



HOMEOWNER'S MANUAL

Maintaining Your Home

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MAINTAINING YOUR HOME

Each step of building your beautiful new home is done with precision and the utmost attention to detail. Visionary Homes understands that this investment is an important and major part of your life. We want to help you maintain the beauty you enjoy from the day you walk in. We've designed this section of the handbook as a tool for you to utilize to maintain the value and craftsmanship of your beautiful new home. We encourage every homeowner to carefully read over this section.

APPLIANCES, CONSUMER PRODUCTS AND EQUIPMENT

The appliances and other consumer products and equipment in your new home were selected for their durability, ease of use, and appearance. Information about each such item can be found in the manuals and other literature that is supplied by the manufacturer. Copies of the manuals/literature for such items are typically available on the manufacturer's website. We strongly encourage you to review these manuals prior to using these items. Please fill out and mail the warranty cards provided with each appliance, consumer product and equipment as soon as you can. Your appliances and other consumer products and equipment are covered by warranties from the manufacturers (they will not be covered by the Visionary Homes Warranty Agreement). Contact the appropriate manufacturer or distributor for repair service or questions about the use and care of the appliances and other consumer products and equipment.

BALCONIES & DECKS

Your new home may feature balconies or decks. They are designed to last for many years and require proper care. We highly encourage that you do not install heavy equipment or nail anything to your balcony or deck. The hole caused by the installation could allow water to enter your home and cause damage. In addition, the flat surface of your deck may have been treated with a water sealant to prevent water penetration. It will require periodic application of a sealant to maintain its durability. Trex decks do not require these sealants.

If your balcony or deck has roof drains, they should be kept free of debris. This allows proper water flow from the balcony. We suggest elevating pots and trays to prevent uneven color changes and not allowing water to evaporate. After rain, water may stand in small puddles for a short time before evaporating. This is to be expected of any flat surface and is normal. Water can be trapped under potted plants and trays on your balcony. We suggest that you do not install outdoor carpeting or tile on your balconies or decks as it will inhibit the drainage of water and will void that part of the Warranty Agreement.

Consult your Homeowner's Association or architectural review committee, if appropriate, before you make any structural or cosmetic changes to your balcony or deck.

CABINETS

Your cabinets are made of high-quality finished hardwoods. With proper care, the beauty and utility of your cabinets will last for many years. Remove splashes and splatters promptly to avoid permanent stains. We recommend that you do not place a coffeepot under the cabinets. The steam from the coffeepot will deteriorate the finish of the cabinets and is not covered by the Warranty Agreement.

The beauty of the wood can be preserved by using a Homer Formby product or lemon oil every two (2) months. The wood in your cabinets is a natural product. It is subject to drying and can warp. This could cause drawers to stick and prevent doors from closing properly. If you notice sticking drawers and cabinet doors that do not close properly during the first 30 days after you move in, please notify our Customer Service Department. After that, maintenance of cabinet drawers and doors will be your responsibility.

Sticking drawers or rubbing doors can be caused by regular use or natural warping of materials over time. Hinges and drawer rollers can usually be adjusted to allow for proper operation.

Minor scratches can be covered with a putty stick that matches the finish of your cabinets. Putty sticks can be purchased at paint or hardware stores. The hinges on your cabinet doors can be lubricated, if necessary, with an oil-based lubricant. Apply a very small drop

of oil to the top of the hinge and work the door back and forth several times so the oil will penetrate the hinge. Wipe the excess oil with a dry paper towel.

CAULKING

Over time, and particularly during hot, dry weather, caulking will dry and shrink. When this happens, it no longer provides a good seal against moisture. As part of your routine maintenance, you should inspect the caulking around your sinks, tubs, ceramic tile, windows and doors on the exterior and interior and make repairs annually or as needed. If caulking is touching any product that has paint, a paint-based caulk must be used. Caulking compounds are available at most hardware stores and home centers.

CEILINGS

Ceilings do not require special attention other than an occasional cleaning and periodic painting. Remove dust or cobwebs as part of your routine cleaning.

CONCRETE

Concrete is a major structural material in your new home. It provides strength and durability for the foundation, driveway, and walkways. While concrete requires minimal care, it should be kept free of accumulated dirt, snow, ice, and debris. Oil and grease stains and standing water should be removed promptly. Concrete cleaners are available at most hardware stores and home centers.

Salts and fertilizers may cause damage to concrete. Preventing these chemicals from having contact with your concrete does increase the longevity of your concrete.

In extreme temperature changes, minor cracks and surface color variations in concrete are normal and unavoidable. Small cracks, which are a result of contraction and expansion of the concrete, are characteristic of concrete and do not affect its performance or durability. Replacement or repair will be done only when it is determined to be caused by defective materials or workmanship, during the one-year customer service period.

The driveways and walkways in your new home are designed for residential use. Do not permit large trucks and delivery vans to use your driveway. Do not install outdoor carpeting or tile on your concrete walks as it inhibits the drainage of water and voids that part of your warranty. Remove plant growth from the expansion joints when they appear. Left to grow, the roots of small plants expand and could crack or otherwise damage your concrete. If this happens, obtain patching cement from a hardware store or home center and follow the directions on the package for proper repair. Patches in concrete will vary in color from the original. This is normal and cannot be avoided.

If your concrete has been sealed, we encourage you to reseal exterior and garage floor concrete annually.

COUNTERTOPS

The countertops in your home may be constructed of glazed ceramic tile, granite, quartz, cultured marble or laminate. They are designed to provide years of use. Any flaws or damage to your countertops must be noted during your Homeowner Orientation to be covered by the Visionary Warranty Agreement. After you have moved in, the care of your countertops is your responsibility. We offer the following

instructions to assure that your countertops remain beautiful and functional for years:

- When preparing food, we highly encourage the use of a cutting board to protect your countertops. While minor scratches may result from cutting food directly on the countertop may not be noticeable at first, in time they will dull and mar the luster of the finish. This can happen to even the hardest ceramic tile.
- Never place hot objects (e.g., pot/pans from stove) directly on countertops.
- Wipe up spills immediately. Some liquids, particularly hot ones or fruit juices, can cause almost imperceptible stains on ceramic tile grout, laminate, granite and cultured marble. In time, the stains can accumulate and become unsightly.
- Be careful to avoid dropping pots and pans and other kitchen items on your countertops. This can break or chip the counter's surface.
- Keep all joints well sealed and re-caulk your backsplash as needed.

♦ Ceramic Tile Countertops

Glazed ceramic tile is known for its durability and the variety of colors and designs. Ceramic tiles are purchased in lots that have the same texture and color. Because an exact replacement match of ceramic tile is virtually impossible to obtain, we urge you to take special care to avoid breaking or damaging the ceramic tile.

Soapy warm water, a detergent or a commercial tile cleaner can be used to keep your tile bright and shiny.

Because the grout between the tiles is porous, you should wipe up spills

immediately. Routine scrubbing of the grout with warm, soapy water will keep it clean and fresh. Strong cleaners such as Lysol may stain the grout. Grout and tile cleaners can be found at most hardware stores. We recommend sealing the grout; however, it is best if you wait until 30 days after installation so that the grout is completely set. Please be aware that should you have a tile repair where re-grouting is necessary, a color mismatch may occur; this mismatch will not be covered by your Warranty Agreement. You should also be aware that sealing may cause discoloring and/or cracking of the grout.

◆ **Cultured Marble Countertops**

Cultured marble is a modern product that adds style to your bathrooms. Proper maintenance of cultured marble is similar to the maintenance needs of fine wood. Remove spills immediately to avoid stains using a Denatured alcohol for hard-to-remove spots and a Gel-Gloss wax for luster. Do not use abrasive cleansers on your cultured marble. Most food and drinks are acidic and can etch the finish on the marble. Do not place any items that may scratch the surface directly on it. Routine care of cultured marble requires warm water and a soft cloth or sponge.

◆ **Laminate Countertops**

If treated and cared for properly, Laminate is a durable material. It is susceptible to damage from heat directly on the surface. It comes in many colors and patterns and can enhance the beauty of your countertops. We offer the following suggestions for proper care and maintenance:

- Add caulking as necessary from shrinkage or from settling of residence.

- A product called Seamfil may be purchased to place at miters to avoid water seepage. This procedure is done at the time of installation and may need to be repeated periodically.
- Protect against heat generated from small appliances, i.e., coffee makers, especially at miter areas.
- Absolutely no hot plates, pans or skillets are to be laid directly from heat onto countertops. Always use trivets or hot pads when working with these appliances.
- Clean laminate with liquid detergents only. NEVER USE BLEACH. Lacquer thinner or acetone will sometimes cut through stubborn stains; avoid miters when using above method.
- Do not cut or chop directly on countertops. Use a cutting board or counter saver.

DOORS

Wooden doors expand and contract with changes in heat and humidity. The result may cause warping and sticking. This is normal and may correct itself as conditions change. You should allow your home to go through at least one dry and one damp season before you make any permanent changes. Small cracks may also develop during a dry season and may disappear during the damp months. If the cracks do not disappear over time, they can be easily filled with wood putty or a caulking compound or filler which can be obtained at most hardware stores or home centers.

For proper maintenance and to prevent squeaks, the hinges and locks on your doors

may require lubrication periodically. Lubricate the hinge pin with a silicone spray. We do not recommend using oil, as it attracts dust.

To eliminate minor sticking, try paraffin, candle wax or commercial dry lubricant sticks. If sticking persists, try tightening hinge screws with a screwdriver.

◆ Exterior Doors

Check the finish on your exterior doors several times a year. Doors that receive direct sunlight should be inspected more often. Use touchup paint and repaint as needed. You may also use the Formby's products or lemon oil every few months to retain the finish. If you notice that the finish is beginning to crack or peel, refinish the door promptly. If appropriate, consult your Homeowner's Association before you make structural or cosmetic changes to your exterior doors. Unattended, cracking and peeling will progress rapidly and destroy the surface of the door. Reposition sprinklers that spray doors and other wood surfaces. Water can severely damage wood surfaces.

Inspect the weather-stripping on your exterior doors frequently. Weather-stripping should form a reasonably tight seal to prevent air from entering. Normal contraction of wood doors can leave a small gap in the weather-stripping; this is normal. The small gap will close when the humidity increases and the door expands. Re-glue or replace rubber and synthetic weather-stripping that has worked loose.

Garage doors are not waterproof. Lubricate the hardware on your garage doors every three (3) months. Use a light lubricating oil and wipe away the excess oil.

If you have a garage door that is used infrequently, you should open it periodically to inspect for needed maintenance.

◆ Interior Doors

It is a good idea to keep duplicate keys for the bathrooms and other locking doors. This will be convenient in the event the doors become accidentally locked. Remove finger smudges from painted or varnished interior doors by washing with warm water and a soft cloth or sponge. Dry the surface thoroughly with a soft cloth or towel. Check your interior doors frequently and use touchup paint or varnish when necessary. These simple steps will keep your interior doors beautiful and in top condition.

We highly recommend that you do not drill or nail anything to your doors. Puncturing the surface of the door ruins the integrity of the door and allows moisture to enter it. This is particularly important with exterior doors. Pet doors are a good example.

Ball catch latches may need adjusting annually. This is done by turning the ball cylinder up or down.

ELECTRICAL SYSTEM

Your electrical system was installed to precise specifications and inspected by the local building department. The wiring of your home meets the code requirements and safety standards for the normal use of electrical appliances. Small appliances may be plugged into any electrical receptacle without fear of overloading a circuit. The use of many small appliances on the same circuit may cause an overload of the circuit and trip a breaker. Any changes or additions to your electrical system can result in damage to your

home by fire and may void that part of the Warranty Agreement.

We highly recommend that you consult a licensed electrician to make changes and additions to your electrical system. Please note that a permit is required for changes and additions to your electrical system.

◆ **Circuit Breaker Panel**

During the Homeowner Orientation Meeting, your Visionary Project Manager will point out the location of the circuit breaker panel. There will be one MAIN (or master) circuit breaker and several individual circuit breakers. Circuit breakers trip under excessive electrical load. Reset tripped circuit breakers by moving them to the OFF position, pausing for a moment, and then to the ON position. In the event of a loss of electrical power in any part of your home, or the entire home, please consult the Troubleshooting section of this Handbook for details on how to do a step-by-step analysis of the problem. The following are general statements regarding power losses:

If the power loss is in one area of your home and power is available in other areas of your home, it is likely that an individual circuit breaker has tripped. Follow the instructions in the Troubleshooting section to isolate the cause and to take corrective action.

If electrical power is lost throughout your home, check the MAIN circuit breaker. If the MAIN circuit breaker has tripped, reset it.

If the MAIN circuit breaker trips repeatedly, refer the problem to a licensed electrician. If the MAIN circuit breaker has not tripped, look around your neighborhood. If you notice a general electrical failure in your

neighborhood, call the electric utility company to report the problem.

◆ **Ground Fault Interrupt Circuit Devices**

During your Homeowner Orientation Meeting, your Visionary Project Manager will also point out the location of ground fault interrupt devices (GFIC Outlets). Usually, GFIC outlets are located near tubs, bathroom sinks and in the kitchen and garage. These are special circuit breakers that are designed to break the flow of electricity in the event of a short circuit. This will prevent dangerous electrical shock. When this occurs, the GFIC outlets must be reset according to the manufacturer's instructions. Do not plug appliances such as freezers and refrigerators into GFIC outlets. The electrical surge that occurs when these appliances cycle will trip the GFIC outlets and may break the circuit.

Do not plug appliances such as freezers and refrigerators into GFIC outlets. All outside, garage, bath, and most kitchen outlets are GFIC.

◆ **Lighting**

The lighting fixtures in your new home are designed for standard wattage bulbs. To avoid excessive heat, you should not exceed the recommended wattage labeled on the fixture. In most cases, the bulbs should not exceed 60 watts. The garage door opener is also labeled with the wattage that is recommended for it.

◆ **Outlets & Switches**

Convenient electrical outlets can be found in every room in your new home. Do not exceed the capacity for which the outlets were designed. Devices which increase the

capacity of electrical outlets and multiple extension cords, may cause a fire. If an electrical outlet does not have power, there are three possible explanations.

- Some outlets are controlled by a wall switch. Plug an appliance into the outlet and turn on nearby wall switches to see if the problem is corrected. If you find that an outlet is controlled by a wall switch, you might point this out to others who live in your home. Typically, an outlet controlled by a wall switch will be turned upside down.
- Check the circuit breaker. If the circuit breaker has been tripped, reset it and try the outlet again. If the circuit breaker trips repeatedly please contact our Customer Service Department or a licensed electrician.
- If neither one of these checks solves the problem, your outlet then might be protected by GFIC outlet. The GFIC outlet on this circuit might need to be reset.

◆ **Smoke Detectors**

Your new smoke alarm is an advanced high-performance Photo-Electric Smoke Detector designed to provide the earliest possible warning of fire by sensing smoke and sounding an alarm. Completely self-contained, the unit “sees” smoke particles that are invisible to the human eye. To insure your smoke detector is operating properly, we recommend you test it quarterly by firmly depressing the test button on the cover of the unit, which simulates smoke entering the sensing chamber and sounds the alarm. The alarm automatically stops when the test button is released. The detectors are grounded into the home’s electrical system

and have a battery backup. When a new battery is needed, the detector will make a “chirping” sound approximately every 30 seconds. The detectors each require one 9-volt battery. We recommend changing the batteries once a year.

EXTERIOR FINISHES

The primary exterior finishes on your new home are stucco, brick, synthetic stone, hardboard or vinyl siding and may be some combination of the above. These finishes were chosen for their beauty and durability. Because they are exposed to constantly changing weather conditions, the exterior finishes on your new home require routine maintenance and care. We recommend you inspect the exterior surfaces of your home every three (3) months or as needed.

Exterior caulks (in such places as around doors and windows) will need to be maintained annually.

Avoid spraying water from irrigation or watering systems on any exterior surfaces. Check the spray from your lawn and plant irrigation system frequently to ensure water is not spraying or accumulating on your exterior surfaces.

Keep dirt and vegetation at least six inches away from all exterior surfaces.

◆ **Hardboard**

Be vigilant about inspecting your hardboard siding for cracked paint, missing or failed sealant, loose nails, and holes. These aging and wear problems invite moisture penetration and the subsequent water problems.

Do not use power washers to wash hardboard siding. Water pressure from power

washers can easily exceed 200 MPH, which can easily split and crack siding.

◆ **Stucco**

Stucco is a brittle cement product that is subject to expansion and contraction. Minor hairline cracks can develop in the outer layer of stucco. This is normal and does not reduce the function of the stucco in any way. Normal hairline cracks in stucco will not be covered by the Warranty Agreement.

The white, powdery substance that sometimes accumulates on stucco surfaces is called efflorescence. This is a natural occurrence and cannot be prevented. In some cases, it can be removed by scrubbing with a stiff brush and strong vinegar. Consult a hardware store or home center for commercial products to remove efflorescence.

◆ **Brick & Stone**

Sometimes efflorescence will appear on synthetic stone and brickwork as well. This is a chemical stain brought out by weathering and chemical reactions. It can be cleaned with a weak, dilute solution of muriatic acid in water applied with a brush. If you plan to do this yourself, be sure to wear protective eyewear, clothing, and gloves, even for a small job.

◆ **Vinyl Siding**

If Vinyl siding was installed on your home, maintenance is limited to washing periodically to remove dirt and dust that may have accumulated over time. Usually hosing off the siding with a garden hose is sufficient and warm soapy water may be necessary at times.

◆ **Wood Products**

Wood products will expand and contract in extreme weather conditions. The stain or paint that was applied to the wood will usually not expand at the same rate and will need to be maintained annually. Posts and door trims will need to be maintained regularly.

FENCING

If applicable, the fencing around your new home is the type, material and in the location mandated by city ordinances, approved landscape plans, and the CC&Rs for your community. The height of the fence is measured from the ground at the base of the fence. Most cities restrict the height of yard fencing to a maximum of six feet. It should also be noted that in many cases your lot may not be perfectly flat; therefore, it may be necessary to step the fence to follow the contour of the ground. If a fence was not installed, but you plan on installing one at some future date, it will be your responsibility to follow all ordinances, setbacks and CC&Rs, along with obtaining any needed permits required.

FLOORING

The floor coverings in your new home will last longer if you provide routine maintenance and care. The coverage of the Warranty Agreement is limited to flooring materials that were provided and installed by Visionary's trade partners.

The wood sub-surfaces of the floors, particularly in upper floors, may squeak from time to time. Squeaky floors are usually caused by a change in the weather, the

shrinkage of the wood materials, or settlement of your new home.

◆ **Carpeting**

Vacuum carpeting frequently (we recommend 1-2 times every week) to avoid the buildup of dirt and grime. Use a fixed brush attachment on your vacuum cleaner. If your vacuum cleaner has a beater type attachment, the beater should barely touch the tops of the carpet fibers.

Eliminate carpet-shedding fibers as they appear. Loose carpet fibers will work their way to the surface for about 2-3 months. This is known as fluffing or shedding. Vacuum these fibers as part of your routine cleaning. If a tuft of carpet appears which is longer than the surrounding carpet, do not try to pull it out. It is probably attached to the backing and simply needs to be trimmed to the height of the surrounding tufts.

Visible carpet seams are to be expected and are not an indication of a fault in the carpet. Most rolls of carpet are produced in 12-foot widths. This dictates that most of your rooms will have at least one seam. Professional installers will attempt to install your carpet with minimal number of seams and without excessive waste. Seams are most visible in a new home before it has been furnished and occupied. As your carpet wears, the fibers will meld together, eliminating many of the seams. Visible seams are not a defect unless they have been improperly made or the material is defective. Vacuuming in heavy use areas and controlling static electricity (increase humidity) will contribute to relaxing carpet fibers and making seams less visible.

Remove spills immediately. Stain removal is easier if it is done promptly. Consult a carpet

professional for stubborn stains. Cleaning products should be tested on a section of carpet that is not obvious. Do not use cleaners that have not been tested and certified for the carpeting materials in your home.

We recommend to thoroughly clean your carpets at least once each year. While do-it-yourself carpet shampoo devices can be effective, consider employing a professional carpet cleaner. The professional equipment, materials, and experience will add years of life to your carpets. Familiarize yourself thoroughly with the stain protection warranty (if applicable) that relates to your carpeting.

Keep Your Carpets Looking Beautiful!

1. *Vacuum frequently*
2. *Eliminate shedding fibers*
3. *Remove spills immediately*
4. *Professionally clean, annually*

◆ **Ceramic Tile**

Ceramic tiles are available in a wide variety of colors and sizes. There are two types of ceramic tile: glazed and unglazed. Glazed ceramic tile has a shiny, smooth finish. For proper care, follow the same maintenance procedures as ceramic tile countertops. Wash glazed tile with warm water and an approved cleaner to eliminate spotting and hard water buildup or use a commercially prepared product.

◆ **Hardwood & Laminate**

We encourage to maintain constant temperatures in your home (never lower than 60 degrees Fahrenheit) to help ensure your floors maintain their integrity. Simply follow the maintenance and prevention steps

outlined below to keep your floors looking their best.

Ongoing Routine Care and Maintenance

- Vacuum, sweep or dust mop your floor once a week, or more if needed. The vacuum head must be brush or felt, and a wand attachment is preferable. Do not use vacuums with beater bars or hard heads. An Armstrong swivel-head mop with terry cloth cover is also highly recommended to eliminate finer particles of grit and dirt that can act like sandpaper on hardwood floors.
- Spills and tracked-in dirt should be wiped up immediately. For spot cleaning, apply Armstrong Hardwood & Laminate Floor Cleaner onto a clean cloth and rub onto the spot.
- Never apply wax treatments to your urethane-coated floor.
- As necessary, thoroughly clean the floor with Hardwood & Laminate Floor Cleaner using a swivel-head mop with terry cloth cover. Spray the floor cleaner directly onto the floor or dampen the swivel-head mop and apply. DO NOT allow excess Hardwood & Laminate Floor Cleaner to remain on the floor's surface. Excess liquid may damage the fiber of the wood.
- Water may permanently damage the floor, we highly advise to never clean or wet mop with water.
- Never use any of the following products (or products similar in nature) on your floor: ammonia-based cleaners, acrylic finishes, wax-based products, detergents, bleach, polishes, oil soap, abrasive cleaning soaps, or acidic materials such as vinegar. Many of these products can

pit or etch the finish of your flooring or prevent the proper use of recommended maintenance materials.

- Do not roll or slide heavy objects directly on the floor. When moving appliances or heavy furniture, consider laying a solid protective covering on your floor and gently "walk" the item across it. Carpet or cardboard is not adequate to prevent surface compression scratches.
- Use furniture leg protector pads under all furniture and make certain to keep them clean and well maintained.
- Keep the relative humidity in your home between 35-55 percent.
- Protect your floor from direct sunlight. Use curtains and UV resistant film on large glass doors and windows.

Quick Fix Tips:

For spots caused by food, water or animals:

- Apply Armstrong Hardwood & Laminate Floor Cleaner to a clean soft cloth.
- Rub the area to remove the stain or spot.
- More stubborn spots may require additional cleaning with Armstrong Wipe Clean, followed by cleaning with Armstrong Hardwood & Laminate Floor Cleaner.

For Grease/Lipstick/Crayon/Ink Spots/Rubber Heel Marks:

- Apply Armstrong Hardwood & Laminate Floor Cleaner to a clean soft cloth.
- Rub the area to remove the stain or spot.
- If stain remains, rub with a cloth dampened with Armstrong Wipe Clean

and follow up by cleaning area with Armstrong Hardwood & Laminate Floor Cleaner.

For chewing gum or candle wax:

- Apply a sealed plastic bag filled with ice on top of the deposit.
- Wait until deposit becomes brittle enough to crumble off.
- After deposit has been removed, clean entire area with Armstrong Hardwood & Laminate Cleaner

◆ Resilient Floors (Vinyl)

Resilient floors vary in their maintenance needs. All floors, apart from the Armstrong Solarian line, require some regular applications of a good floor finish, if you wish the floor to maintain a high gloss. This is a matter of individual preference as many of the floors have a weathered look as part of their design and some homeowners do not want a high gloss finish.

GARBAGE DISPOSAL

Garbage disposals are permanently lubricated and are self-cleaning. Follow the manufacturer's instructions for proper operation of your garbage disposal unit. Do not load the disposal with food items before turning it on. For proper operation, turn on the cold water and start the disposal. Then, drop the food items slowly into the unit. When the unit sounds clear, turn the disposal off and leave the water running for several seconds. This allows the food waste to be carried into your sewer lines. Do not look down into the disposal when it is running. Occasionally, the disposal may force

discarded items upward if it is not used properly.

Put only non-fibrous foods into the disposal. Examples of foods not to place in the disposal are cornhusks, potato peels, celery, onionskins, olive pits, bones, and solid or liquid grease. These items may cause your unit to overload or jam. While the disposal will grind heavy bones, it is not a good idea to grind any bones heavier than pork chops or chicken bones. Large pieces of food waste, such as melon rinds, citrus rinds, etc. will be more quickly pulverized if you cut them up before placing them into the disposal. In the event your disposal will not start, try removing the material and then press the reset button located underneath the garbage disposal under your kitchen sink. CAUTION: Do not allow metal, glass, or crockery items to go into your disposal. Never put lye or drain cleaning chemicals into it.

Proper Use of Garbage Disposal

1. *Never "pre-load" it*
2. *Always have cold water on while it is running*
3. *Don't look down on it while it is running*
4. *Put only non-fibrous foods in it*

HEATING & AIR CONDITIONING (COOLING) SYSTEM

Your new home is equipped with a high-quality heating and cooling system that complies with local and state energy codes. The rated capacity of your system has been sized to accommodate the heating and cooling loads of your new home. With proper care, the system will provide many years of enjoyable, dependable service. Please read the instructions provided by the manufacturer and become familiar with the

use of both the heating and cooling cycles before you use them.

Your heating and air conditioning system can play an important role in “settling in” during the first year after you move in. By maintaining an even temperature, you can minimize the contraction and expansion of the materials in your home. In addition, the following suggestions will help you get the maximum usage and enjoyment from your heating and cooling system:

Change filters as needed or according to the manufacturer’s directions. In areas with heavy dust and higher usage, more frequent changes, perhaps every 30-45 days, may be in order. Fresh filters can significantly reduce operating costs and will prolong the life of your system.

Check the operation of your system well in advance of peak operating seasons. Notify the appropriate trade contractor of problems before seasonal service demands are the greatest.

Keep all vents and registers clean and free of dust, cobwebs, and debris. Keep plants and grass trimmed well away from the outdoor unit.

Consider installing solar screens on windows facing south, southwest and west.

◆ **Heating**

It is best not to overheat a new home during the first few months of occupancy because this may cause excessive shrinkage of framing lumber and other materials. Begin with as little heat as possible and increase it gradually.

To keep your system operating efficiently, have a yearly service checkup by a licensed

heating contractor. If you experience heating problems, here are the basic test steps to take before calling a contractor for service:

1. Read the instruction manual for your unit.
2. Set the thermostat above room temperature.
3. Set the thermostat selector to “HEAT”
4. Ensure the main electric switch is “ON”
5. Check to see that no circuit breakers are tripped to “OFF”. If they are, try switching them several times.
6. Ensure filters are not clogged.
7. For gas heating, ensure the fuel line to the burner is turned on.
8. If the system still will not work, call your heating/air-conditioning contractor for service.

◆ **Air Conditioning (if applicable)**

Air conditioning units are easy to maintain. To prolong its life and increase your comfort, select a temperature, set the thermostat and forget it! Do not cycle the system on and off; leave it on through the entire cooling season. There is one exception to the above advice. As outside temperatures increase through the hottest part of the summer, you may wish to increase the thermostat setting to provide a more reasonable difference between inside and outside temperatures and avoid overworking the cooling system. The system cannot reasonably be expected to reduce and maintain interior temperatures more than 30 degrees lower than the outside temperatures.

To increase the system’s efficiency and conserve fuel, close windows and doors

tightly and turn off unused lights and heat-producing appliances.

You may save needless expenses by following this checklist before calling the emergency air conditioning service:

1. Check the thermostat setting and the thermostat thermometer. The thermostat setting should be BELOW the temperature on the thermometer to operate.
2. Check the thermostat selector. It should be on "COOL".
3. Ensure the main electrical switch is "ON". Work it several times; it may have dirt on the contacts.
4. Check all circuit breakers in the main switch box. They should be "ON". Remember to work them several times.
5. Inspect filters to ensure they aren't clogged.
6. If your unit is not operating properly after checking all the above, call a licensed contractor to have the necessary repairs completed.
7. Have your air conditioner serviced by a licensed technician annually. Like your car, the motor needs service such as cleaning and lubrication.

PLEASE NOTE: Do not completely turn off the Air Conditioning system during the summer. Due to the summer weather conditions, turning off your A/C can speed up the drying out process and cause wood to warp and drywall to buckle.

◆ Gas Heating Systems

All Visionary homes are equipped with a natural gas heating furnace. This is a very quiet, clean way of providing heat to your home. Prior to operating the system, carefully examine the manual that accompanies this unit. Please observe all precautionary procedures that are cited in the manufacture's manual. Also, we encourage you to read the Troubleshooting section of this handbook.

All questions and requests for warranty service on your heating and cooling system should be directed to the trade contractor who installed them.

◆ Registers

The registers throughout your home help to regulate the flow of air and maintain the desired temperature. By opening and closing registers, you can determine the amount of air that enters a room. Once the registers are adjusted, they, together with the thermostat, will maintain the temperature of your home. Closing registers and doors to rooms not being used is a good way to reduce your heating and cooling costs.

In addition to the air outlets, your home will have air intake grills. Some homes have more than one. Neither these nor the registers should be obstructed by furniture, drapes, or other objects.

INTERIOR WALLS

The walls in your new home are constructed of wood and other materials that are subject to normal expansion and contraction. In some cases, molding and trim can shrink and warp. Routine maintenance on molding, trim, and wallboards is minimal. Replace warped molding and trim. Reset nails that have popped out of position. Use touchup paint, and if necessary, the appropriate caulking material to complete the repairs.

Use care when you hang pictures and other decorative items. The wallboard will be damaged if it is hit with a hammer. Costly repairs can be avoided by using picture hooks and other supplies from a hardware store or home center. Always repair nail holes with a dab of spackle or putty.

The walls in your home are textured for beauty and style. The texturing material is relatively soft and can be damaged by scrubbing with abrasive cleansers and rough brushes or cloths. Small finger smudges may be removed from walls with a solution of warm water and a mild soap. Wash gently, especially on areas covered with a flat wall paint, with a soft sponge or cloth. Rinse and dry the excess water carefully. Do not permit the wallboard to become soaked with water. Larger spots will require touchup paint if they cannot be removed.

LANDSCAPING, DRAINAGE, AND GRADING

Your lot has been graded to drain water away from your home toward greenbelt areas and, in most cases, into the storm drains that are in the curbs on the streets. To ensure proper drainage, the grading plan for your lot has been carefully engineered and graded to

standards that have been established by local governmental agencies. Failure to maintain drainage can result in damage to your home, lot, and possibly a neighboring property. Any alteration of the drainage plan for your lot voids the landscaping and drainage sections of your Warranty Agreement.

The contours and features of your lot have been designed by professional landscape architects and civil engineers. Their goals were to provide an ideal setting for your home and to give the maximum protection from water erosion and damage. Landscape designers and civil engineers use small hills and valleys, called berms and swales, to direct water away from your home and adjacent properties. These contours must be maintained to avoid severe water damage during heavy rains. Berms which are designed to direct the flow of water away from slopes, are especially important and must not be altered.

A system of underground drainage facilities may be provided on some lots. On these lots, at the rear of the yard, a dedicated grating is provided to accept the water run-off. The grating must be kept free of debris so that the flow of water is not impeded. We encourage you to check this grating every month.

Landscaping can change the grade of your lot. We suggest that you consult a professional landscape contractor when the time comes to landscape your lot. Provide ample room for growth between plants and your home. The ground next to your home should always slope away to prevent standing water. If water can stand or pool next to your home, damage to the foundation and plantings may result. The water also

could seep into your home and damage the interior and furnishings.

Landscaping can change the grade of your lot - please be very careful!

Observe the flow of irrigation water after each planting. If you notice pooling water or excessive flows in one area, construct drainage features to direct the flow of water. Consult with a landscape contractor before such drainage features are begun. Always keep drains free of debris, leaves, and lawn clippings.

To conserve water, you might consider using a drip irrigation system. These systems concentrate a small amount of water directly to the root of the plant where it provides the most nourishment. The amount of water used is significantly less. For further conservation of water, we urge you to use drought resistant or drought tolerant plants.

Your landscape professional can provide advice on plant selection, watering needs, and proper placement in your yard.

If your landscaping projects require additional soil to be added to your lot, be especially careful that the drainage is not significantly altered. Keep the surface of the soil at least six inches below the level of the stucco. This will assist in preventing wood rot and termites.

In addition, other changes and additions can alter the drainage of your lot and cause water damage. These changes include walkways, patios, spas, pools, fences, walls, planters, and play structures. Before you make any changes or additions to your lot, or the structures on your lot, consider the effect the changes will have on drainage.

Flowerbeds can significantly change drainage patterns. We suggest that you consult a professional landscape contractor before you dig flowerbeds. Keep plantings in flowerbeds a minimum of 2-3 feet from the foundation. This will prevent excessive water from collecting at the base of the foundation.

Please consider that any changes you make in the grading and drainage of your lot could affect neighboring properties. Damage to your property and to neighboring properties will be your responsibility. Also, refer to the CC&Rs for your community prior to any changes. If you have any questions, consult a professional before you begin the project or your Homeowner's Association.

PAINT

The latex paints on exterior and interior wood surfaces were chosen for their excellent durability, protection, and resistance to moisture and chemical penetration. The paint must always be maintained in good condition. Chips, scratches, and other breaks in the surface of the paint must be repainted or serious damage to the underlying wood could result. Be advised that all exterior and interior paints used by Visionary Homes and our paint trade contractors are non-leaded and require "water only" for thinning and clean up.

PATIOS

Patios and other structures that you add to your home after your Homeowner Orientation Meeting will not covered by the Warranty Agreement. We suggest that before you begin any addition to your home, please check with your Homeowner's Association and local building officials. This is to ensure that your plans follow state and local building codes and the CC&Rs. It is likely that building

permits and Homeowner's Association approval will be required. A licensed contractor is best qualified to perform this work.

If you should decide to install concrete patios at the rear, sides, or front of the house, please follow these handbook guidelines:

Wherever possible, patio slabs should be poured up to the house foundation. Do not leave a planting strip between the patio slab and foundation unless you can provide proper under-slab drainage away from the foundation.

Since patio slabs are usually larger than sidewalks, they may obstruct drainage patterns at the rear of the house. Therefore, you must restore positive drainage around the perimeter of the slab with drainage swales or other means. It is extremely important that this be done if the patio slab is covered.

PLUMBING SYSTEM

Your plumbing system features modern designs and materials. It will provide trouble-free service for your family for many years. We recommend that you become familiar with your plumbing system as soon as you move in.

You should know the location of the main water shutoff and individual shutoffs in all the bathrooms and the kitchen. In the event of a plumbing emergency, you must close the main water shutoff at once. Flowing water can cause severe damage to your home and its contents.

Know where the main water shutoff is located – Turn it off in case of a plumbing emergency!

In your Homeowner Orientation Meeting, your Visionary Project Manager will show you the location of the main water shutoff and other system shutoffs. The main shutoff is usually located near the entry sidewalk, outside the garage, or in a ground level box near the street. Other water shutoffs are normally located under the sinks in the bathrooms and the kitchen. Each toilet has a shutoff valve behind the toilet bowl. Another water shutoff is located on top of the water heater. This shutoff controls the flow of water to the water heater and should be closed in the event of a leak in the water heater. You and others in your home should know where these water shutoffs are and how they work.

Each plumbing fixture in your home has a drainpipe especially designed to provide a water vapor barrier between your home and the sewer. The drainpipe, or trap, is the u-shaped area of the pipe directly under the sink. The trap holds water, which prevents the airborne bacteria and odor of sewer gas from entering your home. If any of your faucets are used infrequently, we suggest that they be turned on occasionally to replace the water in the trap lost to evaporation. Because of their shape, the traps are the most likely area to become clogged. If you detect the odor of sewer gas from a sink, contact a plumbing specialist immediately.

◆ Bathtub and Shower Stalls

Some homes have fiberglass tubs and showers. Fiberglass is a lightweight, durable material, which adds beauty and style to bathroom tubs and showers. It requires minimal care. You can preserve the original

high gloss finish by regular cleaning with a liquid soap or detergent (e.g., Comet, Soft-Scrub, etc.). Do not use abrasive cleansers. Always rinse the walls and the door of the shower after each use. Occasional applications of automotive-type wax will add luster and beauty to your fiberglass. Most stains can be removed with bleach. For both steel tubs and marble tubs, follow fiberglass cleaning procedures.

◆ **Fire Sprinkler Systems**

Your home may have a fire sprinkler system. You should become very familiar with its operation. Many people are concerned that the water-based systems will inadvertently come on and flood their home. Technology has come a long way in both the design and dependability of fire sprinkler systems over the past few years. We advise you to meet with the trade contractor who installed the system if you have any questions.

◆ **Plumbing Fixtures**

Faucets and other plumbing fixtures are designed to add beauty and trouble-free use. Most of the fixtures are plated with polished brass, bright chrome, or a combination of the two; these materials are resistant to water corrosion. The brass and chrome plating materials are, however, relatively soft and can be damaged with abrasive cleaners, scouring pads, and tools. Clean the fixtures with a DRY cloth. If moisture is needed, use water only and wipe dry and promptly to prevent spotting.

If water accumulates and stands at the base of the fixtures, corrosion and tarnishing may result. Use a product such as Comet to clean your stainless-steel sinks. Always wipe the area dry. Hard water can spot and damage

bright chromed plumbing fixtures. While this is not entirely preventable, you can minimize the staining and discoloration by drying the fixtures after each use. Avoid excessive force when turning your faucets on and off. The seals in the faucets can be damaged and will require repair or replacement in a short time.

Faucets are equipped with aerators that mix air with the stream of water to prevent splashing. They need to be occasionally cleaned to remove a buildup of mineral deposits. When you notice that the stream of water has lessened, unscrew the aerator from the mouth of the faucet. Remove the debris and rinse the washers and screens. Replace the parts in their original order and screw the aerator back onto the faucet. Perform this homeowner maintenance as needed, usually every several months.

◆ **Toilets**

Toilets are made of vitreous china, a glasslike material that is almost impervious to staining. Clean your toilets with a toilet bowl cleaner and a brush or cloth. You can use a Pumice stone for those hard water rings that might build up in the bowl; however, it is brittle and will easily break or shatter if hit with a hard object.

Always keep a plumber's "helper" (plunger) on hand to use in the event of a stoppage of a toilet. (PLEASE NOTE: On low-water usage toilets, an extra flush may be required.) If a stoppage occurs, close the shutoff valve on the backside of the toilet. Usually a few vigorous pumps with the plunger will free the obstruction. Stoppages that occur within the first 30-72 hours and/or are construction related are covered by the Warranty Agreement. Stoppages that occur after 72 hours or that are not construction related, are

the responsibility of the homeowner. If you are unable to clear the obstruction yourself, we suggest you contact a licensed plumber. Do not use a chlorine or bleach-based product in toilet bowls. The harsh chemicals can damage the rubber and plastic components and may cause leaks.

The flush valve in your toilet tank should last for many years. If it fails or begins to leak, you can purchase a new flush valve at a hardware store or home center. If you are not entirely comfortable with this do-it-yourself project, a plumber can perform this task. It is not recommended to use any of the common toilet bowl cleansers (e.g., Tidi-bowl, 10,000 Flushes, etc.) in the tank portion of your toilet. We caution that these cleansers may cause damage to the rubber parts in the tank.

◆ **Water Heater**

Your water heater is covered by the manufacturer's warranty. Please read the operating instructions that the manufacturer provides. In the event of a leak in your water heater, close the shutoff valve on top of the water heater. If it is a gas heater, be sure to turn off gas to the heater; if it is an electrical heater, turn off the circuit breaker. Prior to re-igniting the pilot light after turning off the gas to your heater, have the plumber verify that it is in proper working order. Call the manufacturer listed on the front of the water heater or a registered plumber to request service. We highly suggest that only a qualified person should reset the water heater temperature selections.

Your water heater should be drained and flushed according to the manufacturer's suggestions. This simple procedure will remove accumulated silt and debris so that the water heater is efficient and durable.

Make sure the circuit breaker on your electrical water heater is turned off before draining the tank; in the case of a gas heater, turn off gas to the heater.

ROOF

Most likely, the roofing materials Visionary Homes' trade partners install on your new home are high quality composite asphalt shingles. You should avoid walking on your roof under any circumstances. Although the roofing materials are extremely durable, they are not designed to have people walking freely on them. Leaking may occur and costly repairs could result. If access to your roof is required, call a professional roofing contractor for advice and assistance.

Remove fallen limbs and other debris from your roof promptly. If large limbs have fallen onto your roof, inspect the nearby shingles for signs of damage. Inspections and repairs should always be made by a professional roofing contractor.

WINDOWS

Insulated vinyl windows are an included feature in all Visionary homes. These windows require little maintenance and care. A few simple maintenance tasks will help your windows provide years of trouble-free service:

- Remove all dust, dirt, paint, and plaster
- Always keep window sills clean (use vacuum crevice attachment)
- Wash window frames with mild soap and water

CAUTION: You can damage the finish of the sealed glass unit if you use solvents, petroleum products, or caustic chemicals, such as acetone or paint thinner to clean windows. This damage is not covered by your Warranty Agreement.

Do not apply window-tinting materials made of film to double-glazed windows and doors. These materials can cause a buildup of heat between the panes of glass that can destroy the seals and permit water condensation to form between the panes. If this seal is broken by natural expansion and contraction, the windows should be re-glazed immediately. Your hardware store or home center can provide glazing materials and complete instructions.

Aluminum foil also causes a heat buildup between windowpanes and should not be used.

Check with your Homeowner's Association and CC&Rs before you install window awnings or coverings that are visible from the street or other areas of your neighborhood.

Annually inspect the caulking and seals of your windows. Promptly repair or replace missing caulk or damaged seals. This will protect your windows, prevent fogging from moisture, and enhance the service life of your windows.

Annually inspect the interior and exterior paint (if applicable) on your windows and window trim. Use touchup paint as required. Repaint every 1-2 years or as necessary.

SUGGESTED PERIODIC MAINTENANCE

The following periodic maintenance tips should bring years of added pleasure in your new home. We encourage you to enter key dates on a calendar to remind you of when they are due.

EVERY MONTH (OR AS NEEDED)

Wood Cabinets—Apply lemon or orange oil-based wood protection product.

Furnace/Air Conditioning—Inspect filters for dust. Clean and replace filters as needed.

Plumbing—Check under kitchen and bathroom cabinets for leaks. Check the area around the water heater for leaks.

Kitchen Exhaust Fan—Remove and clean the filter. Run the filters through a dishwasher. Clean the accumulated grease deposits from the fan housing.

Faucet Aerators—Check for proper flow of water. If the flow is reduced, clean the aerator screens. During the first two months, the faucet aerators could require more frequent cleaning.

EVERY TWO MONTHS (OR AS NEEDED)

Cabinets—Lemon oil or Formby's product applied to the cabinets will help preserve the finish.

Exterior Doors—Oil hinges and locks if required. Inspect finish for cracks and peeling. Use touchup paint where required. Also, Formby's products or lemon oil will help preserve the finish.

EVERY THREE MONTHS (OR AS NEEDED)

Exterior Finishes—Inspect for peeling and integrity of surfaces.

Windows—Check for proper operation and clogged weep holes. Check caulking around interior windows and fill if needed.

Interior Doors—Lubricate hinges.

Garage Door—Lubricate hardware. Inspect mechanism for free travel. Do not try to make adjustments on your own. Call trade contractor.

EVERY SIX MONTHS (OR AS NEEDED)

Gates—Inspect for peeling and reseal as required.

Kitchen Tile Grout—Inspect for loose or missing grout. Re-grout if necessary. Re-caulk the edge of the back splash if necessary.

Tile Areas—Inspect caulked areas for missing or damaged caulking. Re-caulk if necessary.

Shower Doors—Inspect for proper fit. Adjust if necessary. Inspect caulking and re-caulk if necessary.

Tub Enclosures—Inspect for proper fit. Adjust if necessary. Inspect caulking and re-caulk if necessary.

Front Doors—Repaint if necessary, using latex paint. Consult your Homeowner's

Association and/or CC&Rs regulations before you change the exterior paint color of your doors.

Gutters—Clean debris from gutters every six months and after storms.

Heat Pump or Heating or Cooling Systems

—We highly recommend an inspection by a heating/air conditioning professional every year. However, you should dust all registers and vents to ensure proper air flow. Change filters and ensure exterior air intake exhaust is clear from birds and bees nests.

Sub Pumps—Ensure well is free and clear from debris. Check float motion to ensure no blockage. Check GFI to ensure it is ready for operation.

Smoke & Fire Detectors—Inspect and treat the detectors to ensure they are operating correctly and change batteries as needed.

EVERY 12 MONTHS (OR AS NEEDED)

Carpet—Clean per manufacturer's recommendation. See the notes and suggestions under the Maintenance & Care section.

Exterior Paint—Inspect for cracked and peeling paint. Repair and repaint if necessary. Consult your Homeowner's Association or CC&Rs regulations before you change the exterior paint colors. Southern and western exposures are especially subject to peeling and cracking. Inspect these areas twice each year. Repaint as necessary. French and wood doors should be annually repainted.

Roof—Inspect for any damage, especially after storms or high winds. We highly recommend an annual inspection by a roofing professional.

HOMEOWNER'S MAINTENANCE HANDBOOK

TROUBLESHOOTING HANDBOOK

The Troubleshooting Handbook is provided to assist you in solving common issues that may arise in your new home. We hope this section will help you take the actions that are required and appropriate thus saving you time and money. If you cannot find the answer to your question in this section, refer to the manufacturer's warranty or contact Visionary Homes' Customer Service Department.

ELECTRICAL

If a complete power outage occurs, check to see if your neighbors have also lost electrical power. If the power is off in your neighborhood, call the electric company to report the outage. If the outage is limited to a circuit in your home or your entire home, follow these steps:

1. If there is no power to an electrical outlet, make sure that the outlet is not controlled by a wall switch that may be turned off. If this is not the problem, go to steps 5 & 6 below.
2. If a hanging light fixture does not work, note that some fixtures have an on/off switch located on the fixture. Make sure this switch is on. If your fixture doesn't have a switch, go to steps 5 & 6 below.
3. If a luminous light fixture does not work, make sure all fluorescent bulbs are installed properly. Adjust any tubes that are flickering or buzzing. Check wall switches and then go to steps 5 & 6 below.
4. If power is out in a bathroom, kitchen, or outside outlet, these outlets may be connected to a Ground Fault Interrupt (GFI) device designed to interrupt the flow of electricity to prevent injury. Locate the nearest GFI outlet. If the

reset button has tripped, press it in to restore power. If power is not restored, determine if the circuit is being overloaded. For example: Two hair dryers used simultaneously on one GFI circuit could cause the breaker to trip.

Important Note: Do not plug power tools and appliances into GFI outlets. Do not plug an appliance with a separate transformer or an item with a timing device (such as an irrigation system) into GFI outlets.

5. Inspect all circuit breakers, including the MAIN breaker. If a breaker appears damaged, leave it off and call your electrical trade contractor.
6. If the breakers are not damaged, but one of them is tripped, reset it. If the circuit breaker fails again, unplug or turn off all appliances in the affected area. Then reset the circuit breaker. If it again trips, you most likely have a short in the circuit. DO NOT ATTEMPT FURTHER REPAIR. Call your electrical trade contractor if your home is still covered under Visionary's Warranty Agreement; otherwise call a licensed electrician.
7. If the breaker did not trip with the appliances disconnected, plug your appliances back in one at a time while someone monitors the breaker. If the

breaker trips as an appliance comes on line, you most likely have a short circuit in that appliance. If you can positively isolate the appliance, leave that appliance disconnected. If you cannot determine the cause, but believe it to be the circuit, or you do not wish to troubleshoot an electrical problem, call a licensed electrician.

Important Note: If your main circuit breaker trips or is turned off, wait 2-3 minutes before turning it on. Then, restore power to the other circuits one by one. This avoids overloading the system.

Important Note: Call the fire department immediately if there is any possibility of a fire or if at any time you notice sparks or smell burning.

GAS

If you detect a leak anywhere in the natural gas line, everyone should immediately go outside. Turn off the gas at the gas meter. Call the gas company to report the leakage.

HEATING AND AIR CONDITIONING (COOLING) SYSTEMS

If any of the heating systems are not working properly, ensure the thermostat is set to a temperature higher than the room air. Check that the appropriate circuit breaker is in the “ON” position. For gas heating systems, ensure the gas service is on, check to see that the gas valve is in the “ON” position, and that the pilot light or intermittent sparking device is working. If you are unable to isolate any of these problems, call your heating and air

conditioning trade contractor for service. If your cooling system is continually running, which it may do on particularly hot days, check to see that your thermostat is set to no more than about 30 degrees below peak outside air temperature. Your cooling system is designed to cool your house to about 30-35 degrees below the outside air temperature and unit capacities are determined by square footage of your home.

PLUMBING

If a water main breaks or a major plumbing leak develops, turn off the main water valve. It is usually located near the entry sidewalk, outside the garage or in a ground level box near the street. The exact location will be shown to you during your Homeowner Orientation Meeting. Call the plumbing trade contractor to report a plumbing emergency.

If you notice a leak under a sink or toilet, turn off the water to the fixture by using the shutoff valves located under or behind the unit. Call for service.

If a toilet becomes clogged, turn off the water valve at the toilet. Follow the procedures outlined in the General Home Maintenance Suggestions section of this handbook.

If you notice a leak in the tub or shower, turn off the water at the fixture and arrange for service. Do not use the shower or tub until service can be provided.

If there is a leak at the water heater, turn the shutoff valve on top of the heater to “OFF”. Turn off the pilot light and the main gas supply for gas-fired heaters, or the circuit breaker for electrical heaters, and then call the plumbing trade contractor for service.

If you notice water spots (darkened areas) on your walls or ceilings, you may have a water leak. If possible, determine the source of water and take steps to prevent further damage. If the leak can be traced to one location (one toilet, sink, or tub), turn off the water to that fixture. Contact your plumbing trade contractor for service. If the leak cannot be isolated, turn off the main water service to the house. Call the plumbing trade contractor to report a plumbing emergency.

Note: If you have small children, set the water temperature low enough to prevent scalding.

GLOSSARY OF TERMS

This section deals with the terminology and common words or phrases used in the home building industry. We recommend each homeowner learn more about their new home by understanding construction and system "jargon". The Glossary also provides a ready reference of terms, which you might encounter in other sections of this handbook.

Aerator. Located at the tip (mouth) of kitchen and bathroom faucets. It mixes air with water to provide a smooth, splash-free flow of water. Occasionally, debris may collect in the aerator and restrict the flow of water. If this happens, unscrew the aerator and remove the debris.

Base/Baseboard. The strip of molding or trim at the bottom of walls. The baseboard adds an attractive finish and protects the wall from scuffs and damage from furniture or vacuum cleaners.

Berm. A small ridge of soil that directs the flow of rain and irrigation water toward drains or sewers.

Blacktop. Asphalt material used for driveways, walkways, and streets.

Caulking. This material is used as a sealant around sinks, tubs, and showers. Other applications for caulking include sealing window and doorframes and other exterior interfaces. When purchasing caulk, please note there are both paintable and non-paintable caulking products.

Circuit. The electrical system in your home is separated into individual units referred to as circuits. Depending upon the layout of your home, and electrical codes in your area, each circuit may be designed for a room, an area of the home, or a single appliance.

Circuit Breakers. Breakers prevent electrical overload or shorting. The circuit breaker opens the circuit when an overload or short occurs, thereby breaking the flow of electricity. It can be reset manually by moving the circuit breaker level "OFF" and then to the "ON" position once the source of overload has been corrected. Refer to the Troubleshooting section of this handbook for more information.

CC&Rs. This is a real estate legal term that stands for Covenants, Conditions, and Restrictions. CC&Rs are the various conditions that are stated on each deed to a property. Homeowner Association restrictions, rules, and regulations are included in the CC&Rs.

Common Areas. Some neighborhoods have areas that are common property and owned by a Homeowner's Association. These areas may include streets, parking areas, walkways, slopes, and recreational areas. They are maintained by, and their use is governed by, the Homeowner's Association.

Condenser. The unit of a heating and air conditioning system that is located outside.

Crawl Hole. The opening in the ceiling, which gives access to the attic. This is also called an "Attic Access".

Cultured Marble. This is a man-made product that has the durability and beauty of natural marble.

Customer Service Department. Service or repairs that are covered by the Visionary Warranty Agreement are handled by the Customer Service Department. This team is solely responsible for reviewing warranty claims and acting upon them.

Customer Service Request Form. A form used by the homeowner to request service under the terms of the Warranty Agreement. All such requests should be in writing and on the proper online form through Builder Trend. Only those items covered by the Warranty Agreement should be listed.

Dehumidifier. An appliance that removes moisture from the air. Used most frequently during the summer months.

Drywall. The interior walls of a home are usually constructed of drywall. It is also called gypsum board or sheet rock. The material can be textured and painted to complement the style of any home.

Efflorescence. The white, powdery substance that sometimes accumulates on stucco, masonry, and brick. Excessive efflorescence can be removed by scrubbing with a strong vinegar solution or a commercial product.

Emergencies. Emergencies are defined as situations in which a home and/or its occupants are in danger. Included are: electrical problems which present the danger of shock or fire; water leaks or complete stoppage of all drains; and natural gas leaks. Please refer to the Emergency section in this handbook.

Erosion. The flow of water from irrigation systems or rain can erode landscaping and change the drainage of the yard. Most erosion can be prevented by maintaining the original grading of the yard.

Expansive Soil. Expansive soils are subject to significant contraction and expansion in times of rain or drought. Compaction techniques and other measures were taken during the site preparation of your lot. Avoid excessive watering and standing water in areas with expansive soils.

Fluorescent. The lighting fixtures that provide even, soft illumination in kitchens, bathrooms, and other areas of the home that use fluorescent bulbs. These fixtures are more efficient than traditional incandescent lighting.

Four-way Walk Through. This is a meeting held at your home between your Visionary Project Manager and you. This is scheduled once your home is framed, but prior to drywall installation to confirm that all options have been correctly installed.

Galvanized. Steel which is covered with a zinc coating to prevent rust is called galvanized steel.

GFIC. Abbreviation for Ground Fault Interrupt Circuit device. It is similar to a circuit breaker in that it is designed to interrupt the flow of electricity. GFICs are usually located near bathroom sinks and tubs. In the event of a short circuit such as dropping an appliance into a filled tub or sink, the GFIC will break the electrical circuit immediately and prevent a serious electrical shock should you try to grab it.

Graphite. A carbon-based powdered substance that is used as a lubricant for

applications in which oil can be damaging. Graphite is usually recommended for use on your aluminum windows and doors.

Grout. Grout is the cement like material visible between squares of ceramic tile.

Gypsum Board. See Drywall.

Hardware. The hinges, locks, handles, and other metal attachments to doors, cabinets, and drawers.

Header. The header is a relatively heavy, structural wood piece that spans open spaces such as doors and window frames. The header supports other structural lumber.

Hollow Core Door. Interior doors are frequently constructed of plywood or Masonite sheets that are bonded to a frame. The inside or core of the door is hollow. This reduces the weight, yet provides good insulation.

Homeowner's Maintenance. Your new home will last a lifetime if you routinely maintain the various features of your home. Many of these maintenance items have been indicated in the General Home Maintenance Suggestions section of this handbook.

Humidifier. This device restores moisture to the air during dry, winter months and is usually needed in those areas where outside air is below freezing.

Incandescent. Lighting fixtures that use traditional light bulbs are called incandescent fixtures. Incandescent lighting is used for lamps, spot lighting, and exterior lighting.

Joists. The solid wood structural components of the floor and ceilings of your home are called the joists.

Manufacturer's Warranty. Appliances and certain other components of a new home are covered by warranties that are supplied by the original manufacturers. These warranties are passed on to you by Visionary Homes. They include components of the plumbing and electrical systems, heating and air conditioning system, water heater, and other manufactured items.

Masonry. The stucco, stonework, fireplace chimney, and brickwork in a home.

Nail Pops. The natural expansion and contraction of wood can cause the nails/screws that hold the wall surfaces in place to move or pop out of place. The nails/screws can be reset and, if necessary, touch up paint can be applied.

Homeowner Orientation Meeting. This is the meeting with your Visionary Project Manager prior to the closing of your home to review the operation of your new home and obtain warranty and maintenance information.

Homeowner Orientation Form. This form is used to certify your involvement in the Homeowner Orientation Meeting and record the condition of your home at that time. For more information, refer to the Closing Process section of this handbook.

Polystyrene. A manmade material, similar in appearance to marble, which is sometimes used to form countertops in bathrooms.

Porcelain Enamel. Tubs and sinks may be constructed of porcelain enamel. Made of a silicate paint, which is fired onto steel at high temperatures, it forms a durable, smooth, and shiny surface much like glass.

Project Manager. The person who oversees the construction of homes is called a

Visionary Project Manager. They are responsible for ensuring that the trade contractors perform their work on time and to the standards established by Visionary Homes.

Resilient Flooring. The attractive flooring used in kitchens and other high use areas of a home is called resilient flooring because of its cushion-like texture. It is also referred to as vinyl flooring. It is like linoleum floors of years past, but is easier to care for and maintains its appearance for a longer time.

Return Air Vent. Because modern homes feature almost airtight seals, the heating and air conditioning systems require return air vents to draw air back into the heating and cooling system.

Ridge. The uppermost structural member of your house. It spans the peak areas of your roof.

Ridging. A filled joint in drywall, which becomes visible due to natural contraction and expansion of the materials.

Sealant. Commercial products, which are used to seal porous materials such as concrete, grout, and mortar and to protect them from penetration by moisture.

Settling. In the first months and years after a new home is built, some settling can occur as the underlying soil gains and loses moisture. Minor settling is normal, particularly in the first months after a new home is built.

Sheathing. The plywood that is installed as a base for tile roofs.

Spackle. The putty-like material that is used to fill surface irregularities in drywall. Its

most common use is to fill nail holes in walls before repainting.

Stucco. The mortar-like material that covers the exterior of many homes in this area is called stucco. It provides excellent durability, insulation, and beauty to the home. Stucco is relatively brittle so you should avoid sharp blows to the walls. Turn sprinklers away from stucco to prevent water stains.

Studs. The vertical wood structural members in the interior and exterior walls of a home.

Swale. A swale is similar in purpose to a berm, but it is a depression in the ground. It is designed to channel rain and irrigation water away from structures and toward sewers and drains.

Tack Strips. The devices between the flooring and carpeting that are used to hold wall-to-wall carpeting in place.

Target Close Date. An estimated date that your new home should be ready for occupancy. This date is arrived at by considering the best possible scenario for your selections and for the construction process. There are many factors that may influence the completion of your home. Therefore, please accept the Target Close Date as a goal, but one that is subject to change.

Termite Control. A chemical treatment of the ground under your house and around the immediate perimeter of the foundation to establish a barrier against termite infestation.

Thermostat. The wall mounted device that controls the heat pump or the individual heating and cooling units is a thermostat. By cycling these units on and off, it will maintain a desired temperature in the home.

Trade Partner/Contractor. Most homes in your areas are built by specialized trades people who contract with Visionary Homes to perform their area of specialization. This allows Visionary Homes to select those trades with the highest standards and the best reputation. Competitive bidding, careful screening and experience measuring ensure that we are getting the best trade partner for the job. Examples of trade partners are plumbers, roofers, and electricians.

Vitreous China. The kiln fired pottery material that is used in most toilet bowls and tanks. It is very durable and impervious to water but can be broken by sharp blows from hard objects.

Weep Holes. Small holes in door and window frames and in masonry components that allow water to drain away are called weep holes. They should be kept free of dirt and debris.