILD ROOFING	(928) 774-1844

**\*\*FOR AFTER HOUR EMERGENCIES, IF TRADES ARE UNRESPONSIVE,  
PLEASE CALL: (855) 955-6466 EXT. 3\*\***

We always suggest you be prepared for kinds of emergencies to protect your family and your home. We suggest leaving this worksheet in an easy to reach place in case of any future emergency, should one arise.

Service (if applicable)	Phone Number
EMERGENCIES	911
Fire Department (Non Emergency)	(928) 639-4591
Police Department (Non Emergency)	(928) 634-2921
AZ Poison Control	1 (800) 222-1222
Homeowner's Association - Normal Business Hours	(800) 447-3838 (928) 282-4479 ext. 1201
UNISOURCE ENERGY SERVICES (GAS)	(877) 837-4968
APS (ARIZONA PUBLIC SERVICE)	(800) 253-9407

## ***Dear Homebuyer,***

Congratulations on the completion of your new Mandalay Home. We share your excitement about your new residence, and we hope the journey has been a rewarding and positive experience. We are delighted you have chosen Mandalay Homes to be the place you call home.

This Home Orientation and Warranty Reference Manual is designed to assist you once you move into your new home. The information presented in the manual provides you with home maintenance guidelines and a description of our Limited Warranty Program.

Please take time to review this material and familiarize yourself with it. Keep any and all other manuals, warranties, and correspondence you have received with this handbook and you will find you have a useful record and resource of information about your new home.

In addition to the information provided in this manual, you also have access to the Homeowner Warranty Page on our website [www.mymandalayhome.com](http://www.mymandalayhome.com). This webpage also allows you as the owner to submit requests directly to our Customer Care team by simply clicking the blue “Submit A Service Request” button or the homeowner portal login.

**SUBMIT A SERVICE REQUEST (NO LOG IN)**

**HOMEOWNER PORTAL LOG IN**



## **Your Home Warranty Durations at a Glance**

### **1st Year under Mosaic Construction of Arizona LLC's Warranty**

What is covered: Workmanship and function of your home and its parts, excluding cosmetic repairs not found on the final walk. We work with our Trade Partners that built your home to repair items as needed. Manufacturer defects of products and appliances installed as part of your initial build will be handled directly through the Manufacturer.

### **1-Year Manufacturer's Warranty Appliances**

What is covered: Microwaves, dishwashers, ovens, ranges, hoods, cooktops, ERVs, disposals, garage openers, water heaters, air handler/condensers, thermostats, battery storage devices, etc. All these warranties are covered directly by the manufacturer of the product itself.

### **2nd Year under Mandalay Homes Warranty**

What is covered: Workmanship. In the second year, should a problem arise from poor workmanship, we will work with our Trade Partners to correct items as needed. At this time should there be a failure of function due to normal wear and tear, or a cosmetic defect, it would not be covered under warranty. Please note, manufacturer warranties on appliances and fixtures are now expired.

### **60-Day Warranty on plants only**

What is covered: Plants, shrubs, and trees purchased through Mandalay Homes and installed by our trade partner as part of the build of your home. We are not responsible for any landscaping you installed yourself after closing.

### **Other Extended Warranties, as applicable**

Typically Concrete Tile Roof Shingles have limited lifetime manufacturer's warranty directly through the manufacturer. Most Mandalay Homes use Eagle Roofing Products. Please check your original contract paperwork to verify.

Typically Asphalt Roof Shingles have limited lifetime manufacturer's warranty directly through the manufacturer. Most Mandalay Homes use GAF Roofing Products or BP Building Products. Please check your original contract paperwork to verify.

Lighting fixtures come with an extended manufacturer's warranty directly through the manufacturer.

Plumbing fixtures come with an extended manufacturer's warranty directly through the manufacturer.

### **Cosmetic Deficiencies**

Manufactured surfaces, any defects, must be noted at new home orientation. If an orientation was not given, homeowner has 10 days after close to report any.

## New Home Follow-up List

- ◇ Initial Review
- ◇ 11 Month Review

<b>Homeowner:</b>	<b>Date:</b>
<b>Address:</b>	<b>Lot #:</b>
<b>Phone:</b>	<b>Email:</b>

Homeowner requests warranty service on the items listed below. Builder will inspect and make any necessary repairs as required under the terms of the Limited Warranty.

Use this list to note items between warranty intervals. All items noted must be requested online through our warranty page as outlined in your Home Orientation manual. Keep this list as a reference for your inspection meeting with our Care Representative.

[illegible]

## New Home Follow-up List

- ◇ Initial Review
- ◇ 11 Month Review

<b>Homeowner:</b>	<b>Date:</b>
<b>Address:</b>	<b>Lot #:</b>
<b>Phone:</b>	<b>Email:</b>

Homeowner requests warranty service on the items listed below. Builder will inspect and make any necessary repairs as required under the terms of the Limited Warranty.

Use this list to note items between warranty intervals. All items noted must be requested online through our warranty page as outlined in your Home Orientation manual. Keep this list as a reference for your inspection meeting with our Care Representative.

[illegible]

## Appliance Service

This sheet is for your convenience. For warranty service on an appliance, contact the appropriate manufacturer directly at the service number provided in the appliance literature. Alternatively, you can check the appliance manufacturer's websites for the most up to date information, FAQs, and other troubleshooting tips. You will need to supply the model and serial number (usually located on a small metal plate or seal attached to the appliance in an inconspicuous location), and the date of purchase (if you purchased the appliance from Mandalay Homes, the date of purchase would be your closing date).

Your Closing Date \_\_\_\_\_

Appliance (if applicable)	Manufacturer	Model #	Serial #	Service Phone #
Range				
Range Hood				
Cook Top				
Oven				
Microwave				
Dishwasher				
Garbage Disposal				
Washer				
Dryer				
Refrigerator				
Soft Water				
ERV				
Water Heater				
Furnace/Air Handler				
AC Compressor (outdoor unit)				
Garage Door Opener				
Energy Storage System				
Solar Panels				

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## Caring for Your Home

Like most other things you own (e.g., your automobile, clothes), regular care and upkeep are essential to providing a quality home for a lifetime. This section of our manual was assembled to assist you in that effort.

Mosaic has constructed your home with carefully selected materials that have been installed by experienced craftsmen and laborers under the supervision of our field personnel, with the administrative support of our office personnel. Although this group works from detailed plans and specifications, no two homes are exactly alike. Each one is unique; a home is one of the last hand-built products left in the world. Over time, each behaves differently.

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## Mosaic Limited Warranty Guidelines

We hope you have the same pride in owning your home that we had building it. A little maintenance can go a long way in creating lasting value in your home. It is necessary because of normal wear and tear, the inherent characteristics of the materials used in your home, and normal service required by the mechanical systems. Natural fluctuations in temperature and humidity also affect your home, resulting in maintenance items. When dealing with natural and manufactured materials, the components interact with each other and the environment.

It is impossible to anticipate and describe every attention needed for good home care. So, we focused on items that homeowners commonly ask about. The subjects are listed in alphabetical order to make finding answers to your questions convenient. Because we offer homebuyers a variety of floor plans and optional features, and build in many different climates, this manual may discuss components that are not present in your home.

### Checklists

You will find several checklists included in this manual. They cover fire safety reminders, energy and water conservation tips, suggestions for extended absences, appliance service information, home maintenance supplies list, and a maintenance schedule. Again, we make no claim that we have included every detail. We do believe we have provided you with a good start, and we've allowed space for you to add your own notes to our checklists.

### Prompt Attention

In addition to routine care, many times a minor maintenance attention addressed immediately can save you a more serious, time consuming and sometimes costly repair later. Note also that neglecting routine maintenance can void applicable limited warranty coverage on all or part of your home.

By caring for your new home attentively, you ensure uninterrupted warranty coverage as well as your enjoyment of it for years. The attention provided by each homeowner contributes significantly to the overall desirability of the community.

### Manufacturer Literature

Please take time to read the literature (warranties and use and care guides) provided by the manufacturers of consumer products and other items 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 the information in this manual up to date. However, if any detail in our discussion conflicts with the manufacturer's recommendations, you should follow the manufacturer's recommendations. Activate specific manufacturer's warranties by entering on their websites and/or mailing any registration cards included with their materials. In some cases, the manufacturer's warranty may extend beyond the first year and it is in your best interests to know about such coverage. The most current version of this manual can always be downloaded from [www.mymandalayhome.com](http://www.mymandalayhome.com).

While we strive to build a defect-free home, we understand the reality that, with repeated use, an item in the home may fail to perform as it should. When this occurs, we will make necessary corrections so the item meets our warranty guidelines. In support of this commitment, Mosaic provides you with a limited warranty. Please take the time to read and understand Paragraph 27 "Warranties" of your Purchase Agreement. Items included in this manual were prepared to explain in greater detail certain warranty and care issues and help to answer certain questions but, in all cases, the terms and conditions explained in your Purchase Agreement control and take precedence over this Manual.

### **Appliance Warranties**

All warranty related issues that have to do with the appliances that are purchased with the home must be submitted through the homeowner portal or given to the customer care team directly. Your representative will facilitate any repairs that are under warranty directly with the supplier. For your convenience, we have included an appliance service information sheet among the other checklists in this manual. See "Appliance Service" on page 9 for details.

Note: It is very important to register your products with the manufacturer as soon as possible to continue to maintain any warranties and extended warranties that are offered directly from the manufacturer.

Appliance warranties are generally valid for one year; and they adhere to these timelines very strictly. Refer to the literature provided by the manufacturer for complete information. Remember to mail in any registration cards you receive with manufacturer materials. Being in the manufacturer's system ensures that in the event of a recall, the company can contact you and arrange to provide the needed correction.

### **Corrective Actions**

In addition to the information contained in the limited warranty itself, this manual includes details about the criteria we will use to evaluate concerns you report. The purpose is to let you know what our warranty commitment is for the typical concerns that can come up in a new home. The manual describes the corrective action we will take in many common situations.

### **We Sometimes Break Our Own Rules - In Your Favor**

Our criteria for qualifying warranty repairs are based on typical industry practices in our region and meet or exceed what is required. Please note that we reserve the right, at our discretion, to exceed these guidelines if common sense or individual circumstances make that appropriate. At the same time, we are not obligated to exceed all guidelines to a similar degree or for other homeowners whose circumstances are different.

## We Sometimes Say No

With a product as complex as a home, differing viewpoints may arise regarding which tasks are homeowner maintenance responsibilities and which are covered under Mosaic's warranty. If you request service on an item no longer under warranty, we will explain to you the steps you should take to care for the item. We will do our best to answer your home care questions during and after your warranty period. However, providing normal maintenance for your home is your responsibility.

## Warranty Service Summary

The many details of warranty coverage can be confusing. We hope this summary of key points will help. If you do not know who to contact, please call our Customer Care team at **(855) 955-6466** and we're happy to help.

Warranty Hours	
♦ Administrative staff:	8am - 4pm. Monday through Friday
♦ Inspection appointments:	8am - 3pm Monday through Friday
♦ Work appointments:	AM or PM appointments (4 hour time arrival for trades) Monday through Friday

## Appliances

Contact the manufacturer directly with model and serial numbers, closing date, and description of the problem. Refer to your "Appliance Service" information sheet on page 13.

## After Hours

Contact the trade partner's emergency number or appropriate utility company directly.

## Non-emergency

Submit service requests to our warranty office via [www.mymandalayhome.com](http://www.mymandalayhome.com). You will find warranty service request forms at the end of this manual so you can keep a list prior to submitting for service, which will be especially useful for your 30-day and 11-month reviews. Keep a list of minor items that may occur, and you can submit a concise list at these review periods. You can also call our office with any concerns or for maintenance questions.

## Storm Damage or Other Natural Disaster

Contact your homeowner's insurance agent immediately. Contain damage as much as possible without endangering yourself. In extreme situations, we suggest you photograph the damage. Storm damage is not covered under warranty.

## Warranty Reporting Procedures

Providing warranty service for a new home is more complicated than for other products. When you purchase your home, you are also purchasing hundreds of items and the work of 35 to 50 independent trade partners. With so many details and people involved, a planned system is essential.

Our warranty service system is based on your service requests of non-emergency items. This provides you with the maximum protection and allows us to operate efficiently, thereby providing faster service to all homeowners.

Emergency reports are the only service requests we accept by phone. All non-emergency service requests must be submitted in writing by clicking the blue “Submit Request” button at [www.mymandalayhome.com](http://www.mymandalayhome.com). Please contact our Customer Care team if you have any questions.

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## Help us help you

We can provide service faster and more accurately if we have all the necessary information. With your service request, please:

- ◆ Log your requests online via [www.mymandalayhome.com](http://www.mymandalayhome.com).
  - ◆ Give a complete, detailed description of the problem. Example: “in guest bath cold water line leaks under sink,” vs. “plumbing problem.”
  - ◆ Include information about your availability or the best days or times to reach you. Please provide us with phone numbers that we are able to easily contact you during business hours. If you are usually home on a particular day or time of day, mention that.
- 

## Warranty Item Processing Procedures

When we receive a warranty service request, we will contact you to arrange an inspection appointment first if needed. Warranty inspection appointments are available between 8:00 a.m. and 3:00 p.m., Monday through Friday. We will visually inspect the items listed in your online, written request to confirm warranty coverage and determine appropriate action. Generally, reported items fall into one of two categories:

- ◆ Warranty item
- ◆ Home maintenance item

If a trade partner is required to perform repairs, we issue a warranty service order describing the situation to be addressed. If the item is home maintenance, we will review the maintenance steps with you and offer whatever informational assistance we can. Occasionally the inspection step is unnecessary. In that case, we issue the needed service orders and notify you that we have done so.

## Access to Your Home

Mosaic will conduct inspections of interior warranty items only when an adult is available to accompany our representative and point out the items you have listed. An adult is a person 18 or older who is authorized by you to admit service personnel and sign completed service orders. Our trade partners will likewise perform repairs only when an adult is available to admit them to your home.

Also, we do not accept keys, nor will we permit our trade partners to accept your key and work in your home without an adult present. Although this means that processing warranty service items may take longer, your peace of mind and security are our first concerns.

## Exterior Items

In most instances, exterior items can be inspected and repaired without an adult present, provided access is available. However, we will contact you the day prior to any visit and let you know we will have someone on your property. If you prefer to meet with us and discuss the item(s) in question, we are happy to arrange an appointment to do that.

## Repair Appointments

At the conclusion of the inspection appointment, our Mosaic Customer Care Representative will most likely ask you to designate a work date – a date a minimum of 10 business days after the inspection date – for approved repairs to be made. This 10 day time frame allows us to notify appropriate trades people and arrange for most repairs to occur on the same day.

On occasion, work must occur in sequence and on more than one work date. But if planned carefully, we've found this system works well in most situations.

## Inspection and Work Hours

Many homeowners would prefer evening and weekend appointment times for inspections and repairs. While outside normal business hours is convenient for the average homeowner, we discovered many factors that make extended service hours impractical.

- ♦ A significant portion of repairs require daylight for proper execution. This applies to drywall, paint, and exterior work of almost any type.
- ♦ Most of the 35 to 50 independent trade partners who helped us build your home (many of whom operate as small businesses) are unable to work all week and also remain available for extended hours. Therefore, the few repairs that could be performed in off hours failed to eliminate the need for repair appointments during normal hours.

Customer Care Hours	
♦ Administrative staff:	8am - 4pm. Monday through Friday
♦ Inspection appointments:	8am - 3pm Monday through Friday
♦ Work appointments:	AM or PM appointments (4 hour time arrival for trades) Monday through Friday

- ♦ Administrative staff and supervisors would need to be available to answer questions. Having some personnel work extended hours would mean being short staffed during normal business hours.

Limited evening and weekend appointments are reserved for emergency situations.

We appreciate your understanding and cooperation with these policies.

### **Pets**

We like pets. But let's face it, sometimes pets get in the way of service work. We ask that you restrict all animals to a comfortable location during any warranty visit, whether for inspection or warranty work. This will prevent the possibility of an animal getting injured or lost or giving in to its natural curiosity about tools and materials used for repairs. This policy also protects our employees and trade partners. We have instructed our Mosaic team and trade partners to reschedule the appointment if pets have access to the work area.

### **Your Belongings**

It's our job to fix your home, and not at the expense of your personal belongings. When warranty work is needed in your home, we ask that you remove delicate items or items that might make performing the repair difficult. Mosaic and trade personnel will reschedule the repair appointment if needed rather than risk damaging your belongings.

### **Surfaces**

We expect all personnel who work in your home to arrive with appropriate materials to cover the work area, protecting it from damage and catching the dust or scraps from the work being performed. Similarly, all personnel should clean up the work area, removing whatever excess materials they brought in.

### **Signatures on Service Orders**

Signing a service order acknowledges only that a technician worked in your home on the date shown and with regard to the items listed. It does not negate any of your rights under the warranty nor does it release us from any confirmed warranty obligation.

### **Completion Time**

We strive to get all warranty work done within a reasonable amount of time. To ensure this happens, we regularly review outstanding service orders and check with trades and homeowners alike to identify the cause for delays.

Our goal is complete warranty service orders within 15 business days, but things do arise that delay the process, (e.g., if you are unavailable for access, if a backordered part or similar circumstances causes a delay, or if weather conditions prevent the timely completion of exterior items). Rest assured, we do track those items and follow-up to ensure that they are addressed when conditions are right.

### **Missed Appointments**

As part of our service to homeowners, we strive to keep them informed and to protect them from inconvenience. Good communication is one key to successful completion of warranty items. One of our challenges in this regard is when unexpected events sometimes result in missed appointments.

If a Mosaic employee or a trade partner will be late, he or she should contact you as soon as the delay is recognized, offering you the choice of a later time the same day or a completely different appointment. If you must miss an appointment, we appreciate being alerted as soon as you realize your schedule has changed. We

can put service orders on “hold” for up to 30 days and reactivate them when your schedule offers a better opportunity to arrange access to the home. Taking care of our homeowners is very important to us and completing these items in a timely manner is a cooperative effort. We will allow two (2) missed appointments on your part and will consider the item closed after the third missed appointment.

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## Follow Up Reviews During Your 1st Year

Mosaic offers two (2) follow-up appointments to our customers. The first appointment is 30-45 days after your closing and the second appointment is scheduled for 11 months after closing. We will make every attempt to contact you via phone or email to see how you are doing at these milestones and schedule a review appointment if needed. However, if you need to, please feel free to submit a service request for the initial review or 11 month reviews. Once your service request has been submitted, we will schedule a review appointment with you. Please note that service for your appliances is handled differently and is described in detail on the following pages.

### Customer Care Initial Review

For your convenience and for our service program to operate at maximum efficiency, we suggest that you wait until approximately 30-45 days after your move in before submitting any non-emergency warranty service request list. This allows you sufficient time to become settled in your new home and to use most components repeatedly. As you notice items, jot them down on your Initial Review Warranty Checklist (found at the end of this manual). Once your list is complete simply enter the requests as described above at [www.mymandalayhome.com](http://www.mymandalayhome.com). A Customer Care representative will soon contact you for an appointment to review your requests.

### Year End Review

Just before your materials and workmanship warranty ends at one-year post closing, we want to offer you another scheduled opportunity to submit a report if you have any items that you feel need addressed. We will also be happy to discuss any maintenance questions you may have at that time as well. Again, please submit any items via your [www.mymandalayhome.com](http://www.mymandalayhome.com) and we will call to schedule an 11-month follow-up appointment. This appointment is also the best time for you to request the “one time” repairs we offer on settling cracks in drywall, stucco, caulking separations, and grout that exceed the ROC workmanship standards.

## Home Care Manual

*Listed Alphabetically*

This section of the manual describes the major components to your new home (not all components will be applicable to every home). Each component is complete with homeowner use and maintenance guidelines as well as warranty procedures. Please take the time to review the following pages. This is a great resource if you experience any issues with your home throughout the course of living in it.

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## Air Conditioning

### Homeowner Use and Maintenance Guidelines

Air conditioning can greatly enhance the comfort of your home, but if it is used improperly or inefficiently, wasted energy and frustration will result. Here are some tips and hints that will help you maximize your air conditioning system.

Your home air conditioning is a closed system. The interior air is continually recycled and cooled until the desired air temperature is reached. Any warm outside air will disrupt the system and make cooling impossible. Keep all windows and doors closed and shut drapes and blinds to prevent the sun from shining through windows. The heat from the sun shining into your home is intense enough to overcome the cooling effect of the air conditioning unit.

Be patient when you turn down your air conditioning. It needs some time to cool your home. Unlike a light bulb, which reacts instantly when you turn on a switch, the air conditioning unit only begins a process when you set the thermostat. It is a proper expectation to allow 1 hour per desired degree of change of temperature in your home. This is to maximize performance of your unit as well as avoiding a spike in energy costs.

For example, if you come home at 6pm when the temperature has reached 90° and set your thermostat to 75°, the air conditioning will take much longer to reach the desired temperature. During the whole day, the sun has been heating not only the air in the house, but the walls, the carpet, and the furniture. At 6:00 p.m. the air conditioning unit starts cooling the air, but the walls, carpet, and furniture release heat and nullify this cooling. By the time the air conditioning unit has cooled the walls, carpet, and furniture, you may well have lost patience.

Comfort is our primary concern as well as saving you money on your energy bill. It is actually much more energy efficient and better for your home's long-term durability if you select a temperature that you are comfortable at and maintain that temperature year round. If you wish to utilize the advanced scheduling features of your thermostat to save a little energy, we recommend temperature setting changes no more than 3 degrees in a given day. Large temperature changes will take longer to affect and in the end, cost you more money and energy to effectively manage.

### Condenser

The exterior air conditioning condenser must be in a level position to operate correctly. Keep the air conditioning condenser in a level position to prevent inefficient operation and damage to the equipment. See also "Grading and Drainage" section. We will ensure the condenser is level at your home orientation, then this becomes homeowner responsibility.

### Manufacturer's Instructions

The manufacturer's manual specifies maintenance for the condenser. Review and follow these points carefully. Since the air conditioning system is combined with the heating system, follow the maintenance instructions for your furnace as part of maintaining your air conditioning system.

For additional warranty information, please contact your Mosaic Customer Care Representative at: (855) 955-6466.

### Temperature Variations

Temperatures may vary from room to room by several degrees. This is due to such variables as floorplan, orientation of the home on the lot, type and use of window coverings, and traffic through the home.

### *Troubleshooting Tips: No Air Conditioning*

Before calling for service, check to confirm that the:

- ◆ Thermostat is set to “cool” and the temperature is set below the room temperature.
- ◆ Air conditioner and furnace breakers on the main electrical panel are on. (Remember if a breaker trips, you must turn it from the tripped position to the “off” position before you can turn it back on.)
- ◆ 220 disconnect on the outside wall near the air conditioner is on.
- ◆ Fuse in furnace is good, if applicable. (See manufacturer’s literature for size and location.)
- ◆ Filter is clean, to allow air flow.
- ◆ Vents in individual rooms are open.
- ◆ Air returns are unobstructed.
- ◆ Air conditioner has not frozen from overuse.

Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

### ***Mosaic Limited Warranty Guidelines***

#### **Non-emergency**

Lack of air conditioning service is not an emergency unless the exterior air temperature is above 90°. Air conditioning contractors in our region respond to air conditioning service requests during normal business hours and in the order received.

#### **Emergencies include:**

- Total loss of heat when outside temperature is below 50 degrees.
- Total loss of air conditioning when outside temperature is above 90 degrees.

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## **Alarm System**

### **Homeowner Use and Maintenance Guidelines**

If your home features or selections included pre-wire for an alarm system, you will arrange for the final connection and activation after you move in. The alarm company will demonstrate the system, instruct you in its use, and provide identification codes for your family. We recommend that you test the system each month.

Many municipalities require an inspection and permit for your security system.

### **Mosaic Limited Warranty Guidelines**

Mosaic will correct wiring that does not perform as intended for the alarm system. Mosaic makes no representation that the alarm system will provide the protection for which it is installed or intended.

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## Appliances

### Mosaic Limited Warranty Guidelines

We confirm that all appliance surfaces are in acceptable condition during your orientation. 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.

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## Attic Access

### Homeowner Use and Maintenance Guidelines

Your attic is not intended for storage. There is access to this area for the sole purpose of maintenance of mechanical equipment that may traverse the attic space. When you perform needed tasks in the attic, use caution. Avoid stepping off wood members onto the drywall. This can result in personal injury or damage to the ceiling below. Your limited warranty does not cover such injury or damage.

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## Brass, Bronze, Chrome and Nickel Fixtures

### Homeowner Use and Maintenance Guidelines

The manufacturer may treat your fixtures with a clear protective coating, electrostatically applied, to provide beauty and durability. This coating is not impervious to wear and tear. Atmospheric conditions, sunlight, caustic agents such as paints, and scratches from sharp objects can cause the protective coating to crack or peel, exposing the bare metal and resulting in spotting and discoloration.

### Mosaic Limited Warranty Guidelines

During the orientation, we will confirm that all hardware fixtures are in acceptable condition. Mosaic does not warrant against corrosion damage to the external surfaces or internal workings of plumbing fixtures.

## Cabinets

### Homeowner Use and Maintenance Guidelines

Your selection sheets are your record of the brand, style, and color of cabinets in your home. If you selected wood or wood veneer cabinets, expect differences in grain and color between and within the cabinet components due to natural variations in wood and the way it takes stain. It is not uncommon for the color of installed cabinets to be slightly different from the samples you may have been shown at the time of selection.

Jasper Homeowners: If Woodcase Fine Cabinetry supplied your cabinets, additional warranty provisions may apply. Please see [“2 Year Limited Warranty & Care and Maintenance”](#) for more information.

## Cleaning

Refer to manufacturer specifications for proper cleaning of cabinets.

## **Hinges**

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

## **Moisture**

Damage to cabinet surfaces and warping can result from operating appliances that generate large amounts of moisture (such as a Coffee maker or Crockpot) too near the cabinet. When operating such appliances, place them in a location that is not directly under a cabinet.

## **Mosaic Limited Warranty Guidelines**

During the orientation, we will confirm that all cabinets are installed and that their surfaces are in acceptable condition. Cosmetic imperfections are not covered after your initial New Home Orientation.

## **Alignment**

Doors, drawer fronts, and handles (if applicable) should be level and even within 1/8 inch.

## **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 if the gap exceeds 1/8 inch (locations behind appliances are exempted from this repair).

## **Warping**

If doors or drawer fronts warp in excess of 1/8 inch within 30 inches, we will correct this by adjustment or replacement.

## **Wood Grain**

Readily noticeable variations in wood grain and color are normal in all wood or wood veneer selections. Replacements are not made due to such variations.

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## **Carpet**

### **Homeowner Use and Maintenance Guidelines**

Your selection sheets provide a record of the brand, style, and color of 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.

## **Burns**

Take care of any kind of burn immediately. First snip off the darkened fibers, then use a soap-less cleaner and sponge with water. If the burn is extensive, talk with a professional about replacing the damaged area.

## **Cleaning**

Refer to carpet manufacturer specifications for proper cleaning.

## **Crushing**

Furniture and traffic may crush a carpet's pile fibers. Prevent this by vacuuming high traffic areas and placing glides or cups under heavy pieces of furniture. Rotating your furniture to change the traffic pattern in a room promotes more even wear. Some carpets resist matting and crushing because of their level of fiber, but this does not imply or guarantee that no matting or crushing will occur. Heavy traffic areas such as halls and stairways are more susceptible to wear and crushing. This is considered normal wear. Some crushing will normally self correct within 90 days.

## **Fading**

Carpet colors fade. You can delay this process by frequently removing soil by vacuuming, regularly changing air filters in heating and air conditioning systems, keeping humidity and room temperature from getting too high, and reducing sunlight exposure with window coverings.

## **Filtration**

If interior doors are kept closed while the air conditioning is operating, air circulation from the closed room flows through the small space at the bottom of the door. This forces the air over the carpet fibers, which in turn act as a filter, catching particulate pollution. Over time, a noticeable stain develops at the threshold. See also "Ghosting" section.

## **Fuzzing**

In loop carpets, fibers may break. Simply clip the excess fibers, if fuzzing continues, call a professional.

## **Pilling**

Pilling or small balls of fiber can appear on your carpet, depending on the type of carpet fiber and the type of traffic, if this occurs, clip off the pills, if they cover a large area, seek professional advice.

## **Rippling**

With wall to wall carpeting, high humidity may cause rippling. If the carpet remains rippled after the humidity has left, have a professional re-stretch the carpeting using a power stretcher, not a knee kicker.

## **Seams**

Carpet usually comes in 12-foot widths, making seams necessary in most rooms. Visible seams are not a defect unless they have been improperly made or unless the material has a defect, making the seam appear more pronounced than normal. The more dense and uniform the carpet texture, the more visible the seam will be.

Carpet styles with low, tight naps result in the most visible seams. Seams are never more visible than when the carpet is first installed. Usually with time, use, and vacuuming the seams become less visible.

## **Shading**

Shading is an inherent quality of fine-cut pile carpets. Household traffic causes pile fibers to assume different angles; as a result, the carpet appears darker or lighter in these areas. A good vacuuming, which makes the pile all go in the same direction, provides a temporary remedy.

## **Shedding**

New carpeting, especially pile, sheds a bit of fiber for a period of time. Eventually these loose fibers are removed by vacuuming. Shedding usually occurs more with wool carpeting than with nylon or other synthetics.

## **Snags**

Sharp-edged objects can grab or snag the carpet fibers. When this occurs, cut off the snag. If the snag is especially large, call a professional.

## **Sprouting**

Occasionally you may find small tufts of fiber sprouting above the carpet surface. Simply use scissors to cut off the sprout. Do not attempt to pull it because other fibers will come out in the process.

## **Stains**

No carpet is stain-proof. Although your carpet manufacturer designates your carpet as stain-resistant, some substances may still cause permanent staining. These include hair dyes, shoe polish, paints, and India ink. Some substances destroy or change the color of carpets, including bleaches, acne medications, drain cleaners, plant food, insecticides, and food or beverages with strongly colored natural dyes as found in some brands of mustard and herbal tea.

Refer to your care and maintenance brochures for recommended cleaning procedures for your particular fiber. Pretest any spot-removal solution in an inconspicuous area before using it in a large area. Apply several drops of the solution, hold a white tissue on the area, count to ten, examine both tissue and carpet for dye transfer and check for carpet damage.

## **Static**

Cooler temperatures outside often contribute to static electricity inside. To avoid the problem, look for carpets made with anti-static.

## **Edges**

Edges of carpet along moldings and edges of stairs should be held firmly in place. In some areas, metal or other edging material may be used where carpet meets another floor covering.

## **Seams**

Carpet seams may be visible. Mosaic will repair any gaps or fraying.

### **Mosaic Limited Warranty Guidelines**

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. Mosaic is not responsible for dye lot variations if replacements are made.

## Caulking

### Homeowner Use and Maintenance Guidelines

Time and weather will shrink and dry caulking so that it no longer provides a good seal. As routine maintenance, check the caulking and make needed repairs. Caulking compounds and dispenser guns are available at hardware stores. Read the manufacturer's instructions carefully to be certain that you select an appropriate caulk for the intended purpose.

### Colored Caulk

Colored caulking is available where larger selections are provided. As with any colored material, dye lots can vary.

### Latex Caulk

Latex caulking is appropriate for an area that requires painting, such as along the area where wood trim meets the wall.

### Silicone Caulk

Caulking that contains silicone will not accept paint; it is best used where water is present. For example, where a tub meets tile or a sink meets the countertop.

### Mosaic Limited Warranty Guidelines

During the orientation, we confirm that appropriate areas are adequately caulked.

### One Time Repair

We will touch up caulking one time during your materials and workmanship period. Caulking is considered a homeowner maintenance item at all other times. We suggest that this be performed with your 11 month follow up. See also "Countertops", "Expansion and Contraction", "Stairs", and "Wood Trim" sections.

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## Ceramic Tile

### Homeowner Use and Maintenance Guidelines

Your selection sheets include the brand and color of your ceramic tile.

### Cleaning

Refer to manufacturer specifications for proper cleaning of tile.

### Sealing Grout

Sealing grout is your decision and responsibility. Once grout has been sealed, ongoing maintenance of that seal is necessary and limited warranty coverage on grout that has been sealed is void.

### One Time Repair

Cracks appearing in grouting of ceramic tiles at joints or junctions with other materials are commonly due to shrinkage. Mosaic will repair grouting, if necessary, one time, at the 11-month follow-up upon request. We are not responsible for color variations in grout or for discontinued colored grout. Any grouting or caulking that is needed after that time is your responsibility.

### **Mosaic Limited Warranty Guidelines**

During the orientation, we confirm that tile and grout areas are in acceptable condition. We will repair or replace cracked, badly chipped, or loose tiles noted at that time. Mosaic is not responsible for variations in color or discontinued patterns. New grout may vary in color from the original. Damage to tiles found after the orientation will be the homeowners responsibility.

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## **Concrete Flatwork**

### **Homeowner Use and Maintenance Guidelines**

By maintaining good drainage, you protect your home's foundation and the concrete flatwork: the foundation, porch, patio, driveway, garage floor, and sidewalks.

The lot has been graded according to municipality approved grading and drainage plans that may include some on site water retention and/or grade variations which allow for partial water drainage from the homesite.

It is the homeowner's responsibility with future landscaping to keep lawn and irrigation water at least 5 feet away from concrete and foundation work to ensure the warranty validation of these products.

Movement of any concrete slab results in cracking. Minimize this movement by following Mosaic landscaping recommendations, the objective of which is to prevent moisture from reaching soils around and under the home.

### **Chemicals**

Protect concrete from abuse by chemical agents such as pet urine, fertilizers, radiator overflow, and repeated hosing. All these items can cause spalling (chipping of the surface) of concrete. Repair of spalling is a home maintenance task.

### **Control Joints**

Control joints are installed to control cracking to specific locations. Cracking should occur at control joints. Cracks exceeding 3/8 of an inch are considered excessive.

### **Color**

Concrete slabs (including pigmented concrete) vary in color. Color and shade variations are inherent in all Portland cement-based products. These variations may occur and are generally acceptable. Mosaic does not provide correction for this condition.

### **Cracks**

A concrete slab 10 feet across shrinks approximately 5/8 inch as it cures. Some of this shrinkage shows up as cracks. Cracking of concrete flatwork also results from temperature changes that cause expansion and contraction.

## Expansion Joints

We install expansion joints to help control expansion. However, as the concrete shrinks during the curing process, moisture can penetrate under the concrete and lift the expansion joint. When this occurs, fill the resulting gap with a gray silicone sealant, which you can purchase at most hardware stores.

## Heaving

Mosaic will repair slabs that heave in excess of 2 inches or if such movement results in negative drainage (toward the house) or hazardous vertical displacement.

## Heavy Vehicles

Your driveway can't handle extremely heavy vehicles such as moving vans and other large delivery trucks. We design and install concrete drives for conventional residential vehicle use only: family cars, vans, light trucks, bicycles, and so on.

## Level Floors

Concrete floors in the habitable areas of the home will be level to within 1/4 inch within any 12-foot measurement with the exception of an area specifically designed to slope toward a floor drain. Also, floors should not appear wavy or uneven. Floors should not vary from flat more than 1/4 of an inch in any 12' run.

## Post Tension Slabs

If your home is built on a post tension slab, avoid any action that penetrates the concrete. The risk of hitting a cable or tendon, which is under considerable tension, makes such actions dangerous. Hairline cracking is acceptable and not uncommon.

## Settling

Settling next to your garage floor of up to 1/2 inch across the width of the driveway is normal. Settling or depressions elsewhere in the driveway of up to 1/2 inch in any 8-foot radius are considered normal. We will repair settling that exceeds these measurements.

### Mosaic Limited Warranty Guidelines

Conventional concrete slabs are floating; they are not attached to the home's foundation walls. Because these slabs are not a structural (load bearing) element of the home, they are excluded from coverage under the structural warranty. The limited warranty coverage is for one year unless the requirements of your loan state otherwise.

## Efflorescence

The potential for efflorescence exists in all Portland cement-based products. Efflorescence is a salt that is left on the surface of concrete upon drying and is generally of only cosmetic concern in nature. It often dissipates with contact with water or the passage of time. Efflorescence is excluded from limited warranty.

## Condensation

### Homeowner Use and Maintenance Guidelines

Condensation occurs when warm, moist air comes into contact with cooler surfaces. You may notice it as a layer of moisture on glass windows and doors. This condensation comes from high humidity within the home, combined with low outside temperatures and inadequate ventilation. Family lifestyle significantly influences two out of three of these conditions. Proper, continuous use of your homes ERV system greatly reduces the possibility of condensation forming and will help you maintain healthy humidity level within your home year round.

### New Construction

Some experts have estimated that a typical new home contains 50 gallons of water. Water is part of lumber, concrete, drywall texture, paint, caulk, and other materials used in building. Wet weather during construction increases water content. This moisture evaporates into the air as you live in your home adding to the moisture generated by normal living activities. Over time, as your home “dries out,” condensation will diminish.

### Normal Activities

As you live in your home, your daily lifestyle contributes to the moisture in the air. Cooking, laundry, baths and showers, aquariums, plants, and so on all add water to the air in your home. Likewise, your daily routine can mitigate the amount of moisture in your home and reduce condensation on interior surfaces.

### Temperature

Avoid setting your thermostat at extreme temperatures. Heating your home will cause the materials to dry out faster, generating more moisture into the air; drying the materials out too fast also increases shrinkage cracks and separations.

### Ventilation

Develop the habit of using exhaust fans in bathrooms and over the stove/ cooktop. Keep the dryer exhaust hose clean and securely connected. Proper use of your homes ERV will help with fresh air ventilation as well.

### Mosaic Limited Warranty Guidelines

Condensation results from weather conditions and a family’s lifestyle. Mosaic has no control over these factors. The limited warranty coverage excludes condensation.

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## Countertops

### Homeowner Use and Maintenance Guidelines

Countertops can be made from a variety of natural and man-made substances. We encourage you to do specific research on the type of countertop selected in your home. Use a cutting board to protect your counters when you cut or chop. Also, don’t place extremely hot pans on your countertop. Here’s a rule of thumb: if you cannot put your hand on it, do not put it on the counter. Do not use countertops as ironing boards and do not set lit cigarettes on the edge of the counter.

## **Caulking**

The caulking between the countertop and the wall, along the joint at the backsplash (the section of counter that extends a few inches up the wall along the counter area), and around the sink may shrink, leaving a slight gap. Maintaining a good seal in these locations is important to keep moisture from reaching the wood under the laminates and to prevent warping.

## **Cleaning**

Avoid abrasive cleaners that will damage the luster of the surface. Refer to manufacturer specifications for proper cleaning of countertops.

## **Mats**

Rubber drain mats can trap moisture beneath them, causing the laminated plastic to warp and blister.

Dry the surface as needed. See also “Ceramic Tile” section.

## **Separation from Wall**

Separation of countertops from walls, backsplash, and around sinks results from normal shrinkage of materials. Mosaic will re-caulk these areas one time during the materials and workmanship warranty. Subsequent caulking will be your home maintenance responsibility.

## **Mosaic Limited Warranty Guidelines**

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. Notable scratches or chips should be reported at walk through or within 10 days after move-in. Repair of surface countertop damage not reported within 10 days after move-in becomes the homeowner’s maintenance responsibility.

## **Caulk Joints**

Mosaic will repair widths of the caulk joint between the countertop and adjacent wall that exceed 1/8 of an inch.

## **Granites and other Natural & Engineered Stones**

Natural & engineered stone countertops will have one or more discernible seams. Mosaic will repair gaps at the seams that exceed 1/16 of an inch. Fissures are naturally occurring characteristics of stone and should not be construed as scratching or pitting.

## **Laminates**

Laminated countertops will have one or more discernible seams. Mosaic will repair gaps at the seams that exceed 1/16 of an inch.

## **Manufactured Marble (also known as Cultured Marble)**

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

## Doors and Locks

### Homeowner Use and Maintenance Guidelines

The doors installed in your home are wood products subject to such natural characteristics of wood as shrinkage and warping. Interior doors may occasionally require minor adjustments because of natural fluctuations caused by humidity and the use of forced air furnaces, showers, and dishwashers.

### Bi-fold Doors

Interior bi-fold doors sometimes stick or warp because of weather conditions. Apply a silicone lubricant to the tracks to minimize this inconvenience.

### Exterior Finish

To ensure longer life for your exterior wood doors, plan to refinish them at least once a year.

### Failure to Latch

If a door will not latch because of minor settling, you can correct this by making a new opening in the jamb for the latch plate (re-mortising) and raising or lowering the plate accordingly. Mosaic will adjust doors one time during the first year.

### Hinges

Silence a squeaky door hinge by removing the hinge pin and applying a silicone lubricant to it. Don't use oil, because it tends to gum up or attract dirt. Also, graphite works well as a lubricant. Be careful though, because applying too much can create a gray smudge on the door or floor covering beneath the hinge.

### Hinges - Self Closing

Self-closing hinges may require periodic adjustment for proper performance.

### Keys

Keep a duplicate privacy lock key where children cannot reach it in the event a youngster gets 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 lubricant. As with door hinges, don't use oil, as it will gum up.

### Electronic Door Locks (if applicable)

In order to prevent a lock-out via the electronic keypad, the lock should be checked yearly to ensure battery life is adequate to function. It is recommended to use alkaline/Duracell batteries to power your automatic door lock. As battery life deteriorates, you may notice the operation of your electronic door lock to become inconsistent. This is a key indicator you may need new batteries and the lock should operate normal again. It is not recommended to use lithium. At the end of life for lithium batteries there is a very steep discharge curve. This means that when the lithium batteries do die there will be little or no warning, which increases the likelihood of a lockout condition where the mechanical backup key would need to be used. Checking battery life and replacing the batteries is homeowner maintenance.

## Shrinkage

Use putty, filler, or latex caulk to fill any minor separations that develop at mitered joints in door trim. Follow with painting. Panels of wood doors shrink and expand in response to changes in temperature and humidity.

## Slamming

Slamming doors can damage both doors and jambs and can even cause cracking in walls.

## Sticking

Natural expansion of lumber caused by changes in humidity can cause your doors to stick. When sticking is caused by swelling during a damp season, wait to plane the door until after the weather changes.

Before planning a door that is stuck, try two things first: apply either a paste wax, light coat of paraffin, or candle wax to the sticking surface. If that doesn't work, try tightening the screws that hold the door jamb or door frame. If planing is necessary, even after these measures, use sandpaper to smooth the door,

then paint the sanded area to seal against moisture.

## Warping

If a door warps slightly, keeping it closed as much as possible often returns it too normal.

## Weather Stripping

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

### Mosaic Limited Warranty Guidelines

During the orientation, we confirm that all doors are in acceptable condition and correctly adjusted. Mosaic will repair construction damage to doors noted on the orientation list.

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## Drywall

### Homeowner Use and Maintenance Guidelines

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

## Ceilings

The ceilings in your home are easy to maintain. Periodically remove dust or cobwebs as part of your normal cleaning and repaint as needed.

## Repairs

With the exception of the one time repair service provided by Mosaic, care of drywall is your maintenance responsibility. Most drywall repairs can be easily made. Repair hairline cracks with a coat of paint and slightly larger cracks with spackle or caulk. To correct a nail pop, reset the nail with a hammer and punch. Cover it with spackle, which is available at paint and hardware stores. Apply two or three thin coats. When dry, sand the surface with fine grain sandpaper, and then paint. You can fill indentations caused by sharp objects in the same manner.

## Lighting Conditions

Mosaic does not repair drywall flaws that are visible only under particular lighting conditions.

## Related Warranty Repairs

If a drywall repair is needed as a result of poor workmanship (such as blisters in tape) or other warranty-based repairs (such as a plumbing leak), Mosaic completes the repair by touching up the area with the same paint that was on the surface when the home was delivered. You are responsible for custom paint colors or wallpaper that has been applied subsequent to closing. The effects of time on paint and wallpaper, as well as possible dye lot variations, mean touch up may not match the surrounding area.

## One Time Repairs

One time during the materials and workmanship warranty, Mosaic will repair drywall shrinkage cracks, hairline cracks and nail pops and will touch up the repaired area using the same paint color that was on the surface when the home was delivered. Touch ups may be visible. Repainting the entire wall or the entire room to correct this is your choice and responsibility. You are also responsible for custom paint colors or wallpaper that has been applied subsequent to closing. Due to the effects of time on paint and wallpaper, as well as possible dye lot variations, touch ups are unlikely to match the surrounding area.

### Mosaic Limited Warranty Guidelines

During the orientation, we confirm that drywall surfaces are in acceptable condition based on workmanship standards. After Orientation, settling cracks that occur during the lifetime of the home will not be covered under warranty and are considered homeowner maintenance.

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## Easements

### Homeowner Use and Maintenance Guidelines

Easements are areas where utility supply lines can pass through your property. They permit service to your home site and adjacent home sites, now and in the future. Your lot may also include drainage easements, meaning the runoff from adjacent lots passes across your property. Easements are recorded and are permanent and may restrict any permanent improvements such as pools from being installed. Maintenance, such as weed control, to these easements are the responsibility of the owner as they are within your property boundaries.

Trees, shrubs, gardens, play equipment, storage sheds, fences or other items which you install in or across these easements may be disturbed if service entities such as the gas, electric, or phone companies need access to lines for repairs or to connect service to nearby home sites.

Utility companies, the United States Postal Service, and others have the right to install equipment in easements. These might include streetlights, mailboxes, or junction boxes, to name a few. Neither Mosaic, nor you as the homeowner, have the authority to prevent, interfere with, or alter these installations. Plans for the location of such items are subject to change by the various entities involved. Because they have no obligation to keep Mosaic informed of such changes, we are unable to predict specific sites that will include such equipment. See also “*Property Boundaries*” section.

## Electrical System

### Homeowner Use and Maintenance Guidelines

Know where your breaker panel is located, it controls the electricity to your home. Individual breakers control the separate circuits. Each breaker is labeled 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

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 “on” will not restore service. Some electrical panel breakers are special GFCI (Ground Fault Circuit Interrupter) breakers that have reset buttons built into them which must be pushed to reset the breaker, along with resetting the switch.

### Breakers Tripping

Breakers trip because of overloads caused by plugging too many appliances into the circuit, a worn cord or defective appliance, or operating an appliance with too high of an amperage requirement for the circuit. The starting of an electric motor can also trip a breaker. If any circuit trips repeatedly, unplug all items connected to it and reset it. If it trips when nothing is connected to it, you need an electrician. If the circuit remains on, one of the items you unplugged is defective and will require repair or replacement.

### Buzzing

Fluorescent fixtures use transformer action to operate. This action sometimes causes a buzzing.

### Fixture Location

We install light fixtures in the locations indicated on the plans or as the field reasonably dictates. Moving fixtures to accommodate specific furniture arrangements or room use is your responsibility.

### GFCI (Ground Fault Circuit Interrupter)

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

Caution: Use caution when plugging a refrigerator or food freezer into a GFCI-controlled outlet. The likelihood of the contents being ruined is high if the GFCI is to trip and the limited warranty does not cover such damage.

Each GFCI circuit has a test button and a reset button. Once each month, press the test button. This will trip the circuit. To return service, press 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 can control multiple 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

Having another electrician modify your electrical system during the warranty period can void that portion of your limited warranty.

## Outlets

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

If there are small children in the home, install safety plugs to cover unused outlets. This also minimizes the air infiltration that sometimes occurs with these outlets. There is danger of electrical shock from electrical outlets, sockets, or fixtures.

## 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 foundation to protect electrical service connections.

## Under or Over Cabinet Lights

The selection of optional under or over cabinet lighting provides either task lighting or atmosphere to your kitchen. We suggest you note the size and type of bulbs in these fixtures and keep replacements on hand.

### *Troubleshooting Tips: No Electrical Service*

## No Electrical Service Anywhere in the Home

Before calling for service, check to confirm that the:

- ◆ Service is not out in the entire area. If so, contact the utility company.
- ◆ Main breaker and individual breakers are all in the “on” position.
- ◆ No Electrical Service to One or More Outlets

Before calling for service, check to confirm that the:

- ◆ Main breaker and individual breakers are all in the “on” position. Includes Arc Fault breakers.
- ◆ Applicable wall switch is on.
- ◆ GFCI is set (see details on GFCIs, earlier in this section).
- ◆ Item you want to use is plugged in.
- ◆ Item you want to use works in other outlets.
- ◆ Bulb in the lamp is good.

Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

#### Mosaic Limited Warranty Guidelines

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

### Designed Load

Mosaic will repair any electrical wiring that fails to carry its designed load to meet specifications. If electrical outlets, switches, or fixtures do not function as intended, Mosaic will repair or replace them within the warranty period.

### GFCI (Ground Fault Circuit Interrupters)

Mosaic is not responsible for food spoilage that results from plugging your refrigerator or freezer into a GFCI outlet.

### Power Surge

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

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## Energy Recovery Ventilator (ERV)

Fresh Air Systems are designed to provide a continuous supply of fresh indoor air to protect your house and occupants.

#### Homeowner Use and Maintenance Guidelines

ERV systems are warrantied directly through the manufacturer.

#### Mosaic Limited Warranty Guidelines

The ERV system does require minimal quarterly maintenance. To reduce the risk of electrical shock, before performing any maintenance disconnect the unit from its power source or turn off power at your home's service panel. Open the unit's door. In colder months you may notice some condensation build up inside the door, this is normal. Loosen the wing nuts to remove the core. Wash all core filters under lukewarm water with mild soap. Rinse thoroughly and let dry completely before reinstalling. Restore power. Refer to manufacturer specifications for filter replacement information.

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## Energy Storage Systems (if applicable)

### Homeowner Use and Maintenance Guidelines

The Energy Storage “Battery” storage systems are warrantied directly through the manufacturer.

### Maintenance

The Sonnen energy storage system requires no periodic maintenance on the part of the homeowner. The entire system is contained within the cabinet installed in the garage and components in the cabinet are all maintenance free. Keys to access the interior of the cabinet are left with the homeowner along with the manufacturer’s manual. Unless under the direction of a Mandalay Homes representative or Sonnen engineer, we highly discourage access of the interior of the unit. The risk of electrical shock and damage to the unit is present if you access the interior workings.

### Environment

The Sonnen energy storage system has been engineered to function perfectly in the garage environment of your home. Please follow the manufacturer’s recommendations for air circulation and minimum clearance measurements. In some plans, the Sonnen unit is installed in a niche or designated space. Avoid stacking anything near or next to the unit especially on the sides of the cabinet as airflow is important to proper operations. Excess debris such as sawdust should be avoided in the garage as a precaution.

### Safety

The Sonnen energy storage system contains the safest, and most durable components in the industry. The sonnen is an electrical component and care should be taken as such. Do not spray water at or into the cabinet. Do not, unless under direction to, open and access the interior of the unit. Avoid using additional components in the garage that may raise the temperature abnormally.

The local building and fire department have been trained and informed that your home contains a battery storage system in it. In the event of a fire or emergency event, the Sonnen software will automatically shut down all electrical operations in the presence of a fault. You may also disable the system by turning off the associated breaker in your main electrical panel. If this occurs, a Mandalay Homes representative can assist you with restarting the system.

### Power Outage

The Sonnen energy storage system is a daily cycling, energy savings device. In the event of a power outage on the energy grid, your power will go out as well. Mandalay Homes are not sired for battery backup in power outage situations. When grid power is restored, your home will power back on and the Sonnen will resume operation automatically.

### Mosaic Limited Warranty Guidelines

The battery manufacturers warrant their products directly to you according to the terms and conditions of these written warranties. At the time of the printing of this manual, Mandalay is using Sonnen energy storage systems. Builder reserves the right to switch manufacturers, please consult customer care if you need more information on the system installed in your home. The Sonnen energy storage product is warranted until the earlier of 123 months after purchase or 120 months after install. The Sonnen performance warranty guarantees the storing capacity will not be less than 70% of its original storing capacity for a period of 10 years or 10,000 full charge cycles, whichever comes first. As a condition of the warranty provided by Sonnen, you must

procure and maintain high speed internet in your home continuously. This allows Sonnen engineers to monitor, communicate, and manage the energy storage system as well as provide software upgrades as needed. Buyer agrees to connect high speed internet service promptly upon close of escrow.

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## Expansion and Contraction

### Homeowner Use and Maintenance Guidelines

Changes in temperature and humidity cause all building materials to expand and contract. Dissimilar materials expand or contract at different rates. This movement results in separation between materials, particularly dissimilar ones. You will see the effects in small cracks in drywall and paint, especially where moldings meet drywall, at mitered corners, and where tile grout meets tub or sink. While this can alarm an uninformed homeowner, it is normal.

Shrinkage of the wood members of your home is inevitable and occurs in every new home. Although this is most noticeable during the first year, it may continue beyond that time. In most cases, caulk and paint are all that you need to conceal this minor evidence of a natural phenomenon. Even though properly installed, caulking shrinks and cracks. Maintenance of caulking is your responsibility.

### Mosaic Limited Warranty Guidelines

Mosaic provides one-time repairs to many of the effects of expansion and contraction within the warranty period. See individual categories such as drywall and caulk for details.

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## Fencing

### Homeowner Use and Maintenance Guidelines

Depending on the community in which your home is located, fencing may be included with your home, in full or in part, or it may be an optional item, or it may be an item you consider adding after your move in. When Mosaic installs fencing as part of your new home, we confirm its good condition during your orientation. All types of fencing require some routine attention.

### Drainage

In planning, installing, and maintaining fencing of any kind, allow existing drainage patterns to function unimpeded.

### Homeowners Association Design Review

If you choose to add fencing of any kind after moving into your new home, keep in mind the need to obtain approval from the Design Review Committee of your Homeowner's Association. Specific requirements about style, height, and position on the lot are described in the current design review guidelines which you can obtain from a committee member. Special requirements apply to homes on corner lots, where drivers must have

adequate visibility. Additionally, in some communities, zoning laws may impact private fencing. Your responsibilities include checking on such details.

Mosaic recommends that you engage the services of professionals to install your fence. Be certain to inform a fence installer of all design review requirements.

### **Variation**

Height and location of Mosaic installed fences vary depending on lot size, topography, and shape. Mosaic must meet the requirements of the Design Review process just as any homeowner would. There may be a “stair step” on sections of fencing that result from variances in the terrain, this is normal. There may also be differences in amounts of iron details on fencing.

### **Wrought Iron Fencing**

Wrought iron is subject to rusting. To prevent rust, use touch up paint on any scratches or chips. Inspect the fence twice a year and touch up as needed, then plan to repaint the entire fence every year or two to keep it looking its best. In some cases, the wrought iron is intended to rust for aesthetic purposes. Rust colors can vary and may drip or create stains along the gravitational path water will follow or splash onto. This is normal and part of the aesthetic element of a naturally rusted fence. The rust color or any stains created by the rust are not warrantied. When the desired rustic look is achieved, Homeowner can apply a clear sealant if they choose. MHI suggests using a professional to apply the sealant.

The gate side fence pillar is independent of the side of the home and, although the joint between the fence and home may be filled with stucco during construction for aesthetic purposes, the stucco may not remain permanently. Therefore, a gap may develop between the fence and the side of the home. This is normal and is not covered under the warranty.

### **Panels**

The fence panels do not contain any vertical reinforcement and are designed to move and flex under side loads. This movement allows the fence panels to flex in the center and move at both ends. The fence panels are then fluid rather than brittle solid objects. This movement is more apparent when a fence has stucco applied, as the stucco will crack as the fence moves. This is especially obvious where the fence panels interlock with the pilasters.

### **Awareness**

Please be aware that the pilaster fence is not a structural unit. It may be dismantled by hand and will not absorb any sharp impacts or sudden movement. However, time has proven that the pilaster fence will withstand the normal winds and use in Arizona.

#### **Mosaic Limited Warranty Guidelines**

If fencing is part of your home purchase, we will confirm the acceptable condition of the fence during your orientation. Mosaic will correct fence issues for one year. Depending on the community in which you purchased a home, there may have been existing fence on your property that MHI did not build. Fences not built by MHI are excluded from warranty coverage. Be aware that damage to fencing caused by severe weather should be referred to your homeowner’s insurance company and is specifically excluded from warranty coverage.

## Fireplaces

### Homeowner Use and Maintenance Guidelines

Mosaic may offer decorative direct-vent or B-vent gas fireplace. If you ordered this type of fireplace, you will be shown how to use it during orientation. Read and follow all manufacturer's 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 and any gas smell, immediately shut off the switch and report it to the gas company.

Excessive winds can cause a downdraft, which can affect the operation of the unit, requiring you to relight it before using the fireplace again. Refer to the user manual for details.

**Caution:** It is normal for the exterior vent cover and the wall above a direct-vent gas fireplace to become extremely hot when the fireplace is operating.

### Mosaic Limited Warranty Guidelines

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

### Discoloration

Discoloration of the firebox or brick is a normal result of use and requires no corrective action. Mortar style fireplaces may develop cracks due to temperature changes and other factors.

### Glass Door Panels

During the orientation, we confirm that glass fireplace doors, when included with the home, are in acceptable condition.

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## Foundation

### Homeowner Use and Maintenance Guidelines

We install the foundation of your home according to the recommendations of our consulting engineers. To protect your home's foundation, follow guidelines for installation and maintenance of landscaping and drainage in this manual.

### Post Tension Slabs

If your home is built on a post tension slab, avoid any action that penetrates the concrete. The risk of hitting a cable or tendon, which is under considerable tension, makes such actions dangerous.

### Cosmetic Imperfections

Slight cosmetic imperfections in foundation walls, such as a visible seam where two pours meet or slight honeycombing (aggregate visible), are possible and require no repair unless they permit water to enter.

### Cracks

Even though an engineer designed the foundation, and we constructed it according to engineering requirements, surface cracks can still develop in the wall. Surface cracks are not detrimental to the structural integrity of your home. If a crack develops in a foundation wall that allows water to come through, follow the procedures for submitting a warranty claim. Shrinkage or backfill cracks are not unusual in foundation walls, especially at the corners of the basement windows. Mosaic will seal cracks that exceed 1/8 inch in width.

### **Mosaic Limited Warranty Guidelines**

The foundation of your home has been designed and installed according to the recommendations of an engineer.

## **Garage Overhead Doors**

### **Homeowner Use and Maintenance Guidelines**

Since the garage door is a large, moving object, periodic maintenance is necessary. Refer to manufacturer specifications for proper maintenance.

### **Light Visible**

Garage overhead doors cannot be sealed airtight. Some light will be visible around the edges and across the top and or bottom of the door. Weather conditions may result in some precipitation entering around the door, as well as some dust, especially until most homes in the community have landscaping installed.

### **Lock (if applicable)**

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

### **Lubrication**

Every six months, apply a lubricant such as silicone spray to all moving parts: track, rollers, hinges, pulleys, and springs. Avoid over lubrication to prevent drips on vehicles or the concrete floor. At the same time, check to see that all hardware is tight and operating as intended without binding or scraping.

### **Opener**

To prevent damage to a garage door opener, be sure the door is completely unlocked, and the rope pull has been removed before using the operator. If you have an opener installed after closing on your home, we suggest that you order it from the company that provided and installed the garage door to ensure uninterrupted warranty coverage. Be familiar with the steps for manual operation of the door in the event of a power failure.

If Mosaic installed a door opener as one of your selections, during orientation we will demonstrate two safety features; the electric eye that provides a safety stop in the event someone crosses through the opening while the overhead door is in motion and the auto-reverse set by a sensitivity adjustment in the event the door shuts on your car or persons. Use care not to place tools or other stored items where they interfere with the function of the electric eye and properly test your auto reverse consistently.

Expect to replace the battery in the garage door opener remote controls about once a year. The battery is usually a watch style lithium.

## Safety

Follow the manufacturer's instructions for safe and reliable 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, have any needed adjustments made by a qualified specialist. 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.

## Sag

The garage door may sag slightly due to its weight and span.

## Springs

Do not adjust the springs yourself. Call a professional to adjust the door springs if it becomes necessary or to replace a door spring if one should break. The garage door may not open if one of the springs breaks, and the spring should be replaced before any further opening or closing of the garage door.

## Wood Veneer

Some homes may have the upgraded wood veneer garage doors. These unique V-groove cedar applied overhead doors carry a special warranty and strict care guidelines. The original installer warrants the complete garage door and its components to be free from defect in material and workmanship under normal use for (1) year from the date of purchase. This warranty does not extend to normal wear, or damage by circumstances beyond a contractor's control, and does not include the cost of any labor, paint, or stain or any other building finishing materials. It is normal for wood to shrink, swell, and crack and this is excluded from warranty coverage. Arizona's harsh climate will cause warping and cracking if doors are not properly sealed with a high grade oil based sealant a minimum of once per year. This once per year maintenance is the homeowner's responsibility and not covered by Mosaic.

### Mosaic Limited Warranty Guidelines

The garage door should operate smoothly and with reasonable ease. The door can become misaligned and require adjustment, which Mosaic will provide—within the warranty period, unless the problem is caused by the installation of a garage door opener subsequent to closing on the home.

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## Grading and Drainage

### Homeowner Use and Maintenance Guidelines

The final grades around your home have been inspected and approved for proper drainage of your lot. Blockages can cause water to flood. To prevent water blockages on adjacent lots and your own home site, use caution when installing landscaping, fencing, or additions to your home. *See your grading and drainage disclosure given to you at closing for more information.*

## **Drainage**

Typically, the grade around your home should slope 5 percent in the first 10 feet, tapering to a 2 percent slope. In most cases, lots drain independently. Maintain the slopes around your home to permit the water to drain away from the home as rapidly as possible. This is essential to protect your foundation. Failure to do so can result in major structural damage and will void your warranty. Some lots are designed by municipality requirements to have some on lot water retention in accordance with the approved grading and drainage plans.

## **Exterior Finish Materials**

Maintain soil levels 6 inches below stucco, brick, cultured stone or other exterior finish materials. Contact with the soil can cause deterioration of the exterior finish material and encourages pest infestations.

## **Roof Water**

Do not remove the splash blocks or downspout extensions from under the downspouts. Keep these in place at all times, sloped so the water drains away from your home quickly.

## **Settling**

The area we excavated for your home's foundation was larger than the home, to allow room to work. In addition, some trenching was necessary for installation of utility lines. Although we replaced and compacted the soil, it does not return to its original density. Some settling will occur, especially after prolonged or heavy rainfall. Settling can continue for several years. Inspect the perimeter of your home regularly for signs of settling and fill settled areas as needed to maintain positive drainage (away from your home).

## **Subsurface Drains**

Occasionally Mosaic installs a subsurface drain to ensure that surface water drains from a yard adequately. Keep this area and especially the drain cover clear of debris so that the drain can function as intended. See also "Landscaping" section.

## **Backfill Settlement**

Backfilled or excavated areas around the foundation and at utility trenches should not interfere with the drainage away from your home. If these areas settle during the first year, Mosaic will fill the areas one time and subsequently will provide you with fill dirt to maintain positive drainage.

## **Erosion**

Mosaic is not responsible for weather caused damage to un-landscaped yards after the final grade has been established or the closing date, whichever occurs last.

## **Swales**

After heavy rain, it is common for water to stand in swales up to 48 hours. Mosaic does not alter drainage patterns to suit individual landscape plans. Changes in grade often affect adjacent or nearby homesites. Mosaic advises against making such changes.

### **Mosaic Limited Warranty Guidelines**

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 drainage occur due to lack of maintenance, the limited warranty is void.

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## Gutters and Downspouts

### Homeowner Use and Maintenance Guidelines

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.

### Extensions or Splash blocks

Extensions should discharge outside of rock or bark beds so that water is not dammed behind the edging materials that might be used.

### Ladders

Use caution when leaning ladders against gutters, as this may cause dents.

### Leaks

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

### Mosaic Limited Warranty Guidelines

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

### Overflow

Gutters may overflow during periods of excessively heavy rain. Overflow is expected and requires no repair.

### Standing Water

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

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## Hardware

### Homeowner Use and Maintenance Guidelines

Doorknobs and locks should operate correctly with little attention. Over time, they may need slight adjustments due to normal shrinkage of the framing. Occasionally, you may need to tighten screws or lubricate.

### Mosaic Limited Warranty Guidelines

We confirm that all hardware is in an acceptable condition during orientation. The limited warranty excludes repairs for cosmetic damage subsequent to the orientation. Mosaic will repair hardware items that do not function as intended during the warranty period.

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## Hardwood Floors

### Homeowner Use and Maintenance Guidelines

When caring for hardwood floors, preventative maintenance is the primary goal.

#### Cleaning

Refer to manufacturer specification for proper cleaning of hardwood floors.

#### Dimples

Placing heavy furniture or dropping heavy or sharp objects on hardwood floors can result in dimples.

#### Filmy Appearance

A white, filmy appearance can result from moisture, often from wet shoes or boots.

#### 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 humidity in your home. Especially during monsoon season, the individual planks or pieces expand and contract as water content changes.

#### Mats and Area Rugs

Use protective mats at the exterior doors to help prevent sand and grit from getting on the floor. Gritty sand is wood flooring's worst enemy. Also, be aware that rubber backing on area rugs or mats can cause yellowing and warping of the floor surface.

#### Separation

Expect some shrinkage around heat vents, heat producing appliances, or during seasonal weather changes. See also Warping below.

Shrinkage will result in separations between the members of hardwood floors. If these exceed 1/8 of an inch, Mosaic will fill them one time only within the first year.

#### Splinters

When floors are new, small splinters of wood can appear.

#### Sun Exposure

Exposure to direct sunlight can cause irreparable damage to hardwood floors. To preserve the beauty of your hardwood floors, install and use window coverings in these areas.

#### Traffic Paths

A dulling of the finish in heavy traffic areas is likely.

## **Warping**

Warping will occur if the floor repeatedly becomes wet or is thoroughly soaked even once. Slight warping in the area of heat vents or heat producing appliances is also typical.

## **Mosaic Limited Warranty Guidelines**

During the orientation, we will confirm that hardwood floors are in acceptable condition. We will correct any readily noticeable cosmetic defects listed during the orientation. You are responsible for routine maintenance of hardwood floors and any damage to your floors not found on the orientation.

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## **Heating System: Gas Forced Air**

### **Homeowner Use and Maintenance Guidelines**

Good maintenance of your furnace can save energy dollars and prolong the life of the furnace. Carefully read and follow the manufacturer's literature on use and maintenance. The guidelines here include general information only.

### **Avoid Overheating**

Overheating can cause excessive shrinkage of framing lumber and may materially damage the home. In the beginning, use as little heat as possible and increase it gradually.

### **Duct Cleaning**

Exercise caution before spending money on professional ductwork cleaning services. A study by the EPA found no proof that ductwork cleaning improves indoor air quality, nor was evidence found that it prevents health problems. For more information, contact the EPA and request document EPA 402 K 97 002. Or you can view this information on their website: [www.epa.gov/iaq/pubs//](http://www.epa.gov/iaq/pubs//)

### **Ductwork Noise**

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

### **Filter**

A clean filter will help keep your home clean and reduce dusting chores. Remember to change or clean the filter regularly. A dirty filter can slow airflow, cause uneven temperatures in your home and cause higher energy costs. Although it takes less than one minute to change the filter, this is one of the most frequently overlooked details of normal furnace care.

Buy filters in large quantities for the sake of convenience. You will find the size and type printed along the edge of the filter in your air return(s). Most homes will have at least two different sizes depending on the room size.

If you install a permanent, washable, removable filter, it should be cleaned monthly. Follow the manufacturer's directions for cleaning and maintenance.

## **Furnished Home**

The heating system was designed with a furnished home in mind. If you move in during the cooler part of the year and have not yet acquired all of your draperies and furnishings, the home may seem cooler than you would expect.

## **Gas Odor**

Natural gas is odorless. For safety reasons, most gas companies will inject their gas with an element called mercaptan, which emits a foul odor that smells similar to sulfur or rotten eggs. If you this foul odor, leave the area quickly and call the gas company immediately.

## **Odor**

A new heating system may emit a burning like odor for a few moments when you first turn it on. An established system may emit an odor after being unused for an extended time (such as after the summer months if you do not use air conditioning). This is caused by dust that has settled in the ducts, and should pass quickly.

## **Return Air Vents**

For maximum comfort and efficient energy use, arrange furniture and draperies to allow unobstructed airflow from registers and to cold air returns. Some vents are added to balance the airflow; these are called jump ducts or dedicated return ducts in some cases.

## **Temperature**

Depending on the style of home, temperatures can normally vary from floor to floor as much as 10 degrees or more on extremely cold days. The furnace blower will typically cycle on and off more frequently and for shorter periods during severe cold spells.

## **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 5°.

## **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 heating (or cooling) season.

### *Troubleshooting Tips: No Heat*

Before calling for service, check to confirm that the:

- ◆ Thermostat is set to “heat” and the temperature is set above the room temperature.
- ◆ Blower panel cover is installed correctly for the furnace blower (fan) to operate. This panel compresses a button that tells the blower it is safe to operate. Similar to the way a clothes dryer door operates, this panel pushes in a button that lets the fan motor know it is safe to come on. If that button is not pushed in, the furnace will not operate.
- ◆ Breaker on the main electrical panel is “on”. (Remember, if a breaker trips, you must turn it from the tripped position to the “off” position before you can turn it back on.)
- ◆ Gas line is open at the main meter and at the side of the furnace.

- ♦ Filter is clean to allow airflow.
- ♦ Vents in individual rooms are open.
- ♦ Air returns are unobstructed.

Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

#### Mosaic Limited Warranty Guidelines

We will install heating systems according to local building codes, as well as to engineering designs of the particular model home.

Adequacy of the system is determined by its ability to establish a temperature of 70° as measured in the center of the room, 5 feet above the floor.

### Duct Placement

The exact placement of heat ducts may vary from those positions shown in similar floor plans.

### Ductwork

Although the heating system is not a sealed system, the ductwork should remain attached and securely fastened. If it becomes unattached, Mosaic will repair as needed within the warranty period.

### Furnace Sounds

Expansion or contraction of metal ductwork results in clicking or popping sounds. While eliminating all these sounds is impossible, Mosaic will correct “oil canning.” (Oil canning occurs when a large area of sheet metal like those found in air ducts makes a loud noise as it moves up and down in response to temperature changes.)

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## Heating System: Heat Pump

#### Homeowner Use and Maintenance Guidelines

If your home contains a heat pump system, you should be aware of the performance characteristics unique to these systems. As with any system, read the manufacturer’s literature and follow all instructions for efficient operation and maintenance of your system. Clean or replace filters once a month. Provide professional service for your system at least once every two years.

### Air Circulation Across Coils

Keep the outside unit clear of any materials that would interfere with air circulation. Snow, ice, landscaping materials, trash, leaves, and other accumulating items can cause inefficiency or damage the unit.

### Air Conditioning and Heating

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 flows back and forth in the coils of the heat pump, controlled by a reversing valve. In the heating mode, the heat pump removes heat from the outside air and

transfers it to the inside air. In the cooling mode, it does just the opposite, removing heat from the inside air and discharging it outside of the home. The thermostat inside your home controls this heating or cooling activity.

### **Air Temperature at Vents**

Do not expect dramatic temperature differences in the air coming from the vents as is common with other kinds of systems. The coils used in a heat pump system operate at lower temperatures than those common in a gas forced air system. As a result, for example, in the heat mode, air from the supply vents will typically range from 85° to 90°. The vents will not feel hot, though the air discharged is warmer than the air in the room by as much as 20 degrees.

### **Defrost Cycle**

When the heat pump is operating in the heat mode, the coils outside may reach below freezing temperatures. Moisture in the air will condense into frost and accumulate on the coils under these circumstances. From time to time, the system will go into defrost mode to clear accumulated frost from the coils. This is a normal part of the operation of the system and will occur automatically.

During the defrost cycle, the outside fan will stop temporarily. The temperature of airflow into the home will be a bit lower during the defrost cycle. The defrost cycle can occur only once every 90 minutes and lasts no longer than 10 minutes.

### **Temperature Settings**

Do not turn the thermostat down in the evenings. Adjust the temperature in small increments until a comfortable, permanent setting is found and maintain this setting. Your heating system has been designed for maximum comfort and savings and as such, finding the temperature that is right for you and leaving it set will result in the highest comfort and savings.

### **Return Air Vents**

As with any heating system, return air vents must be clear so the air flows through the ducts unimpeded. Avoid placing any obstructions where it blocks the return air vents.

#### *Troubleshooting Tips: No Heat*

Before calling for service, check to confirm that the:

- ◆ Thermostat is set to “heat” and the temperature is set above room temperature.
- ◆ Breaker on the main electrical panel is on. (Remember, if a breaker trips, you must turn it from the tripped position to the “off” position before you can turn it back on.)
- ◆ Filter is clean to allow airflow.
- ◆ Vents in individual rooms are open.
- ◆ Air returns are unobstructed.
- ◆ Outside unit is not blocked by snow or other materials.

Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

### Mosaic Limited Warranty Guidelines

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

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## Insulation

### Homeowner Use and Maintenance Guidelines

The effectiveness of insulation is diminished if it is uneven, becomes compressed or is removed. The use of spray foam insulation minimizes the possibility of this, but care should always be taken when performing work in the attic space. Do not step on drywall ceilings, because this can result in personal injury or damage to the drywall.

It is common for electrical outlets to emit small amounts of cold air when outside temperatures are low.

### Mosaic Limited Warranty Guidelines

Mosaic will install insulation to meet or exceed the building codes applicable at the time of construction and outlined as part of your purchase agreement.

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## Landscaping

### Homeowner Use and Maintenance Guidelines

Providing complete details on landscape design is beyond the scope of this manual. Many excellent books, videos, and computer software programs are available that offer you this information. Local nurseries and landscape professionals can also assist you. In planning your landscaping, think of proportion, texture, color, mature size of plants, maintenance needs, soft and hard surfaces, lighting, fencing, edging, and water requirements. A beautiful yard requires considerable planning and regular attention. Most homeowners take years to achieve the yard they want. Installing items in stages can spread the cost and work over several seasons.

Whatever the source of your design, plan to install the basic components of your landscaping as soon after closing as weather permits. In addition to meeting your homeowners association requirements to landscape in a timely manner, well designed landscaping prevents erosion and protects the foundation of your home.

Our Policy: To provide a finished landscaped community and to enhance the overall aesthetic appeal of the community, all front yards of homes are landscaped, unless otherwise noted in your purchase contract. A buyer cannot "opt out" of having their front yard landscaped. Plant selection is determined by Mosaic and the landscaping subcontractor to ensure an aesthetically pleasing community. **Season maintenance of landscaping is necessary and is homeowner responsibility. Climates vary with different locations, so you should contact a local landscaping company for instruction on proper care. Winterizing irrigation is an important step for landscapes in colder climates. Irrigation systems should be winterized usually when the nighttime temperature drops to 32 degrees or below (around late October-mid November). Contact a local landscape company for proper steps on how to winterize irrigation.**

## Additions

Before installing patio additions or other permanent improvements, consider soil conditions and drainage patterns in the design and engineering of your addition. Permits will likely also be required.

## Backfill

We construct the foundation of your home beginning with an excavation into the earth. When the foundation walls are complete, the area surrounding them is backfilled. Soil in this area is not as compact as undisturbed ground. Water can penetrate through the backfill area to the lower areas of your foundation. This can cause potentially severe problems such as wet foundations, cracks in foundation walls, and floor slab movement. Avoid this through proper installation of landscaping and good maintenance of drainage.

Backfill areas will settle and require prompt attention to avoid damage to your home and voiding of the structural warranty.

Keep downspout extensions in the down position to channel roof runoff away from the foundation area of your home. Routine inspection of downspouts, backfill areas, and other drainage components is an excellent maintenance habit. See also “Grading and Drainage” section.

## Bark or Rock Beds

Do not allow edging around decorative rock or bark beds to dam the free flow of water away from the home. You can use a non-woven landscape fabric between the soil and rock or bark to restrict weed growth while still permitting normal evaporation of ground moisture.

## Erosion

Until your yard is established and stable, erosion will be a potential concern. Heavy rains or roof runoff can erode soil. The sooner you restore the grade to its original condition, the less damage will occur.

Erosion is of special concern in drainage swales. If swales become filled with soil runoff, they may not drain the rest of the yard, causing further problems. Correcting erosion is your responsibility. You may need to protect newly planted seed with erosion matting or reseed to establish grass in swales. It can take several years to fully establish your lawn in such challenging areas.

## First Five Feet

To protect the house foundation from unwanted water infiltration, place no plants of any type or sprinkler heads within five feet of your home.

## Hired Contractors

You are responsible for changes to the drainage pattern made by any landscape, concrete, deck, or pool contractor. Discuss drainage with any company you hire to do an installation in your yard.

## Natural Areas

During construction, we remove construction debris from natural areas. Removing dead wood, tree limbs, fallen trees, or other natural items is your responsibility.

## Plant Selection

Plant with regard to your local climate. Favor native over exotic species. Consider the ultimate size, shape, and growth of the species.

All plants have different watering needs. A single two gallon per hour emitter has been placed at each plant and two have been placed at each tree.

### **Granite**

Most granite is screened or sized. Over time, the granite will fade and/or work its way into the dirt. It could require “dressing up” in 5-15 years. Because plastic begins to surface over time, it is rarely used under the granite. A liquid or granule chemical, known as a pre-emergent, is recommended to be applied as soon as possible, then twice a year to prevent weeds from growing. The best times are December and June. Pre-emergent will not harm existing plants or weeds but will not allow the winter lawn seed to grow if applied in the lawn area. See also “Property Boundaries” section.

### **Requirements**

Before designing, installing, or changing landscaping, check with your local building department and homeowners’ association for any regulations that they require you to follow.

### **Seeded Lawns**

If lawn seeding is part of your home purchase, consider this just the first step in establishing your yard. Remember that the forces of nature are far stronger than grass seed. You will need to overseed at some point, perhaps more than once. Heavy storms can cause washouts and erosion that you will need to correct. It generally takes at least three growing seasons to establish a good lawn, longer if weather conditions are difficult or if you do not have the time to devote to lawn care.

Before overseeding, remember to fill any slight depressions with a light layer of topsoil. Minimize traffic of all kinds on newly seeded areas and avoid weed killer for at least 120 days. Keep the seed moist, not wet.

### **Sod**

Newly placed sod requires extra water for several weeks. Water in the cool part of the day (ideally just before sunrise) at regular intervals for the first three weeks. Be aware that new sod and the extra watering it requires can sometimes create drainage concerns that will disappear when the yard is established and requires normal watering.

### **Soil Mix**

Provide good soil mixes with sufficient organic material. Use mulch at least 3 inches deep to hold soil moisture and to help prevent weeds and soil compaction.

In areas with high clay content, prepare the soil before installing your grass. First cover the soil with 2 inches of sand and 1 inch of manure that is treated and odorless. Rototill this into the soil to a depth of 6 inches (rototill parallel to the swales). Whether you use seed or sod, this preparation helps your lawn to retain moisture and require less water. Installing a lawn over hard soil permits water to run off with little or no penetration, and your lawn will derive minimal benefit from watering or rain.

Apply appropriate fertilizer and weed and pest controls as needed for optimal growth. Investigate organic compounds for additional protection of the environment.

### **Irrigation System (if applicable)**

If Mosaic included an irrigation system with your home, we will demonstrate the system and make final adjustments shortly after you move in. Your customer care representative will note and correct any deficiencies

in the system at the same time. Whether we install your sprinkler or you install it yourself, keep these points in mind:

You are responsible for routine cleaning and adjusting of sprinkler or drip heads. Conduct monthly operational checks to ensure proper performance of the system. Direct sprinkler heads away from the home. Trickle or bubbler type irrigation systems are not recommended for use adjacent to your home.

Automatic timers permit you to water at optimum times whether you are at home, away, awake, or asleep. The amount of water provided to each zone can be accurately and consistently controlled and easily adjusted with a timed system. Check the system after a power outage and keep a battery in place if your system offers that as a backup. **Make sure to winterize the irrigation system properly when the outside temperatures are below freezing to prevent lines from freezing—this can lead to burst pipes and leaks. Any damage to irrigation system or landscaping from improper winterization is not covered under warranty.**

### **Stones**

The soil in your area may have stones and rocks. Removing these naturally occurring elements is a maintenance activity. If Mosaic installs seed or sod, large rocks will be picked up and surface raking performed. You will need to provide continued attention to this condition as you care for your yard.

### **Trees**

Mosaic values trees as one of the features that make up an attractive community and add value to the homes we build. We take steps to protect and preserve existing trees in the area of your home. In spite of our efforts, existing trees located on construction sites can suffer damage from construction activities, which manifest months after the completion of construction.

Damage to existing trees can be caused by such things as compaction of soil in the root zone, changing patterns of water flow on the lot, disturbing the root system, and removing other trees to make room for the home. The newly exposed tree may react to conditions it is unaccustomed to. Caring for existing trees, including pruning dead branches or removing these trees altogether, is your responsibility.

Remember to water trees during the summer or during warm dry periods in the winter.

Mulch around trees and avoid tilling or planting flower beds around trees. This is especially important while trees are recovering from the construction process.

Trees and other plant materials that exist on the lot when construction begins and are not part of any landscaping installed by Mosaic are excluded from warranty coverage.

### **Utility Lines**

A slight depression may develop in the front lawn along the line of the utility trench. To correct this, roll back the sod, spread topsoil underneath to level the area, and then re-lay the sod.

Before any significant digging, check the location of buried service leads by calling the local utility locating service. In most cases, wires and pipes run in a straight line from the main service to the public supply. See also “Easements” section.

### **Waiting to Landscape**

If you leave the ground un-landscaped, it erodes. Correcting erosion that occurs after closing is your responsibility.

## Weeds

Weeds will appear in your new lawn whether seed or sod is used. Left un-landscaped, your yard will quickly begin to show weeds. When soil is disturbed, dormant seeds come to the surface and germinate. The best weed control is a healthy lawn, achieved through regular care and attention.

## Xeriscape

Mosaic recommends careful consideration of landscape design and selection of planting materials to minimize the demands of your yard on water supplies. Detailed information about Xeriscape is available from reputable nurseries. This has the triple benefit of helping the environment, saving on water bills, and reducing the amount of moisture that can reach your foundation.

### Mosaic Limited Warranty Guidelines

Landscape plant materials we install are warrantied for 60 days, provided an automatic watering system is installed. We will confirm the healthy condition of all plant materials during the orientation. Maintaining landscaping is your responsibility.

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## Mildew

### Homeowner Use and Maintenance Guidelines

Mildew is a fungus that spreads through the air in microscopic spores and thrives on moist, dirty surfaces. If you feel your home has mildew or dirt, simply wipe the surface with a cloth or sponge dampened with bleach. The bleach will cause the surface to lose its dark appearance if mildew is present.

It's up to you to clean mildew from your home. Your local paint or home improvement will carry solutions that remove mildew. Ask them for their recommendations. And be sure to wear protective eyewear and rubber gloves for this task; many of these chemicals are unfriendly to humans.

### Mosaic Limited Warranty Guidelines

If we find mildew during the orientation, we will remove it. Mosaic's warranty excludes mildew.

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## Mirrors

### Mosaic Limited Warranty Guidelines

We will confirm that all mirrors are in acceptable condition during the orientation. Mosaic will correct scratches that are observable in daylight at a distance of 3 feet or more, chips, or other damage to mirrors noted during the orientation. Damage to mirrors reported after the orientation will be the responsibility of the homeowner.

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## Paint and Stain

### Homeowner Use and Maintenance Guidelines

Painted surfaces should be washed gently using mild soap and as little water as possible. Avoid abrasive cleaners, scouring pads, or scrub brushes. Remember, flat paints show washing marks more easily than gloss paints do. Sometimes, touching up the surface is better than a complete washing.

### Exterior

Regular upkeep on your home's exterior will preserve both its beauty and its value. It's best to check the painted and stained surfaces of your home's exterior annually. Repaint before chipping or wearing away occurs. Doing this will save the cost of extensive surface preparation for repairs in the future.

The exterior surface of your home should be refinished approximately every two to three years depending on what the paint manufacturer suggests for your area and climate. Climatic conditions affect chemical structure of the paint. Over time, this finish will fade. Depending on the exposure to weather of each surface, the paint on some parts of your home may begin to show signs of deterioration sooner than others.

Before you repaint the exterior of your home, reset popped nails and remove blistered or peeling portions of paint with a wire brush or putty knife. Sand the affected areas and spot with primer. The entire area is then ready to be painted. Use a quality exterior paint formulated for local climate conditions.

Be sure sprinklers are pointed toward your lawn, not toward your wall. The spray from sprinklers can cause blistering, peeling, splintering, and other damage to the exterior of your home.

### Severe Weather

Hail and wind can cause a great deal of damage in a severe storm. Inspect the house after such weather and promptly report or repair any damage caused by severe weather. Storm damage is not covered under warranty. Please contact your homeowner's insurance.

### Touch-ups

If touch ups to paint are needed for a damaged spot, they may not match the surrounding area exactly, even if the same paint mix is used. Paint touch ups may be visible under certain lighting conditions.

### Wall Cracks

We suggest that you wait until after the first 11 months to repair drywall cracks or other separations that are due to shrinkage. See also "Drywall" section.

### Mosaic Limited Warranty Guidelines

During your orientation, we will confirm that all painted or stained surfaces are in acceptable condition. Mosaic will touch up paint as indicated on the orientation list. But you are responsible for all subsequent touch ups, except painting we perform as part of another warranty repair.

### Cracking

It's common for exterior wood trim to develop minor cracks and raised grain. And much of this will occur during the first year. When raised grain permits moisture to get under the paint, peeling results. This is not a defect in materials or workmanship. Paint maintenance of wood trim and gutters is your responsibility.

## **Fading**

Expect fading of exterior paint or stain to occur, caused by the effects of sun and weather. Mosaic's limited warranty excludes this occurrence.

## **Wood Grain**

Because of wood characteristics, color variations will result when stain is applied to wood. This is natural and requires no repair. Today's water based paints often make wood grain visible on painted trim. Mosaic does not provide corrections for this condition.

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## **Pavers**

### **Homeowner Use and Maintenance Guidelines**

Pavers come in a variety of shapes, colors and textures and are made from concrete. This concrete has been dyed with a high-quality pigment.

### **Efflorescence**

The white residue that sometimes accumulates on top of the pavers is a condition called efflorescence. Most brand of pavers attempt to greatly minimize efflorescence with the use of an additive that controls this condition.

### **Fading**

While pavers typically have a pigment added to them, because of the extreme power of the sun you will still have some fading over the years. This is unavoidable.

### **Movement**

Pavers by design are a permeable surface and may shift and move overtime or after certain weather events. Some movement is to be expected and is considered normal. Owner will be responsible for ongoing maintenance of paver surfaces. Driveways with pavers are only intended to withstand the normal traffic of typical personal vehicles that weigh less than 8,000 lbs. Builder and Seller hereby advise the Owner to avoid using the driveways for heavier vehicles, RVs, or other commercial vehicles.

### **Sand**

Pavers are filled with sand between the cracks to create a solid, secure surface. Over time, your sand may wash and wear away. Simply, use a sharp coarse river washed sand or sharp sand with multi-sized grains and brush it into the cracks. The problem with using fine sand is that it will wash out easily and not create a locking friction joint between the pavers.

### **Mosaic Limited Warranty Guidelines**

Pavers are a landscaping material and may suffer wear and tear from the elements. It is the homeowner's responsibility to maintain their pavers.

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## **Pests and Wildlife**

### **Homeowner Use and Maintenance Guidelines**

As a homeowner, you'll discover that other things may want to live in your home as well: ants, spiders, wasps, bees, termites, scorpions and animal life such as woodpeckers, pigeons, squirrels, mice, and snakes. Dealing with these pests is part of being a homeowner. There are many resources that provide information about effective preventive measures. They include the state wildlife service, animal control authorities, the county extension service, pest control professionals, the internet, and public libraries. See also "Termites" section. Pest control is homeowner responsibility, and is not covered under warranty.

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## **Phone and Internet Jacks**

### **Homeowner Use and Maintenance Guidelines**

Your home is equipped with telephone and internet jacks as shown on your low voltage and/or electric selection sheets. Initiating phone service, additions to phone service, and moving phone outlets for decorating purposes are your responsibility.

### **Mosaic Limited Warranty Guidelines**

Mosaic will repair wiring that does not perform as intended from the phone service box into the home. From the service box outward, care of the wiring is the responsibility of the local telephone service company.

## **Plumbing**

### **Homeowner Use and Maintenance Guidelines**

Your plumbing system has many parts, most of which require little maintenance. Proper cleaning, occasional minor attention, and preventive care will ensure many years of good service from this system.

### **Aerators**

Even though your plumbing lines have been flushed to remove dirt and foreign matter, small amounts of minerals may enter the line. Aerators on the faucets strain much of this from your water. Minerals caught in these aerators may cause the faucets to drip because washers wear more rapidly when they come in contact with foreign matter. See also Dripping Faucet below.

### **Cleaning**

Follow manufacturer's directions for cleaning fixtures.

### **Clogs**

Many things can cause toilets to clog: disposable diapers, excessive amounts of toilet paper, sanitary supplies, cotton swabs, dental floss, and children's toys. Improper garbage disposal use also causes many plumbing clogs. Always use plenty of cold water when running the disposal. This applies to grease, too. In cold water, grease congeals and is cut up by the blades. If you use hot water, the grease remains a liquid, then cools and solidifies in the sewer line. Allow the water to run 10 to 15 seconds after shutting off the disposal.

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

### **Dripping Faucet**

You can repair a dripping faucet by shutting off the water at the valve directly under the sink. Remove the faucet stem, change the washer, and reinstall the faucet stem. You can fix the showerhead the same way. Simply replace the washer with another of the same type and size. (Keep in mind that some manufacturers do not use rubber washers) You can minimize the frequency of this repair by remembering not to turn faucets off with excessive force.

### **Extended Absence**

If you plan to be away for an extended period, we suggest you drain your water supply lines. You can do this by shutting off the main supply line and opening the faucets to relieve pressure in the lines. You may also wish to shut off your gas water heater by turning off the cold water supply valve on top and the gas control at the bottom. Drain the tank by running a hose from the spigot on the bottom to a drain. If you leave the tank full, keep the pilot on and set the temperature to its lowest or “vacation” setting. Check the manufacturer’s directions for additional hints and instructions.

### **Gold or Brass Finish**

Use cleaning product recommended by the manufacturer.

### **Jetted Tubs**

If your home has a jetted tub, enjoy it. But also follow manufacturer’s directions for its use and care.

### **Laundry Tub**

If you have a laundry room tub, the faucet may not have an aerator. This is to allow the laundry tub faucet to accept a hose connection.

### **Leaks**

If a major plumbing leak occurs, turn off the supply of water to the area involved. You may have to shut off the water to the entire home. (There are two main water shut offs. One is located in your garage which will shut off all water supply to the house only. The other is either located where the water service comes into the house at the front hose bib or in a box near the curb.) Then, contact the appropriate contractor. It is your responsibility to contact the builder immediately with notification.

### **Low Flush Toilets**

There’s a reason your toilet doesn’t have a powerful flush. Since 1993, a water saving regulation went into effect, prohibiting the manufacture of toilets that use more than 1.6 gallons of water per flush. All plumbing fixtures in your home meet the EPA WaterSense standards and regulations.

As a result, modern toilets typically feature a dual flush button. This feature allows you to save water when a full flush is not required. Similarly, flow restrictors are manufactured into most faucets and all shower heads and cannot be removed. Visit the EPA’s WaterSense website for details.

### **Low Pressure**

Occasional cleaning of the aerators on your faucets (normally every 3-4 months) will allow proper flow of water. The water department controls the overall water pressure.

## **Main Shut Off**

The water supply to your home can be shut off entirely in 2 locations. The first is the point at which the water enters the home and the second is at the meter. We will point both of these out during your orientation.

## **Manufactured (Cultured) Marble**

Manufactured (cultured) marble will not chip as readily as porcelain enamel but can be damaged by a sharp blow. Avoid abrasive cleansers or razor blades on manufactured marble; both damage the surface.

## **Mold**

Mold is a natural fungus that grows and feeds on moist surfaces in your home, such as drywall or wood products. A water leak can cause mold if it is left unattended. Mold has become a concern for many homeowners recently and Mosaic has personnel trained to respond.

Two types of water leaks can cause mold. The first is a large leak, such as flooding from a pipe break. This is the easiest type of leak to fix, providing you contact Mosaic or the Mosaic Emergency Plumbing Contact immediately. With prompt notification, this leak can be repaired and dried out quickly and effectively without long term effects to the home.

The second type of leak is a small or slow leak that can be hard to detect. If left unattended, the leak can become an extensive problem, providing the constant moisture that mold needs to grow. These leaks need prompt attention. If you notice any water or discoloration of any wall, ceiling, or floor surface, please notify Mosaic immediately. Quick and proper notification is the key to minimizing damage resulting from water leaks or water related problems in your home.

## **P Trap Problems**

The pipe underneath your sink in the cabinet has a bend or “elbow” section. This is called the “P Trap.” if you bump it with an item such as the trash can or dish soap box, it may begin to drip. The P Trap connection should be checked for alignment and hand tightened to correct the leak. This is homeowner maintenance, but call us if you need help or the problem persists.

## **Porcelain**

Porcelain enamel can be damaged with a sharp blow from a heavy object or by scratching.

## **Running Toilet**

To stop your toilet from running, check the shut off float in the tank. You will most likely find it has lifted too high in the tank, preventing the valve from shutting off completely. If this is the case, gently bend the float rod down until it stops the water at the correct level. The float should be free and unobstructed. Also check the chain on the flush handle. If it is too tight, it will prevent the rubber stopper at the bottom of the tank from sealing, resulting in running water.

## **Shut-Offs**

Your main water shut off as described above should be used in the event of major water emergencies such as a water line break, or for when you work on a sprinkler system or make plumbing alterations or additions to your home. Each toilet has a shut off on the water line under the tank, too. And you can find hot and cold shut offs for each sink on the water lines under the sink.

## **Sprinklers**

You should routinely inspect sprinkler heads and provide seasonal service to maintain proper functioning. See also “Landscaping/Sprinkler-System” section.

## **Stainless Steel**

Clean stainless steel sinks with soap and water to preserve their luster. An occasional cleaning with a good stainless steel cleaner will enhance the finish. Be sure to rub in the direction of the polish or grain lines and dry the sink to prevent water spots.

Don’t use abrasive cleaners, steel wool pads, or bleach on your stainless steel sink. They can all damage the surface of the sink. And leaving produce in prolonged contact with a stainless steel surface can stain it. Also, don’t use your sink as a cutting board. Knives will gouge the surface.

Local water conditions affect the appearance of stainless steel. A white film can develop on the sink if you have over softened water or water with a high concentration of minerals. In hard water areas, a brown surface stain can form, appearing like rust.

## **Tank Care**

Be careful about dropping things around your toilet. Blows from sharp or heavy objects can cause chipping or cracking. And don’t sit on the rim. Abnormal pressure on the sides of the tank can crack the tank at the point where it is attached to the bowl.

## **Water Filter or Softener**

If you install either a water filter or a water softener on your own or through your sales agreement with us, carefully read the manufacturer’s literature and warranty for your specific model. See also “Appliance Service” on page 12.

If your home includes a septic system, prior to installing a water softener, discuss with the vendor whether the system you are considering will adversely affect your septic system. See also “Septic System” section.

### *Troubleshooting Tips: Plumbing*

## **No Running Water Anywhere in the Home**

Before calling for service, check to confirm that the:

- ♦ Main shut off at the front water service into the home is open.
- ♦ Main shut off at the street is open.
- ♦ Individual shut offs for each water using item are open.

## **No Hot Water**

See “Water Heater” section.

## **Leak Involving One Sink, Tub, or Toilet**

- ♦ Check caulking and grout.
- ♦ Confirm shower door or tub enclosure was properly closed.
- ♦ Turn the water supply off to that item.

- ♦ Use other facilities in your home and report the problem the next business day.

### **Leak Involving a Main Line**

- ♦ Turn water off at the meter in your home.
- ♦ Call emergency number for service.

### **Back Up at One Toilet**

If only one toilet is affected, corrections will occur during normal business hours.

- ♦ Shut off the water supply to the toilet involved.
- ♦ Use a plunger to clear the blockage.
- ♦ Use a “snake” to clear the blockage.

If you’ve been in your home fewer than 30 days, contact Mosaic or the plumber listed on your Emergency Phone Numbers sheet. If you’ve been in your home over 30 days, contact a plumbing service.

### **Sewer Backup Affecting Entire Home**

If you’ve been in your home fewer than 30 days, contact Mosaic or the plumber listed on your Emergency Phone Numbers sheet.

If you’ve been in your home over 30 days, contact a plumbing service.

Remove personal belongings to a safe location, if items are soiled, contact your homeowner insurance company.

Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

#### **Mosaic Limited Warranty Guidelines**

During the orientation, we will confirm that all plumbing fixtures are in acceptable condition and are functioning properly, and that all faucets and drains operate freely.

### **Clogged Drain**

Mosaic will correct clogged drains that occur during the first 30 days after closing. If a household item is removed from a clogged drain during this time, we will bill you for the drain service. After the first 30 days, you are responsible for correcting clogged drains.

### **Cosmetic Damage**

Mosaic will correct any fixture damage noted on the orientation list. Repairing chips, scratches, or other surface damage noted subsequent to the orientation list is your responsibility.

### **Exterior Hose Bibs**

Mosaic will repair leaks at exterior hose bibs if noted on the orientation list. Subsequent to orientation, repair of a broken line to an exterior faucet is your responsibility. **FROST FREE HOSE BIBS—DO NOT KEEP HOSES CONNECTED DURING FREEZING TEMPERATURES OR THE PIPES CAN BURST—DAMAGE IS NOT COVERED UNDER WARRANTY.**

## Leaks

If a plumbing leak caused by a warranted item results in drywall or floor covering damage, Mosaic will repair or replace items that were part of the home as originally purchased. We do not make adjustments for secondary damages (for example, damage to wallpaper, drapes, and personal belongings). Insurance should cover these items.

## Noise

Sometimes, temperature changes or the flow of the water in the pipes will cause noise. This is normal and requires no repair. Expect temperatures to vary if water is used in more than one location in the home at the same time.

## Supply

If the main water supply to your home is disrupted, Mosaic will correct it, provided actions of yours have not caused the problem. Correction of service disruption due to failure of the water department system is the responsibility of the water department.

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## Property Boundaries

### Homeowner Use and Maintenance Guidelines

You will receive a copy of your plot plan that shows your lot and the location of your home on the lot. To construct the home, Mosaic established the property boundaries and corners.

During construction, some of the monuments that mark the lot corners may be affected or covered up by grading, excavation, installation of utility lines and other typical construction activities. If you wish to install a fence or swimming pool, add a deck or patio to your home, or otherwise establish a permanent structure, we advise that you refer to your plot plan and obtain any necessary permits from the local building authority. See also “Easements” section.

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## Railings

### Homeowner Use and Maintenance Guidelines

Stained or wrought iron railings in your home require occasional dusting or polishing. Protect railings from sharp objects or moisture. Cover them during move-in so large pieces of furniture do not cause dents or scratches.

Stained railings will show variation in the way the wood grain took the stain. Some designs show seams where pieces of wood came together to form the railing.

### Mosaic Limited Warranty Guidelines

During the orientation, we will confirm that all railings are in good condition. Mosaic installs railings in positions and locations to comply with applicable building codes. Railings should remain securely attached with normal use.

## Resilient Flooring

### Homeowner Use and Maintenance Guidelines

Resilient floors do have maintenance needs, though minimal. For instance, some resilient floors require regular application of a good floor finish. Avoid using cleaning or finishing agents on the new floor until the adhesive has thoroughly set. This will take about 2 weeks. Besides that, follow any manufacturer's recommendations for care and cleaning.

### Color and Pattern

Your color 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.

### Limit Water

Limit mopping. Washing resilient floors with water isn't necessary to keep these floors clean, and moisture can penetrate seams and get under edges, causing the material to lift and curl. Instead, wipe up spills and vacuum crumbs.

### Moving Furniture

Take extra precaution when moving furniture across resilient floors. The bottom of the furniture can tear and wrinkle the flooring. Prevent damage by installing coasters on your furniture legs. If you damage the resilient floor, you can have it successfully patched by professionals. If any scraps remain when installation of your floor covering is complete, we leave them in the hope that having the matching dye lot will make such repairs less apparent.

### No-Wax Flooring

The resilient flooring installed in your home is the no-wax type. No-wax means a clear, tough, coating that provides both a shiny appearance and a durable surface. However, even this coating surface will scuff or mark. Follow the manufacturer's recommendations for maintaining the finish.

### Scrubbing and Buffing

Frequent scrubbing or electric buffing is harder on floors than regular foot traffic. Use Acrylic finishes if you scrub or buff.

### Seams

Any brand or type of resilient flooring may separate slightly due to shrinkage. Seams can lift or curl if excessive moisture is allowed to penetrate them. You can use a special caulking at tub or floor joints to seal seams at those locations. Avoid getting large amounts of water on the floor from baths and showers.

### Mosaic Limited Warranty Guidelines

We will confirm that resilient floor covering is in an acceptable condition during your orientation. Mosaic's limited warranty does not cover damage to resilient floors caused by moving furniture or appliances into the home. We can assist you in contacting professionals who want to repair such damage if it occurs in your home. Mosaic is not responsible for discontinued selections.

## Roof

### Homeowner Use and Maintenance Guidelines

Limit walking on your roof. The less activity you roof experiences, the less likely it is that problems will occur.

Mosaic inspected your roof prior to closing; however, if you notice that tiles are cracked, it is your responsibility to notify Mosaic within 10 days after closing.

### Clean Gutters

Maintain the gutters and downspouts so that they are free of debris and able to quickly drain precipitation from the roof.

### Leaks

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

### Severe Weather

After severe storms, do a visual inspection of the roof for damages. Notify your insurance company if you find pieces of tile in the yard or tile edges lifted on the roof. Storm damage is not covered under warranty.

### Corrugated Metal Roofing & Rust

If included with your home or sold as an option, corrugated metal roofing is intended to rust for aesthetic purposes. Rust colors can vary and may drip or create stains along the gravitational path water will follow or splash onto. This is normal and part of the aesthetic element of a naturally rusted roof. The rust color or any stains created by the rust are not warrantied. When the desired rustic look is achieved, Homeowner can apply a clear sealant if they choose. MHI suggested using a professional to apply the sealant.

#### *Troubleshooting Tips: Roof Leak*

Please keep in mind that roof leaks cannot be repaired while the roof is wet. However, you can get in line to be on the schedule when conditions dry out, so call in your roof leak.

- ◆ Confirm that the source of the water is the roof rather than from a:
  - ◆ Plumbing leak
  - ◆ Open window on a higher floor
  - ◆ Clogged gutter or downspout
  - ◆ Blowing rain or snow coming in through code required roof vents
  - ◆ Gap in caulking
  - ◆ Where practical, place a container under dripping water.
- ◆ Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.
- ◆ Remove personal belongings to prevent damage to them. If damage occurs, contact your homeowner's insurance company to submit a claim.
- ◆ Report the leak to Mosaic during the first available business hours.

#### Mosaic Limited Warranty Guidelines

If you notice chipped or cracked roof tiles, immediately after move in, it will be repaired with notification given to Mosaic within 10 days after the close of escrow. Mosaic will repair roof leaks from causes other than those caused by severe weather, such as hail damage, or by some action you have taken, such as walking on the roof. Mosaic will not replace damaged or broken tiles after the initial 10 day period. Roof repairs are made only when the roof is dry.

#### **Inclement Weather**

Storm damage is excluded from warranty coverage. Notify your homeowner insurance company if storm damage is discovered.

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## **Rough Carpentry**

#### Mosaic Limited Warranty Guidelines

Some floor and stair squeaks are unavoidable. Although Mosaic does not warrant against floor squeaks, a reasonable effort will be made to correct them one time during the warranty period.

#### **Floor Deflection**

Floors will deflect (bend) when walked on. This will be more noticeable next to hutches, bookcases, pianos, chairs, and other heavy furniture. This is not a structural deficiency and Mosaic will take no action for this occurrence.

#### **Floor Uneven or Out of Level**

Unevenness of floor should not exceed 3/16 of an inch in 4 foot should be level within 1/2 of an inch in any 12 foot distance. Mosaic will correct floor slope that exceeds this standard.

#### **Plumb Walls**

Mosaic will correct walls that are out of plumb more than 1/4 of an inch in an 8 foot distance or walls that are bowed more than 1/4 of an inch in any 8 foot measurement.

## **Septic System (if applicable)**

#### Homeowner Use and Maintenance Guidelines

A septic system consists of a septic tank and an underground disposal area. Bacteria break down solids, forming a sludge that is moved by incoming water out to the disposal area where it is filtered out into the soil. To help preserve the effectiveness of the system, keep these points in mind:

- ◆ Avoid disposing of chemicals such as solvents, oils, paints, and so on, through the septic system.
- ◆ Avoid using commercial drain cleaners. They can kill the bacteria that are working to break down the solid waste matter.
- ◆ Food from a disposal decomposes more slowly and adds to the solids in the tank. Coffee grounds may clog the system.

- ♦ Avoid disposing of any paper product (diapers, sanitary supplies, paper towels and so on) other than toilet paper through the system.
- ♦ Do not rely on yeast or chemical additives to digest sludge. They are not an alternative to regular pumping and may actually harm the system.
- ♦ Drain surface water away from the disposal area. Eliminate unnecessary sources of water in the area of the disposal area. Plant only sod over the disposal field. Avoid fertilizers in this area.
- ♦ Conserve indoor water use to put less strain on the system. Correct leaky faucets or running toilets promptly. Keep in mind that a water softener will generate 30 to 85 gallons of water every regeneration cycle.
- ♦ Do not drive on the disposal area or build over it.

### **Pumping the System**

Over time, the matter not broken down by the bacteria can clog the system. This will happen in spite of careful use and good maintenance. To prevent serious problems, regular pumping to clean out the tank is essential usually every one to two years, more often if usage is heavy.

### **System Failure**

Signs that your septic system is failing include:

- ♦ Black water with a foul odor backing up in drains or toilets.
- ♦ Toilets flush slowly.
- ♦ Water ponds on top of the disposal area.
- ♦ Grass stays green over the disposal area even in dry weather.

If you believe your system requires attention, call a professional to assess the situation. Have the system pumped. If a new system is required, a permit must be obtained from the county or municipality where your home is located.

### **Water Softener**

Prior to installing a water softener, discuss with the vendor whether the system you are considering will adversely affect your septic system.

#### **Mosaic Limited Warranty Guidelines**

During the orientation, we confirm that the septic system is working properly and that you are familiar with the location of the tank and disposal area.

While we install the system in accordance with codes and plans based on your soil conditions, we do not warrant that the septic system will function indefinitely. Weather, groundwater, environmental conditions, topography, as well as your family's habits can all generate unpredictable effects.

## Shower Doors and/or Tub Enclosures

### Homeowner Use and Maintenance Guidelines

Shower doors and tub enclosures require minimal care. Using a squeegee to remove water after a bath or shower will keep mineral residue and soap film to a minimum.

Use cleaning products suggested by the manufacturer, to avoid any damage to the trim and hardware.

Avoid hanging wet towels on corners of shower doors; the weight can pull a door out of alignment and cause it to leak.

Check and touch up caulking on an as needed basis.

### Mosaic Limited Warranty Guidelines

During your orientation, we will confirm the good condition of all shower doors and tub enclosures. Mosaic warrants that shower doors and tub enclosures will function according to manufacturer's specifications.

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## Smoke Detectors

### Homeowner Use and Maintenance Guidelines

Read the manufacturer's manual for detailed information on the care of your smoke detectors.

### Battery

If a smoke detector makes a chirping sound, the battery needs to be replaced. Follow manufacturer's instructions for installing a new battery. Most smoke detectors use a 9 volt battery.

### Cleaning

For your safety, clean each smoke detector monthly to prevent a false alarm or lack of response in a fire. Remove any accumulation of dust. After cleaning, push the "test" button to confirm the alarm is working.

### Locations

Smoke detectors are installed in accordance with building codes, which dictate locations. Mosaic cannot omit any smoke detector, and you should not remove or disable any smoke detector.

### Carbon Monoxide

Some smoke detectors are also carbon monoxide detectors as well. These combination units are installed in accordance with building codes, which dictate locations. Mosaic cannot omit any combination detectors, and you should not remove or swap these out.

### Mosaic Limited Warranty Guidelines

Mosaic does not represent that the smoke detectors will provide the protection for which they are installed or intended. We will test smoke detectors during the orientation to confirm that they are working and to

familiarize you with the alarm. You are responsible for obtaining fire insurance. You are also responsible for annual testing of the battery backup life of each smoke detector and replacing batteries as needed.

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## Solar Panels

### Homeowner Use and Maintenance Guidelines

The solar array, is generally maintenance free but over time debris may collect and could limit its ability to collect solar rays. If you feel your panels have collected an abnormal amount of dust or debris, for safety reasons, we recommend periodic cleaning by a professional service to keep the system at peak performance.

### Mosaic Limited Warranty Guidelines

The solar array is warrantied directly from the manufacturer.

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## Stairs

### Homeowner Use and Maintenance Guidelines

No known method of installation prevents all vibration or squeaks in a staircase. A shrinkage crack may develop where the stairs meet the wall. If this occurs, apply a thin bead of latex caulk and, when dry, touch up with paint.

### Mosaic Limited Warranty Guidelines

Although Mosaic does not warrant against stair vibration and squeaks, a reasonable effort will be made to correct them.

## Stone Veneer

### Homeowner Use and Maintenance Guidelines

Stone is one of the most durable and lowest maintenance finishes for a home's exterior. If needed, you can lightly wash to remove dust or dirt. Do not sandblast or wash with acid, abrasives or high-pressure water. Damaged or graffiti marred stones can be removed and replaced with matching materials.

### Efflorescence

The white, powdery substance that sometimes accumulates on stone surfaces is called efflorescence. This is a natural phenomenon and cannot be prevented. Consult your home center or hardware store for commercial products to remove efflorescence.

### Mosaic Limited Warranty Guidelines

We check the veneer work during the orientation to confirm correct installation of designated materials.

## Cracks

One time during the warranty period, we will repair cracks that exceed 3/16 inch.

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## Stucco

### Homeowner Use and Maintenance Guidelines

One Coat Stucco System is a brittle cement product that is subject to expansion and contraction. Minor hairline cracks may develop in the outer layer of the one coat system. This is normal and does not reduce the function of the stucco in any way nor will these cracks undermine the waterproofing of your home.

### Efflorescence

The white, powdery substance that sometimes accumulates on one coat stucco system surfaces is called efflorescence. This is a natural phenomenon and cannot be prevented. Consult your home center or hardware store for commercial products to remove efflorescence.

### Sprinklers

Stucco is not a water barrier. To avoid possible leaks, don't spray water from irrigation or watering systems onto stucco surfaces. Check the spray from the lawn and plant irrigation system frequently to make certain that water is not spraying or accumulating on stucco surfaces.

### Mosaic Limited Warranty Guidelines

One time during the warranty period, Mosaic will repair stucco cracks in excess of 1/16 of an inch and this will be addressed at your 11 month warranty appointment. The repair may not exactly match the surrounding area.

## Sump Pump (for basement homes)

### Homeowner Use and Maintenance Guidelines

If conditions on your lot made it appropriate, the foundation design includes a perimeter drain and sump pump. The perimeter drain runs around the foundation to gather water and channel it to the sump pit, or crock. When the water reaches a certain level, the pump comes on and pumps the water out of your home. Read and follow the manufacturer's directions for use and care of your sump pump.

### Black Water

Sump pumps for waste (black water) are equipped with an alarm to alert you if the water reaches a predetermined level without activation of the pump. Should the alarm system go off, do not use the waste system in the basement area until a plumber resolves the problem.

### Continuous Operation

The pump may run often, or even continuously, during a heavy storm or long periods of rain. This is normal under such conditions.

## **Discharge**

Know where the discharge for your sump pump system is and keep the end of the drain clear of debris so that water can flow out easily.

## **Power Supply**

The sump pump runs on electricity, if power goes off, the pump cannot operate. Storm water (not sewage) could then enter your basement. You may wish to install a backup system to guard against this possibility.

Homeowner insurance does not usually cover damage to your property from this source; you may want to obtain a rider to cover this. Roof Water Ensure that roof water drains quickly away from the home to avoid circulating it through your sump pump. Keep downspout extensions or splash blocks in place to channel water away from your home.

## **Routine Check**

Periodically check to confirm the pump is plugged in, the circuit breaker is on and that the pump operates. To check the operation of your sump pump, pour five gallons of water into the sump pump crock (hole). The pump should come on and pump the water out. Follow this procedure once a year.

## **Trees and Shrubs**

Avoid planting trees or shrubs with aggressive root growth patterns near your home's foundation. The roots can make their way into the perimeter drain and eventually clog the system.

### **Mosaic Limited Warranty Guidelines**

During your orientation, we will discuss the sump pump and confirm it is operational. The pump is classified as an appliance and is warranted by the manufacturer.

## **Swimming Pools**

### **Homeowner Use and Maintenance Guidelines**

If your home has a swimming pool, be aware of important safety and care requirements. Local ordinances may require that you secure the pool area with a fence and locked gate to prevent unauthorized entry and use of your pool. Establish safe practices with children regarding proper pool behaviors and circumstances under which they can enter the water. If you are experiencing problems with your pool, please contact your pool builder directly.

## **Chemicals**

Carefully study and follow information regarding the pool's chemistry. You are responsible for supplying all appropriate chemical treatments.

## **Cleaning**

Regular cleaning of the pool's surfaces is essential for comfortable and healthy enjoyment. Keep glass and debris out of the pool area.

## **Filters and Pumps**

Maintain the pool filters and pumps according to each manufacturer's directions.

## Professional Services

Consider retaining the services of a professional pool service to clean the pool, maintain the systems, and treat the water.

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## Termites

### Homeowner Use and Maintenance Guidelines

We treat the foundation of your home for termites and provide you with a certificate confirming that treatment. Plan to renew this treatment annually or as directed by the literature that accompanies the certificate. Treatment for other types of insects or animal infestations is your responsibility.

### Regular Inspections

Regularly inspect your home for signs of termites or conditions that would allow their attack.

- ◆ Check for wrinkles or waves in wood trim.
- ◆ Tap wood to see if it sounds or feels hollow.
- ◆ Watch for tubes of dirt, called mud tubes, that extend from the soil up to your home.
- ◆ Keep soil away from any wood parts of your home.
- ◆ Be certain all roof water and precipitation moves quickly away from your home's foundation.
- ◆ Avoid storing wood on the ground and against your home.
- ◆ Maintain a safe zone of at least two feet in width around the perimeter of your home. Avoid planting grass or shrubs, installing any sprinkler device, or digging of any kind in this area. If you disturb this area, have it retreated to restore protection.
- ◆ Before installing stepping stones, river rock, concrete, or so on, against the home, chemically treat the area that will be underneath the new material.
- ◆ If you add onto or change the exterior of your home, be sure to have the areas treated first.
- ◆ *If you believe you see signs of termites or if you have any questions, contact your termite treatment company for guidance.*

### Mosaic Limited Warranty Guidelines

At closing, we certify treatment of your foundation for termites. This treatment is warranted to repel termites for 3 years from the time of the initial treatment. This warranty covers spot treatment of the affected areas. All re-treatment is done in accordance with the State Structural Pest Control Board guidelines. Contact your treatment company at the first sign of termites. Mosaic's warranty excludes treatment for any other insect (such as ants) or animal (such as mice) infestations.

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## Ventilation

### Homeowner Use and Maintenance Guidelines

Homes today are built more tightly than ever. While this saves energy dollars, it also creates potential concerns from accumulation of condensation, cooking odors, indoor pollutants, radon, and carbon monoxide. We provide mechanical, active methods for ventilating homes. Your attention to ventilation is important to your health and safety as well as the long-term durability of your home. Building codes require attic vents in some locations in order to minimize heat buildup.

### Attic Vents

Attic ventilation occurs through vents in the eave boards (the underside of the overhangs), on gable ends or through other ventilation devices in the roof material itself. You will only find attic venting in non-livable locations of the home such as garage or covered porches/patios.

### Daily Habits

- ♦ Your daily habits can help keep your home well ventilated:
- ♦ Always run the hood fan when you are cooking.
- ♦ Run the bath fans when bathrooms are in use.
- ♦ Operate your homes ERV as instructed.

Proper ventilation will prevent excessive moisture from forming on the inside of the windows or other surfaces. This helps reduce cleaning chores considerably.

### Mosaic Limited Warranty Guidelines

Mosaic's warranty guidelines for active ventilation components (for example, exhaust fans) are discussed under the appropriate headings (such as electrical systems, heating system, and so on).

## Water Heater: Electric

### Homeowner Use and Maintenance Guidelines

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

### Drain Tank

Review and follow the manufacturer's timetable and instructions for draining several gallons of water from the bottom of the water heater. This reduces buildup of chemical deposits from the water, thereby prolonging the life of the tank as well as saving energy dollars. Carefully follow the instructions in the manufacturer's literature.

### Element Cleaning or Replacement

The heating elements in the water heater will require periodic replacement. The frequency is determined in part by the quality of the water in your area. Again, refer to the manufacturer's literature for step-by-step instructions and drawings, or contact an authorized service company.

### Safety

Keep the area around a water heater clear of stored household items. Never use the top of the water heater as a storage shelf.

## Temperature

Temperature settings on an electric water heater will produce approximately the temperatures listed below:

- ♦ Hot (Default) 120°
- ♦ Very Hot 160°

The recommended setting for operation is 120°. Higher settings can waste energy dollars and increase the danger of injury from scalding. Hot water can take longer to arrive at sinks, tubs, and showers that are farther from the water heater depending on your floor plan.

## Electric Hybrid Models

If your home has an Electric Hybrid water heater, it is essentially a very efficient electric water heater. In addition to the traditional elements and maintenance, this type of unit also uses a heat pump to efficiently heat water with the hot air in your garage. It is recommended to clean the filter on the top of the heat pump when you perform air filter maintenance inside your home. Clean by washing with mild detergent and water. Dry and replace.

### *Troubleshooting Tips: No Hot Water*

Before calling for service, check to confirm that the:

- ♦ Water heater breaker on your main electric panel is in the “on” position. (Remember if a breaker trips you must turn it from the tripped position to the “off” position before you can turn it back on.)
- ♦ Temperature setting is not on “vacation” or too low.
- ♦ Water supply valve is open.

Refer to the manufacturer’s literature for specific locations of these items and possibly for other troubleshooting tips.

Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

### Mosaic Limited Warranty Guidelines

Refer to the manufacturer’s limited warranty for complete information regarding warranty coverage on your water heater.

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## Water Heater: Gas Tankless

### Homeowner Use and Maintenance Guidelines

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

### De-Scale

Review and follow manufacturer’s timetable and instructions for maintaining the water heater. This reduces the buildup of chemical deposits from the unit, prolonging the life of the burners and saving energy dollars.

## Pilot

The tankless water heater has no pilot. Electrical power is required to operate the unit however. In the event of a power outage or other electrical issue affecting the outlet the unit is plugged into, hot water will not be produced. If the unit will not power on, first check for power to the outlet and troubleshoot from there.

## Safety

Keep the area around a tankless water heater clear to allow access should service be required. Avoid using the top of a heater as a storage shelf.

## Temperature

The recommended thermostat setting for normal everyday use is “normal.” Some units may display a temperature setting instead. The builder set all units to 120 degrees as the default temperature. Higher settings can result in wasted energy dollars and increase the danger of injury from scalding. Hot water can take longer to arrive at sinks, tubs, and showers that are farther from the water heater depending on your floor plan.

### *Troubleshooting Tips: No Hot Water*

Before calling for service, check to confirm that the:

- ◆ Unit plugged in and electrical power functioning
- ◆ Temperature setting is not on “vacation” or “standby”
- ◆ Water supply valve is open

Refer to the manufacturer’s literature for specific locations of these items and possibly for other troubleshooting tips.

Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

### *Mosaic Limited Warranty Guidelines*

Refer to the manufacturer’s limited warranty for information regarding coverage on your water heater. See also “Plumbing” section.

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## Windows, Screens, and Sliding Glass Doors

### *Homeowner Use and Maintenance Guidelines*

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

## Aluminum

Clean aluminum metal surfaces with warm, clear water. Do not use powdered cleaner. After each cleaning, apply a silicone lubricant. Clean glass as needed with vinegar and water, a commercial glass cleaner, or the product recommended by the window manufacturer.

## Condensation

Condensation on interior surfaces of windows and frames is the result of high humidity within the home and low outside temperatures. Your family's lifestyle influences the humidity level within your home.

## Screen Storage and Maintenance

Many homeowners remove and store screens for the winter to allow more light into the home. To make re-installation more convenient, label each screen as you remove it. Use caution: screens perforate easily and the frames bend if they are not handled with care. Prior to reinstalling the screen, clean them with a hose and gentle spray of water.

## Sills (Where Applicable)

Window sills in your home are commonly made of drywall, wood products, or manufactured (cultured) marble. The most common maintenance activity is dusting. Twice a year, check caulking and touch up as needed. Protect wood product sills from moisture. If you arrange plants on a sill, include a plastic tray under the pot.

## Sliding Glass Doors

Sliding glass doors are made with tempered glass that is more difficult to break than ordinary glass. If broken, tempered glass breaks into small circular pieces rather than large splinters that can easily cause injury.

Keep sliding door tracks clean for smooth operation and to prevent damage to the doorframe. Silicone lubricants work well for these tracks. Acquaint yourself with the operation of sliding door hardware for maximum security.

Under certain lighting conditions, door glass may be hard to see. If you keep the screen fully closed when the glass door is open, your family will be accustomed to opening something before going through. You may want to apply a decal to the glass door to make it readily visible.

## Sticking Windows

Most sliding windows (both vertical and horizontal) are designed for a 10 pound pull. If sticking occurs or excessive pressure is required to open or close a window, apply a silicone lubricant. This is available at hardware stores. Avoid petroleum-based products.

## Tinting

Applying tinting or foil lining to dual pane windows can result in broken windows due to heat buildup. Some manufacturers void their warranty on the windows if you apply tinting or foil lining. Contact the manufacturer to check its current policy before you apply such coatings.

## Weep Holes

In heavy rains, water may collect in the bottom channel of window frames. Weep holes are provided to allow excess water to escape to the outside. Keep the bottom window channels and weep holes free of dirt and debris for proper operation.

## Mosaic Limited Warranty Guidelines

We will confirm that all windows, screens, and sliding glass doors are in acceptable condition during the orientation. Mosaic will repair or replace broken windows or damaged screens noted on the orientation list.

Windows should operate with reasonable ease and locks should perform as designed. If they do not, Mosaic will provide adjustments within warranty period.

### **Condensation**

Condensation on interior surfaces of windows and frames is the result of high humidity within the home and low outside temperatures. Home occupants influence the humidity level within your home; Mosaic provides no corrective measure for this condition.

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

### **Infiltration**

Some air and dust will infiltrate around windows, especially before the installation of landscaping in the general area. Mosaic's warranty excludes this occurrence.

### **Scratches**

Mosaic confirms that all window glass is in an acceptable condition at the orientation. Minor scratches on windows can result from delivery, handling, and other construction activities. Mosaic will replace windows that have scratches readily visible during the daylight from a distance of 15 feet. Mosaic does not replace windows that have scratches visible only under certain lighting conditions or reported after the orientation.

### **Tinting**

If you add tinting to dual glazed windows, all warranties are voided. Damage can result from condensation or excessive heat buildup between the panes of glass. Refer to the manufacturer's literature for additional information. See also "Ventilation" section.

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## **Wood Trim**

### **Homeowner Use and Maintenance Guidelines**

Depending on temperature and humidity, shrinkage of wood trim occurs during the first two years or longer. All lumber is more vulnerable to shrinkage during the heating season. Maintaining a moderate and stable temperature helps to minimize the effects of shrinkage. Wood will shrink less lengthwise than across the grain. Wood shrinkage can result in separation at joints of trim pieces. You can usually correct this with caulking and touch up painting.

Shrinkage may also cause a piece of trim to pull away from the wall. If this occurs, drive in another nail close to, but not exactly in, the existing nail hole. Fill the old nail hole with putty and touch up with paint as needed. If the base shoe (small trim between base molding and the floor) appears to be lifting from the floor, this is probably due to slight shrinkage of the floor joists below. Again, you can correct this condition by removing the old nails and re-nailing. You may prefer to wait until after the first heating season and make any needed repairs at one time when redecorating. See also "Expansion and Contraction" section.

### Mosaic Limited Warranty Guidelines

During the orientation, we will confirm that wood trim is in an acceptable condition. Minor imperfections in wood materials will be visible and will require no action. Mosaic will correct readily noticeable construction damage such as chips and gouges listed during the orientation.

#### **Exterior**

Mosaic will caulk and apply touch up paint to cracks in exterior trim components that exceed 3/16 of an inch. We provide this repair one time only, near the end of the first year. Paint or stain touch up may not match. We will correct any separation at joints that allows water to enter the home.

#### **Raised Grain**

Because of the effects of weather on natural wood, you should expect raised grain to develop. This is normal and not a defect in the wood or paint. Warranty coverage excludes this condition

## NOTES

