

**WARRANTY
BOOK
For MOBB LLC,
Rave-Builders,
IUVO**

Table of Contents

Caring for your new home.....	3
Homeowner orientation.....	4
One-Year builder's warranty items.....	4
Requests for service.....	6
10-month punch-list.....	6
Non-warrantable items.....	6
One-time only warranty items.....	7
Attic Access.....	8
Brick.....	8
Cabinets	8
Caulking.....	8
Ceiling fans	8
Ceramic tile.....	9
Concrete.....	9
Condensation.....	10
Countertops	10
Doors/locks.....	11
Drywall.....	12
Electrical.....	12
Expansion and contraction.....	14
Fireplace	14
Floor coverings	15
Garage overhead door.....	17
Grading and drainage.....	18
Gutters and Downspouts	19
Heating system.....	19
Insulation.....	21
Landscaping.....	22
Mirrors.....	24
Paint	24
Plumbing	25
Roof	28
Smoke detectors.....	29
Stairs.....	29
Vents	29
Windows, screens and patio doors.....	29
Wood trim.....	30
Monthly maintenance schedule	31
Twice-yearly maintenance schedule.....	31
Annual maintenance schedule.....	32
Notes.....	33
Forms	34

CARING FOR YOUR NEW HOME

Congratulations on the purchase of your new home! We are happy to count you as one of our homeowners. As we have demonstrated during the planning and construction process and through closing, providing superior customer service is important to us. We want to continue to do so as you move into your new home. Each M.O.B.B., LLC home combines traditional building methods with modern materials and techniques. Proper maintenance is a key to your continued enjoyment of and comfort in your new home.

A home is a very complex produce made up of hundreds of different materials and systems, some manufactured and some natural. Your M.O.B.B., LLC home has been constructed with quality materials using the labor of experienced craftsmen. All materials meet our specifications for quality and durability. All work is done under our supervision to attain the best possible results. A home is one of the few “hand-built products left in the world.

We are very proud of the homes and neighborhoods we build and we strive to create long lasting value. This cannot be achieved unless you as the homeowner properly maintain your home and all of its components. Periodic maintenance is necessary because of a number of factors including normal wear and tear, climate conditions, the inherent characteristics of many materials used in your home (such as wood) and normal service required by your home’s mechanical system. Over time, natural variations in temperature and humidity also impact your home. Many times a minor adjustment or repair that you make immediately saves a more serious, time consuming and sometimes costly repair later. Note also that negligence of routine maintenance can void warranty coverage on all or part of your home.

All new homes go through a “curing” process, also known as “settling,” the first few months after construction. Settling happens as your house adjusts to the environment. During this time, a conscientious program of home maintenance will ensure your maximum satisfaction with your new home.

This manual will highlight your new home’s features and will give you maintenance tips as well as background on some of the materials used in construction. Please take the time to read this guide and implement its recommendations as soon as possible. As the new owner, it is your responsibility to be familiar with general maintenance procedures to ensure long service life and maximum satisfaction of ownership.

HOMEOWNER ORIENTATION

The important first step in your warranty program actually occurs at the walk through a few days prior to closing. At M.O.B.B., LLC, we conduct the walk through to:

- Familiarize you with the features of your home and to demonstrate the operation of its various systems
- Point out key maintenance items and tips for your own maintenance program,
- Verify that the completed home meets your expectations and M.O.B.B., LLC demanding quality standards
- Document any items that might need completion or correction

During the walk through, please take time to ensure that any broken or damaged items are identified and documented, making careful not of:

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

Defects in these items that are considered “cosmetic” are usually readily seen at the walk through. These are also the items that are most likely to be damaged during move-in.

We regret that M.O.B.B., LLC is unable to honor later claims on such items unless they are noted during the walk through.

ONE-YEAR BUILDER’S WARRANTY TERMS

1. M.O.B.B., LLC (“Seller”) guarantees that the completed construction of the residence which is the subject of this contract will be performed in a good and workmanlike fashion, similar to that of other structures constructed by Seller in and about McLean County, Sangamon County, Champaign County, Tazewell County, and Peoria County in Illinois, and that the materials used therein are of good quality. Any labor or materials that do not meet these standards shall be repaired or replaced by Seller at Seller’s cost if written notice thereof is given to Seller by Buyer within one year of the date that the Buyer assumes possession pursuant to the actual closing of the transaction.

It is understood by the parties that piecemeal repair of minor defects which develop after closing is not economically feasible or practical. The parties agree to the following procedure for service of warranted items:

- A walk-through inspection will be conducted by the Buyer immediately preceding the closing. At that time a written punch list will be prepared by the Buyer of all incomplete and defective items and presented to the builder either prior to or at the closing. The builder will complete or repair these items prior to closing if possible, but if not, then as soon following closing as possible, depending on availability of materials and labor and on weather conditions.
 - Thirty days following closing, the builder's representative will contact the buyer to inquire about additional concerns encountered after closing. Buyer must provide builder with Buyer's phone number at closing or as soon thereafter as available.
 - Further contact will be initiated by the builder's representative at 11 months following closing to correct items warranted before the warranty expires.
 - If a defect develops which the Buyer feels is urgent or an emergency and requires immediate attention, Buyer will call the builder's representative at one of the following numbers:
Tanner Rave 309-261-2855
Blake Rave 309-824-8816
Kyle Rave 309-824-2665
2. Seller is not guaranteeing correction and repair of defects caused by Buyer, or caused by ordinary wear and tear on construction materials. Warranty coverage and correction of labor and materials for minor warping of pre-built cabinets, windows and other pre-built wood products shall be limited to the manufacturer's warranty.

Minor concrete cracks are not covered by the builder's warranty. Minor concrete cracks as used in the latter sentence means defects which do not result in leakage or cause misalignment of structural components resting on the foundation walls, basement floor, walks, drive-way and garage floor.

Drywall nail pops, tape joint cracks and metal bead separations due to drying out of building materials and atmospheric conditions are common and are not covered by the Builder's warranty. At the end of the warranty period, Seller will, at Seller's expense, repair drywall nail pops, tape joint cracks and metal bead separations not covered by Seller's warranty. Seller will not perform repainting of these repairs.

All warranty work must be performed by Seller's original subcontractor or by a Seller-authorized contractor. Any work done by Buyer or Buyer's contractor shall void Seller's warranty as to any item or matter affected by such work.

The guarantee for mechanical equipment is specifically limited to the terms and conditions of the manufacturer's warranties, and there is no warranty from Seller on this equipment. It is the Buyer's responsibility to complete and mail all warranty cards and agreements.

The aforesaid guarantee by Seller is the full guarantee and/or warranty made by Seller to Buyer, and its terms are limited to the parties to this contract and are not assignable by Buyer to other parties or to successor purchasers. No verbal promises, warranties or guarantees shall be enforceable between the parties, and the parties specifically agree that there are no implied warranties or guarantees and do, by signature to this contract, disclaim any such implied terms as part of any agreement between them. However, the implied warranty of habitability shall remain applicable to the extent of Illinois law.

REQUESTS FOR SERVICE

Emergency Service:

The following items would be considered emergencies:

1. A **total** stoppage of the plumbing drain system. In this situation, all sinks, toilets, or tubs will not drain.
2. A water leak that requires service to your home to be shut off in order to avoid serious damage to the building, its contents or both.
3. Failure of the heating or cooling system in your home. Always check the maintenance switch first. It will be located on the furnace itself and looks like a wall light switch.
4. Total loss of electricity.
5. A gas leak. (If the leak is outside of your home, contact the gas company.)

If you need to report an emergency during our normal business hours please call Tanner Rave at (309)261-2855. If you have an after-hours emergency please call Blake Rave (309)824-8816

10 MONTH PUNCH LIST

It would be a good idea to start filling out your 10 Month Punch List around the middle of your 9th month in your new home. The form is located in the back of this manual under the "forms" section. Only one 10-month punch list per home will be accepted. Please mail the completed form to the following address:

M.O.B.B., LLC
1709 Tullamore Suite B
Bloomington, IL 61704

ITEMS NOT COVERED UNDER YOUR LIMITED WARRANTY

After closing, the following items will not be covered under your limited warranty nor will they be covered by any sub-contractors or suppliers involved in the construction of your home:

- **Caulking (interior & exterior):** Maintenance and touch-up are considered a homeowner maintenance responsibility.
- **Paint:** Maintenance and touch-ups are homeowner's responsibility.
- **Drywall:** Minor drywall cracking and nail pops, paneling and molding cracks and separations due to normal shrinkage are common and may appear. They are normal maintenance issues and not warrantable.
- **Wood finishes (interior & exterior):** Variation in color or appearance of wood is a normal condition.
- **Landscaping:** Trees, shrubs, plants and grass are not warrantable.
- **Grading & Drainage:** Grading has been provided to drain water away from the perimeter of the home and off the site. Maintaining established drainage patterns and prevention of erosion are the homeowner's responsibilities.
- **Meter Problems:** Service company meter problems, service and utility lines installed by the developer, municipality or service-company and back-filling or settling of these areas are not warrantable.
- **Concrete/flatwork:** Garage, porch, patio, walk and foundation concrete can develop shrinkage cracks during the warranty period. These are normal and should be expected. As stated at closing, your driveway is not warranted against cracking. All interior and exterior concrete flatwork is not warranted against color change.
- **Exterior Wood:** Exterior wood can develop minor separations, shrinkage or warping, which are not warrantable.
- **Exterior brick veneer & mortar:** Most homes will develop some degree of cracking during the warranty period, which is related to normal settlement of the foundation and/or thermal expansion and contraction.
- **Hard floor coverings:** Small cracks in hard floor coverings such as tile and marble should be expected and are considered normal.
- **Marble:** Variation in the color and appearance of marble is a normal condition.
- **Wood Doors:** Warping of wood doors including cabinet doors and other wood trim items are not warrantable unless it interferes with the operation of the door.
- **Chips, scratches, loss of finish or minor fading from exposure to light or due to slight dye variation:** Not warrantable in tile, marble, vinyl flooring, wood work, walls, porcelain, brick, mirrors, plumbing fixtures, plastic laminate, glass or any other materials unless noted in writing prior to move in.
- **Plumbing stoppage:** When caused by foreign material being deposited in line by occupants.
- **Water pressure:** your local water company controls this.
- **Pest control:** It is the responsibility of the homeowner to request service from a pest control company.
- **Sump Pump: We will not warranty any sump pump related issues due to power failure, such as tripped breakers. Also we suggest that a water guard sump pumps be installed at an additional expense to the homeowner in order to insure the against sump pump malfunction due to power failure. The average cost of this water guard sump pump is around \$750. Please see builder for details.**

ONE TIME ONLY ITEMS

There are a few items that M.O.B.B., LLC will address one time after your closing. The following items must be completed prior to the end of your 1-year warranty.

Paint touch-up: During your final walk-through you will have an opportunity to inspect your home for any necessary paint touch-ups. We will offer this service to you at this time only. We will provide you with some extra paint for future touch-ups.

Stuff and fill: Around the foundation of your home, about two feet out from the foundation wall, we had to backfill the area after your foundation was installed. Any settling of the ground in this area that is 6 inches or less is classified as homeowner's maintenance and M.O.B.B., LLC is not responsible for this. However, if the settling exceeds 6 inches we will do what we refer to as a "stuff and fill." Any additional stuff and fills requested by the homeowner will constitute a charge to the homeowner. It is our suggestion that the best time to address this issue (if necessary) is at the 10 month punch list.

Cosmetics: Any cosmetic issues should be discussed at the walk-through. This is the only time we will offer this service. Cosmetic issues include caulking, glass damage of any type, cabinets, counter tops, flooring, fiberglass, appliances and siding.

ATTIC ACCESS

The attic space is not intended for storage. Access is provided for purposes of maintaining mechanical equipment that may traverse the attic space. When performing any needed tasks in the attic, caution should be used not to step off wood members on the drywall. This can result in personal injury or damage to the ceiling below.

BRICK MAINTENANCE

After several years, face brick may require “tuck pointing” (repairing the mortar between the brick). Otherwise, no regular maintenance is required.

CABINET MAINTENANCE

Products such as lemon oil, Liquid Gold, Old English Furniture Polish and Scratch Cover are recommended to care for cabinets. Follow container directions. To avoid against build-up, do not use more than once a month. Avoid paraffin-based spray waxes and washing cabinets with water, as both will damage the luster of the finish.

Hinges: If hinges catch or drawer glides become sluggish, a small amount of lubricant will improve their action.

Colors, Style: Your color selection sheets are your record of the style and color of cabinets in your home.

CAULKING MAINTENANCE

Time and weather will shrink caulking and dry it out so that it no longer provides a good seal against moisture and air infiltration. As a matter of routine maintenance, it is wise to check the caulking and make repairs as needed. Caulking compounds and dispenser guns are available at hardware stores.

Silicone: Caulking that contains silicone will not accept paint but works best where water is present (for example - where tub meets tile or a sink meets a countertop).

Acrylic/Latex: Acrylic/Latex caulking is appropriate for an area that requires painting, for example, where a countertop backsplash meets the wall.

Colored caulking: Colored caulking is available where larger selections are offered.

CEILING FAN MAINTENANCE

Ceiling fans will give you extended trouble-free service if minor maintenance is performed. All ceiling fans are installed by screwing the threaded part of the extension into the fan housing. A setscrew can work its way loose, causing the housing to unscrew and the fan to fall. Periodic tightening of the setscrew will prevent this problem.

CERAMIC TILE MAINTENANCE

Cleaning: The ceramic tile installed on walls or countertops in your home may be washed with any non-abrasive soap or detergent; abrasive liquid cleaners.

Separation: Tile around bathtubs or countertops may appear to be pulling up after a time. This is caused by normal shrinkage of grout or caulk. If this occurs, the best remedy is to purchase “tub caulk” or premixed grout from a hardware store. Follow directions on the container. This maintenance is important to protect the underlying surface from water damage.

Grout: Sealing grout is the homeowner’s option/responsibility.

CONCRETE MAINTENANCE

All concrete in your home has been poured in accordance with the recommendations of an engineer.

Foundation: The foundation of your home has been designed and installed in accordance with the recommendations of our consulting engineer. It is a floating foundation and will rise and fall vertically with soil conditions. Some soils are highly expansive and may rise and fall vertically up to 6 inches from a dry condition to a moisture-saturated condition. It is important to maintain uniform moisture conditions in the soil around your home. If this is not done, one portion of the foundation will move more than other portions. The foundation will bend under such conditions. This generally does not damage the foundation, but the walls of brick and sheetrock will not bend with the foundation. Brick and sheetrock will show cracks under these conditions. Please read and follow the guidelines under “grading/drainage” and “landscaping”. Even though the foundation has been designed by an engineer and constructed in accordance with engineering requirements, shrinkage cracks are a normal occurrence and are not indicative of a slab failure.

Flatwork: In order to properly care for exterior concrete, always be aware of areas where water is collecting. Do not allow downspouts to drain in such a way that the water will get the concrete wet.

Seal any cracks in control joints or surface areas immediately with a flexible gray colored sealant.

Cracks:

By maintaining good drainage away from your home, you are protecting your home's foundation. Directing drainage away from concrete slabs will minimize cracking and other forms of movement. Cracks in slabs should be sealed with a waterproof concrete caulk to prevent moisture from penetrating into the soil beneath. Cracking in concrete flatwork is often caused by temperature extremes. During the summer, moisture finds its way under the concrete along the edges and through cracks in the surface. In winter, this moisture forms frost that can lift the concrete, increasing or causing more cracking.

Expansion Joints:

Expansion joints have been used to help control expansion. However, concrete is also susceptible to shrinking. If the concrete shrinks, moisture can penetrate under the concrete and lift the expansion. If this occurs, you can fill the gap created with a gray silicone sealant, which can be purchased at most hardware stores.

Ice, Snow & Chemicals:

Protect concrete from abuse by chemical agents such as pet urine, fertilizers, radiator overflow, repeated hosing and de-icing agents (such as road salt) that can drip from vehicles. All of these items can cause spalling (chipping of the surface) of concrete. Repeated hosing is not recommended. A concrete sealer, available at paint stores, will help you keep an unpainted concrete floor clean. Do not use soap on unpainted concrete. Instead, use clear water, hot water and washing soda, or hot water and scouring powder.

Cleaning:

Do not wash patios, porches, driveways, etc. with cold water from an outside faucet when temperatures are extremely high and the hot sun has been shining on the concrete. The abrupt change in temperature can damage the surface bond of the concrete. Sweeping is the preferred method of keeping exterior concrete clean. If washing is necessary, do so when outside temperatures are moderate. Cleaning of the garage floor by hosing can cause settling and spalling and can increase soil movement by allowing water to penetrate in existing cracks. Sweeping is the recommended method for keeping the garage clean.

Heavy Vehicles:

Do not permit heavy vehicles such as moving vans or concrete trucks to drive on your concrete work. This concrete is not intended to bear the weight of this type of vehicle. Your

driveway was designed for a domestic vehicle not exceeding 10,000 gross vehicle weight.

CONDENSATION MAINTENANCE

Condensation on interior surfaces such as windows and frames is the result of high humidity within the home and low outside temperatures, and/or inadequate ventilation. These conditions are significantly influenced by family lifestyle. If your home includes a humidifier, closely observe manufacturer's directions, especially during periods of cooler temperatures.

COUNTERTOP MAINTENANCE

Heat: Always use a cutting board when cutting, chopping, etc. Protect the counter from extremely hot pans by using a hot pad or a trivet with rubber feet. If an item is so hot that you cannot put your hand on it, do not put the item on the counter. Do not use countertops as ironing boards or place lit cigarettes on counter edges.

Cleaners: Avoid abrasive cleaners that will damage the luster of the surface.

Mats: Rubber drain mats can trap moisture beneath them causing the laminated plastic to warp and blister. Dry the surface as needed.

Wax: Wax is not necessary, but can be used to make counters gleam.

Caulking: The caulking around the edge of your countertops and between the countertops and the sink may shrink, leaving a slight gap. Refer to "caulking" for maintenance hints for this condition.

DOORS/LOCKS MAINTENANCE

The interior doors installed in your home are hollow core wood products and are subject to the natural characteristics of wood such as shrinkage and warping. Due to humidity changes and the use of forced air furnaces, showers and dishwashers, etc., interior doors may require minor adjustments.

Warping: In the event a door warps slightly, keep it latched as much as possible, and it often will return to normal.

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

- Hinges:** Removing the hinge pin and rubbing a lead pencil or graphite lubricant on it can remedy a squeaky door hinge. Do not use oil or WD-40, as it can gum up.
- Failure to latch:** If a door will not latch due to minor settling, you can correct this by making a new opening in the door for the latch (remortising) and raise or lower the plate accordingly.
- Bi-fold doors:** Interior bi-folds will sometimes stick or warp due to weather conditions. Applying a wax such as paraffin to the tracks can minimize this inconvenience.
- Slamming:** Slamming doors can damage both doors and jambs, and can even cause cracking in walls. Do not hang on the doorknob and swing back and forth. This can work hardware loose and cause the door to sag. Putty, caulk or filler can be used to fill any minor separations that may develop at mitered joints in door trim. Follow with painting.
- Locks:** Lubricate door locks with graphite or other waterproof lubricant. Avoid using oil or WD-40, as it will gum up.
- Exterior finish:** Stained exterior doors with varnish finishes tend to weather faster than painted doors. It is necessary to oil the finish with a wood preserver (such as Old English) monthly to preserve the varnish and prevent the door from drying and cracking. It is also necessary to reseal your exterior doors every 6-12 months to protect the finish from the elements.
- Weather strip:** Weather stripping and/or any threshold supplied with exterior doors will occasionally require adjustment to maintain a good seal. This is easily done by firmly running a screwdriver up and down the groove in the weather-stripping. A well-sealed door should be somewhat hard to open and close. A slight air crack around the door, however, is natural. A hard wind may cause the weather strip to howl.

DRYWALL MAINTENANCE

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

Most drywall repairs are easily made. This work is best done when the room is to be redecorated. To correct a “pop” determine if it is a nail or screw and use a nail punch or screw driver to reset the fastener. Cover it with spackle, which is available at paint and hardware stores. Apply two or three thick coats. When dry, sand the surface with fine grain sandpaper before painting. Indentations caused

by sharp objects can be filled with spackle in the same manner. Hairline cracks can be repaired with a coat of paint; slightly larger cracks can be repaired with a spackle or caulk.

ELECTRICAL MAINTENANCE

The master control panel that contains the electrical breakers for your home includes a “main” shut-off that controls all the electrical power to the home. In addition, individual breakers control the separate circuits. Be certain you are familiar with the location of the master control panel.

Electrical Service

Entrances: The electrical service entrance, which provides power to the service panel, has been designated for the electrical needs of the home. Do not tamper with the cable.

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.

Outlets: If an outlet is not working, check first to see if it is one that is controlled by a wall switch. Next check the breaker.

Breaker Tripping: Breakers often trip because too many appliances are plugged into a circuit causing an overload; because worn cords or defective items are plugged into a circuit, or because appliances with too high a voltage requirement are being used. 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 with nothing connected to it, you need an electrician and the problem should be reported. If the circuit remains on, one of the items you unplugged is defective and requires repair or replacement.

GFCI: Ground Fault Circuit Interrupter (GFCI) receptacles have a built-in element that senses fluctuations in power. Quite simply, the GFCI is an indoor circuit breaker. Installation of these receptacles is required by building codes in bathrooms, kitchens, outdoors and in garages and other areas where an individual can come into contact with water while holding an electrical appliance or tool.

Heavy appliances such as freezers and power tools will trip the GFCI breaker. Do not plug a refrigerator or food freezer into a GFCI-controlled outlet. The likelihood of the contents being ruined is very high. Such damage is NOT covered by your warranty.

Each GFCI receptacle has a “test” button and a “reset” button. Once a month, the “test” button should be pressed. This will trip the circuit. To return service, press the “reset” button. If a GFCI breaker trips during normal use, it may be an indication of a faulty appliance and some investigation will be in order. An important point to remember is that each GFCI breaker can service several outlets.

Unused Outlets: If there are small children in the home, install safety plugs to cover unused baseboard outlets. This also minimizes air infiltration that can sometimes occur with these outlets. Teach children never to touch electrical outlets, sockets or fixtures.

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

Buzzing: Fluorescent fixtures are operated by transformer action. This action sometimes causes a buzzing noise.

**Blinking/
Dimming:** Blinking or dimming lights are most likely due to a temporary drop in voltage, which generally happens when a large appliance such as a refrigerator or air conditioning unit cycles on.

**Underground
Cables:** In areas with underground utilities, check the location of buried service leads before digging or moving large amount of soil. Call your local utility company regarding this matter. In most cases, wires run in a straight line from the service panel to the nearest public utility pad. To protect this service, care should be taken to keep soil around the foundation from settling. Avoid large amounts of water around the foundation as well.

**Recessed Can
Lighting:** All recessed can fixtures have a thermal cut off switch internally wired. If too much heat from the lamp is trapped inside, it will automatically shut off to prevent a fire hazard.

Modifications: Do not tamper with or add to your electrical system. For any modification that is needed, contact the electrician listed on your Emergency Phone Numbers or another licensed electrician.

EXPANSION & CONTRACTION MAINTENANCE

All building materials are subject to expansion and contraction caused by changes in temperature and humidity. Dissimilar materials expand or contract at different rates. This results in separation between materials, particularly dissimilar ones. The effects can be seen in small cracks in drywall and in paint, especially where moldings meet drywall, at mitered corners and where tile grouts meets tub or sink.

This can be alarming to a uniformed homeowner, but it is very normal. Shrinkage of the wood member of your home is inevitable. This will occur in your home. It will be most noticeable during the first year, but may continue to beyond that time. In most cases, paint and caulking are all that is needed to conceal this minor evidence of a very natural phenomenon. Properly installed caulking will shrink and must be maintained by the homeowner.

FIREPLACE MAINTENANCE

For most of us, a fireplace is an excellent way to create a warm, cozy atmosphere. However, when a fireplace is not maintained and used properly, its use can easily result in a loss of heat from the home and in wasted energy. Here are some suggestions to prevent heat loss.

- Gas Starters:** To avoid a dangerous build-up of natural gas, always make certain the damper is open before switching on the gas starter. It is best to light a piece of paper in the fireplace, and then open the gas control valve slightly to ignite the gas. After the gas is burning, open the valve to desired setting. When the wood has caught fire, turn the gas control off.
- Combustion Air:** Ordinarily the air used by the fireplace for combustion is replaced with cold outside air that is drawn in through cracks around doors and windows. However, your home is constructed so tightly that this does not happen. When applicable the fresh air vent has been installed to provide the fireplace with combustion air and help minimize the amount of heated air the fire draws from your home. As you start a fire, open this vent as you do the damper, or open a window for proper venting.
- Damper:** When not in use, the damper and cold air vent should be closed. Leaving this open is equivalent to having a window open. If the fire is still burning, but you are enjoying it, use glass doors (where provided) to prevent heated air from being drawn up the chimney until your damper can be closed. High winds and cold temperature sometimes push smoke and drafting problems into the home.
- Glass Doors:** One caution on the use of glass doors. Do not close them over a roaring fire, especially if you are burning hard woods (oak, hickory, etc.), because this could result in glass breakage. When closing the doors over a burning fire, open the mesh

screens first. This prevents excessive heat build-up on the mesh that might result in warping or discoloration.

Wood Fires: Your objective in building a fire should be a clean, steady, slow burning fire. Always begin with a small fire to allow the components of the fireplace to heat up slowly. Failure to do so may damage the fireplace and can void the warranty. Start the fire by using the gas log lighter. Logs 6" in diameter or larger should be split.

Trash: Do not burn trash or manufactured or pine logs in the fireplace and never use any type of liquid fire starter.

Ashes: Ashes and coals should be removed from under the grate when they have cooled completely. A light layer of ash is desirable as an insulator and will help to reflect heat.

Direct vent: Be aware of a delay between turning the switch on and flame ignition. The flames should ignite gently and silently. Read and follow any manufacturer directions. The exterior exhaust vent from gas fireplaces will be very hot when the fireplace has been used. If you notice any deviation in this or any gas smell, shut the switch off immediately and report it.

Safety Tips and

Troubleshooting: When using your fireplace, it is normal for the mantel or the marble / tile surround to get hot. Children and adults should be alerted not to touch the unit while it is in use. You may see smoke or smell a strange odor when first starting your fireplace. This is the fireplace curing and should not continue past the first 4 to 6 hours of operation and clean off residue that may have collected during the curing process. For several minutes after the main burner ignites, condensation may cloud the glass panel. The glass will gradually clear as the firebox gets warmer.

FLOOR COVERING MAINTENANCE

Refer to the manufacturer's recommendations for additional information on the care of all floor covering products.

Carpet: Vacuuming daily in high traffic areas will not only keep your carpets clean but will also help maintain the upright position of the nap. Spills should be wiped up and stains spot cleaned immediately. Always dab at the stain, never rub it. Stain removers should be tested first on an out-of-the-way area of the carpet, such as in a closet, to check for any undesirable effects.

Professional cleaning should be performed regularly, usually annually.

Vinyl: Although resilient floors are designed for minimum care, they do vary in maintenance needs. All resilient floors require some regular application of a good floor finish. This assures you of retaining a high gloss. However, no cleaning or finishing agent should be used on the new floor until the adhesive has set thoroughly. This takes about two weeks.

Scrubbing & Buffing: Frequent scrubbing or electric buffing is harder on floors than regular foot traffic. Use acrylic finishes often if you scrub or brush.

Moving Furniture: You should use extreme caution when moving appliances across resilient floor coverings. Tears and wrinkles can result. Coasters should be installed on furniture legs to prevent permanent damage.

Raised Nail Heads: Raised nail heads are the result of movements of the floor joist caused by natural shrinkage and deflection. Special nails have been used and the underlayment has been glued to help minimize this movement. If a nail head becomes visible through resilient flooring, place a block of wood over it and hit with a hammer to re-set the nail.

Seam Lifting: Flooring of any type will shrink and seams may actually separate slightly due to this shrinkage. Seams can lift or curl if excessive moisture is allowed on the floor. A special caulking can be used where the flooring meets the bathtub or shower enclosure.

Excessive Water: Precautionary measures should be taken to avoid getting water on the floor from baths and showers.

Yellowing: Be aware that yellowing and warping of the surface can result from rubber backing on area rugs or mats.

HARDWOOD FLOOR MAINTENANCE

Wood floors will respond noticeably to changes in humidity levels in the home, especially in the winter. A humidifier will help but will not completely eliminate this reaction.

New Wood Floors: Wood floors will exhibit the following traits: When new, small splinters soft wood will appear. Dimples or scratches can be caused by moving furniture, dropping heavy or sharp objects, etc. Some shrinkage or warping can be expected, especially around heat vents or any heat-producing appliances.

Warping will occur if the floor becomes wet repeatedly or is thoroughly soaked even one time. A Dulling of the finish in heavy traffic areas is likely. A white filmy appearance is caused by moisture, often from wet shoes or boots. Preventive maintenance is the primary goal of daily care of hardwood floors.

- Spills:** Food spills should be cleaned up in a timely manner using a very dry cloth.
- Shoes:** Keep high heels in good repair. Heels which have lost their protective cap (exposing the fastening nail) will exert more than 8,000 pounds of pressure per square inch on the floor – enough to damage hardened concrete. The amount of pressure will most certainly mark your wood floors.
- Mats:** Use protective mats outside the exterior doors to help prevent sand and grit from getting on the floor. Gritty sand is wood flooring's worst enemy.
- Cleaning:** Sweep on a daily basis as needed. Do not mop hardwood floors with water.
- Sun Exposure:** Exposure to direct sunlight can cause irreparable damage to hardwood floors. To prevent such damage, use window coverings in these areas.

CERAMIC TILE

Ceramic tile is one of the easiest types of floor covering to care for. Simply vacuum tile when needed.

- Cleaning:** Occasionally a wet mopping with warm water may be appropriate. Do not add detergent to the water. If you feel a cleaning agent is required, use a mild solution of warm water and dishwasher crystals (they will not result in a heavy, difficult to remove lather on the grout). Rinse thoroughly.
- Grout Separations:** It is natural for slight separations to occur in the grout between tiles. This grout is for decorative purposes only; it does not hold the tile in place. Cracks in the grout can be filled using premixed grout that can be purchased from flooring or hardware stores. Follow package directions.
- Grout Discoloration:** Grout that becomes yellowed or stained can be cleaned with a fiber brush, cleanser and water. Grout cleansers and whiteners are available at most hardware stores.
- Marble:** Marble is a natural, porous and fragile product. Wipe up spills immediately and clean only with plain water. Scratches, chips

and breakage can occur. Natural variations in color will be visible. Check with a marble distributor for additional information and plan on having marble refinished by a professional every two to three years.

(OVERHEAD) GARAGE DOOR MAINTENANCE

Because the garage door is a large moving object, periodic maintenance along with following the manufacturer's instructions will insure safe and reliable operation.

- Safety:** 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.
- Dry Lubricant:** Every six months, apply a dry lubricant to all moving parts (tract, rollers, hinges, pulleys, and springs). At this time also check to see that all hardware is tight and operating as intended without binding or scraping. Avoid over-lubricating to prevent drips on cars and floor.
- Sag:** It is normal for the garage door to sag somewhat due to the weight and span.
- Opener:** If an electric door operator is installed, be sure the door is completely unlocked and pull-down rope has been removed before using the operator.
- Locking:** If the lock becomes stiff, a graphite lubricant will make it work more easily. Do not use oil on a lock as it will stiffen in the winter and make the lock difficult to operate.
- Light Visible:** Garage overhead doors cannot be airtight. Therefore some light will be visible around the edges and across the top of the door. Severe weather conditions may result in some precipitation entering the garage around the door.

GRADING & DRAINAGE MAINTENANCE

The final grades around your home have been inspected and approved for proper drainage of your lot. This only applies to homes where M.O.B.B., LLC installed landscaping for you. If you installed your own landscaping, you are responsible for final grade and drainage. Be sure that your landscaper is aware of this.

- Positive Drainage:** It is essential that you maintain the slopes around your home to permit the water to drain away from the home as rapidly as possible. Failure to do so can result in major structural damage and will VOID your warranty. Pools and

landscaping around the home must be installed to allow for positive drainage away from your home.

Alterations: It is the Homeowner's responsibility to maintain the drainage as established. If the drainage pattern is altered either by action taken directly or instigated by the homeowner or his agent, or as a result of neglect, the warranty is void.

Roof Water: Do not remove the downspout and/or slash block extensions from under the downspouts. Keep these in place at all times, sloped so the water drains away from your home quickly.

Swales: Swales (drainage ditches) are provided to make certain water drains away from your home and off your lot into the street. These Swales are often filled in by homeowner's inadvertently or become filled by soil erosion or sod. It is your responsibility to maintain and keep positive drainage of water on your lot. Failure to do this will cause expansion of soil around the foundation and brick or sheetrock cracks will occur.

GUTTERS AND DOWNSPOUTS

Cleaning: As part of normal maintenance, the homeowner should keep gutters clear of debris that might clog them and cause the water to run over the downspouts. This may also cause interior leaks.

Ladders: Do not lean ladders against gutters.

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

Overflow: Gutters may overflow during periods of excessively heavy rain. This 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. This is normal. No correction is required for this condition.

HEATING SYSTEM MAINTENANCE

The heating system installed in your home will provide you many years of comfort if given proper care 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.

Thermostat: The furnace will come on automatically when the temperature at the thermostat registers below the setting you have selected. Setting the thermostat to a higher temperature will not heat the home faster. Thermostats are calibrated to within plus or minus 5 degrees.

Manufacturer Directions: Good maintenance of the furnace can save energy dollars as well as prolong the life of the furnace itself. Carefully read and follow the manufacturer's literature on use and care. The guidelines here include only general information.

Troubleshooting: One of the primary reasons that a furnace does not work is that the pilot light is off. This, however, is not the only reason. First, the furnace has an on/off blower switch. This switch looks like a regular light switch. It is located in a metal box outside the furnace or on a separate switch on a roof brace at the top of the attic stair. This switch simply overrides all furnace commands and manually shuts down the blower. This is usually only done when maintenance service is being performed. This switch can be inadvertently turned off and should be checked if the system is not working.

Filter: Remember to change or clean the filter every 30 days. A clogged filter can slow airflow and cause cold spots in your home. Although it takes less than one minute to change the filter, this is one of the most frequently overlooked details of normal furnace care. Buy filters in large quantities for the sake of convenience.

Adjust Heat Vents: Experiment with the adjustable registers in your home to establish the best heat flow for your lifestyle. Generally, heat can be turned down in seldom-used interior rooms. This is a very individual matter and you will need to balance the system for your family.

Room Air Vents: For maximum comfort and efficient energy use, place furniture and draperies to allow unobstructed airflow from registers and cold air returns.

Trial Run: Have a trial run early in the fall to test the furnace. (The same applies to A/C in the spring.) If service is needed, it is much less inconvenient to discover it prior to the heating season.

Temperature Variations: Normal temperature variations occur from floor to floor (depending on the style of home). Variations can be as much as 8 degrees or more on extremely cold days. The furnace

blower will typically cycle on and off more frequently and for shorter periods of time during severe cold spells.

Do Not Overheat: Your new home should not be overheated. Overheating can cause excessive shrinkage in framing lumber and could materially damage the home. In the beginning, use as little heat as possible and increase it gradually.

Odor: It is normal for the heating system to emit an odor for a few moments when it is first turned on after an extended period of not being used (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 very quickly.

Gas Odor: If you smell gas, leave the home immediately and call the Gas Company.

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

Annual Inspection: To keep your air conditioning/heating system operating at the maximum efficiency, you should have it checked and serviced by a professional serviceman at least once a year.

INSULATION MAINTENANCE

The effectiveness of blown insulation is diminished if it is uneven. The last step in any work done in your attic (for example, the installation of a TV antenna) should be to check that the insulation lays smooth and even. (Do not step on drywall ceilings. Personal injury or damage to drywall will result.)

LANDSCAPING MAINTENANCE

The foundation of your home is constructed beginning with an excavation into the earth.

Drought Conditions: In drought conditions, large cracks occur in the yard soil. This is contraction caused by lack of moisture. The soil beneath your foundation is protected from the sun's rays and retains its moisture. As a consequence, there is a tendency for the inner foundation to maintain its height level constant and for outside walls to fall in relation to their inner soil. It is important to water evenly, and not to excess, around your entire foundation to minimize the soil contraction and consequent foundation movement. The watering when required should be done every three to five days rather than heavy, less frequent watering.

Utility Lines: Settlement will not disturb your utility lines; however, you may see a slight depression develop in the front lawn along the line of the utility trench. To correct this, roll back the sod and spread dirt underneath to level the area, then relay the sod.

Machine Planted

Trees: Machine planted trees require plenty of water to establish a root system in the new location. During dry spells, thoroughly water trees 2 to 3 times per week. Plants can be added around the perimeter of trees after the tree is established. The Homeowner is responsible for treatment for any infestation. M.O.B.B., LLC does not warranty landscaping.

Plant Selection: Choose plants with regard to your local climate and growth requirements. Favor native over exotic plants. Consider the ultimate size and shape of the species before planting.

Bark/Rock Beds: Do not allow edging around decorative rock or bark beds to dam to free flow of water away from the home. A non-woven membrane, such as Typar™ or Mirafi™, can be used between the soil and rock or bark to restrict weed growth while still permitting normal evaporation of ground moisture.

Additions: Plan the installation of patio additions or other permanent improvements carefully so that drainage is taken into consideration in the design or engineering of your addition.

Requirements: check with your local building department and homeowner's association prior to designing and installing any landscaping for any specific regulations you may be required to follow.

Shrubs: Shrubs should be watered at least once per week for the first six months. If installation is made in the spring or summer, shrubs should be watered every other day for three to four weeks.

NEW SOD CARE

Water the sod thoroughly on the day of installation until the ground under the sod is saturated. Leave the sprinkler in one area for at least 1-2 hours. On hot, sunny windy day, it may be necessary to water each section twice a day.

Watch the following areas for signs of dryness; slopes, areas next to concrete, corners, and the south side of light-colored buildings. If you notice a blue/gray color in the sod, it is too dry. Water these areas immediately and keep them

saturated; eventually they will come back. If you do not water the dry areas, they will turn brown and die.

Watering: The following watering schedule is recommended for new sod.
Week 1: Water twice a day
Week 2: Water once a day
Week 3: Water every other day
Week 4: Water every 3 to 4 days

Mowing: Because the first mowing is stressful to the sod, we recommend you wait to mow until the leaf growth reaches 3" to 4". Set your mower at its highest setting. Mow the sod at a 45-degree angle to the way it was laid. Wait 2-4 days and repeat the procedure lowering the mower height each time until you reach a 2 ½" setting. You should water sod immediately after mowing to retain the moisture that was lost.

Fertilization: We recommend using a slow-release fertilizer. For best results, use fertilizer every 45 days. During the hotter weather of June, July, and August, you can cut back on fertilizer applications. The most important application of fertilizer is the one in the fall right after you mow for the last time of the season. If your sod was installed before September, we recommend that you apply crabgrass preventative before the middle of April. You can also use a "weed and feed" type of fertilizer in place of one of your regular applications if your lawn has weeds. This is a very slow release fertilizer. If your lawn has a lot of weeds, a professionally applied weed control treatment is recommended.

NEW PLANT CARE

Water your plants immediately after they are planted. Plants should be watered at the base. Water your plants slowly to allow more water to enter the soil. The first day you should water your plants twice for 2-3 minutes with a steady flow of water. After the first watering you should water your plants every 3 days unless it rains. It is important NOT to over water your plants. It is more likely your plants will die from too much water than not enough.

SEEDED AREAS

Seeded lawns will typically need water every day to maintain an even amount of moisture and to ensure proper germination of the seed. In order for seed to germinate it must be kept moist.

Watering: Frequent watering will encourage the seed to sprout and will encourage fast growth. The faster the grass fills in, the less opportunity there will be for weeds to grow.

Once you have a good stand of grass, watering can be cut back to one generous watering a week. The time it takes to reach

this stage depends on the type of grass seed you use. On average it takes 2-3 weeks before most grass seed will completely germinate.

Over-seeding: Rainwater will wash away some seeded areas. Wind can move seed around, creating home bare spots. Contractors cannot warranty against Mother Nature. Over-seeding is the homeowner's responsibility.

Mowing: Follow the same mowing directions as for sod.

Fertilization: Seeded lawns should be fertilized with a good starter fertilizer such as FERTILONE NEW LAWN STARTER™. This will also work very well for sod. Fertilizer application can be done right away, regardless of how the new seed (or sod) is, and we do suggest it.

Weed Control: Weed control can be more of a problem with seeded yards than with sod. To prevent crabgrass and other grassy weeds from sprouting, you can use lawn starter fertilizer containing Tupersan™ pre-emergent herbicide. The grass seed will germinate while the weed seed won't. Broadleaf weeds will pop up and there isn't much you can do about them except hand weeding or spot spraying until the grass starts filling in and getting thicker. If broadleaf weed control is to be applied to the entire yard, it is best to wait until the yard has been mowed several times to help prevent the herbicide from injuring young seedlings.

Final Thoughts: After taking all of the above into account, no matter what type of lawn you install you must put some time into your new lawn. The better care you give your new lawn initially, the better it will look in the future.

Please understand that proper care of your lawn (sod and/or seed), trees, flowers and bushes relies 100% on homeowner's maintenance. M.O.B.B., LLC and/or any of its suppliers or subcontractors **do not warranty landscape of any type** once it has been accepted by the buyer/homeowner at the closing orientation/walk thru. This includes maintaining a proper grade away from the home.

Landscaping Breakdown:

Yards will be final graded to allow proper water drainage. Debris will be removed from yard prior to sod. One downspout will be buried approximately five feet away from sidewalk for proper drainage. Buried downspout will terminated with a drainage grate. Any

additional downspouts can be buried for an additional fee not included in the contract price. If any settling or sink holes form in the yard, MOBB, LLC will return and fill the holes and place sod on top of the areas. MOBB, LLC will supply healthy sod and plants. It is the homeowner's responsibility to water the plants and yard. Sod will only be warrantied if proper watering is performed. It is the homeowner's responsibility to use application to sustain a healthy lawn. Weed control, fertilizer, and aeration are essential to sustain a healthy yard long term and it is the homeowner's responsibility to take care of these maintenance items.

Landscaping Allowances:

Landscaping allowances include brick edging in the front of the home. However, two story homes do not include brick edging. Landscaping beds will have plants installed. Builder will explain to homeowner the plants that are included in landscaping allowance. The homeowner will be allowed a choice of mulch or river rock in the landscaping bed. Landscaping allowance also includes one tree and full sod. If the homeowners would like any additional items please see builder for details and pricing.

MIRRORS

To clean your mirrors use any reliable liquid glass cleaner or polisher available at most hardware or grocery stores. Avoid splashing water under the mirror. The moisture will cause the silvering to deteriorate. Latent silvering is not a warrantable item.

PAINT MAINTENANCE

The interior woodwork has been painted with enamel paint. These areas may be wiped down with a soft sponge and soapy water. The balances of the walls are painted with latex wall paint and should be touched up with matching paint rather than wiped with a wet sponge. Do not scrub the walls in your home as scrubbing will remove both the texture and the paint. Spackle may be used to cover any small defects prior to paint touch-up. It is recommended that you wait a minimum of thirty days prior to washing any painted surface. Do not use soaps, abrasive cleaners, scouring pads or brushes for everyday maintenance.

Touch-ups:

When touching up paint, use a small brush. Apply paint only to the damaged spot. Touch-up may not match the surrounding area exactly, even if the same paint formulation is used.

Repainting: When it is time to repaint a room, prepare the wall surfaces first by gently cleaning with a mild soap and water mixture or a reliable cleaning product. Applying excessive amounts of water to flat latex walls can remove texture.

Stain: For interior stain touch-ups, Old English Furniture Polish and Scratch Cover™ is inexpensive, easy to use, and will blend with the wood grain. Follow directions on the bottle.

Exterior: Regular painting and repair will preserve the beauty of and add value to your home. Check the painted surfaces of your home's exterior annually. If you repaint before there is wearing away of the original finish, you will save the cost of extensive surface preparation. It is a wise maintenance policy to plan refinishing the exterior of your home approximately every three to five years or as often as your paint manufacturer suggests for your area and climate. M.O.B.B., LLC is not responsible for mildew or mold.

Maintenance: When you wish to repaint the exterior woodwork on your home, nails should be reset and the blistered or peeling portions should be wire-brushed or scraped with a putty knife, sanded and spotted with primer. Then the entire area can be painted. Be sure to apply a top quality exterior paint that has been formulated for your local climate conditions. Do not allow sprinklers to spray water on the exterior walls of your home. This will cause blistering, peeling, splintering and other damages to the home. Trim painted white or light colors will more readily show grain and cracks and therefore requires additional maintenance.

Weather Damage: Hail and wind can cause a great deal of damage in a severe storm and the home should be inspected after such weather. Damage caused by severe weather should be reported to your insurance company promptly.

PLUMBING MAINTENANCE

Sprinklers: A homeowner-installed sprinkler system is your responsibility. One installed by M.O.B.B., LLC is covered under your one-year warranty.

Freezing Pipes: Provided the home is heated at a normal level, pipes should not freeze at temperatures above 25 degrees Fahrenheit. Heat should be set at 65 degrees if you are away during the winter months. If you will be away for an extended period of time, it is best to drain your water supply lines. Do so by shutting off the main supply line and opening the faucets to relieve pressure in

the lines. Open cabinets, let water drip and cover exterior faucets in winter months. Please take these same precautions if the temperature drops below 25 degrees. Garage doors should be kept closed to protect plumbing lines that may run through this area. In unusually frigid weather, or if you will be gone for more than a few days, open the cabinet doors to allow warm air to circulate around pipes. An ordinary hair dryer can be used to thaw pipes that are frozen. Never use an open flame. Should you have a broken pipe as a result of a freeze, please contact your insurance carrier, as this is non-warrantable.

Aerators: Even though your home's plumbing lines have been flushed out to remove dirt and foreign matter, there are usually small amounts of minerals that enter the line. Aerators on the faucets strain much of this from your water. However, minerals, etc. caught in these aerators may cause the faucets to drip because washers wear more rapidly when they come in contact with foreign matter.

Care & Cleaning: Follow the manufacturer's directions for cleaning fixtures. A non-abrasive or a liquid detergent is usually recommended. Brass fixtures should be cared for with a good quality brass cleaner containing no ammonia, available at most hardware stores.

Porcelain: A sharp blow from a heavy object can damage porcelain enamel. It can also be scratched. Do not stand in the bathtub wearing shoes unless you have placed a protective layer of newspaper over the bottom of the tub. If paint is splattered onto porcelain enamel surfaces during redecorating, it should be wiped up immediately. If some spots have been dried before being noticed, use a recommended solvent.

Stainless Steel: Stainless steel sinks should be cleaned with soap and water to preserve their luster. Do not use abrasive cleaner; they will damage the finish.

Cultured Marble: Clean the cultured marble with a mild, non-abrasive cleaner such as Windex™. To keep the gloss finish, use a car wax or a good furniture polish. Do not use anything that is abrasive such as Soft Scrub™. Never place hot objects directly on the marble surface.

Fixtures: Clean plumbing fixtures with a soft sponge and soapy water and then polish with a dry cloth. Drying with a soft cloth or towel will prevent water spots.

- Toilet Seat Cover:** Do not stand on the toilet seat cover. It is not designed for this purpose and it may crack.
- Tank Care:** Similarly, avoid exposing the toilet to blows from sharp heavy objects; this can cause chipping or cracking. Avoid abnormal pressures against the sides of the tank. It is possible to crack the tank at the points where it is attached to the bowl. Use of “in tank” cleaners containing calcium hypochlorite (chlorine) will damage parts in the tank.
- Low Pressure:** It will occasionally be necessary to remove and clean the aerators on faucets to allow proper flow of the water. Normally every three to four months is sufficient.
- Plumbing Leaks:** If a major plumbing leak occurs, the first step is to turn off the supply of water to the area involved. This may mean shutting off the water to the entire home. Then contact the plumbing contractor listed on your subcontractor list. If the carpet is saturated, pull up the carpet from the tack strip and remove the wet portion of the pad. Use an oscillating fan to dry the carpet. Arrange the carpet to allow air to circulate.
- Running Toilet:** Check the chain on the flush handle to make sure it is not too tight. If it is too tight it will prevent the rubber stopper at the bottom of the tank from sealing, resulting in running water.
- Tank Capacity:** Water conservation regulations developed through federal standards have resulted in smaller capacity toilet tanks. They may require repeated flushing on occasion to empty the bowl of solid waste. Manufacturers recommend that you keep a plunger handy.
- Clogs:** Many plumbing clogs are caused by improper garbage disposal use. Always use plenty of cold water when running the disposal. This applies to grease also. Supplied with a steady flow of cold water, the 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 a minimum of 15 seconds after shutting off the disposal. Clogged traps can usually be cleared with a plunger. The use of chemical agents is not recommended. The main causes of toilet clogs are various domestic items such as paper diapers, excessive amounts of toilet paper, sanitary supplies, Q-Tips, dental floss, children’s toys, etc.
- Water Heater:** Carefully read the manufacturer’s literature for your specific model of water heater.
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- Safety:** The area around the water heater should be vacuumed as needed. The top of a water heater should never be used as a storage shelf. Do not store boxes within three feet of your water heater.
- Temperature:** Set the water heater thermostat at the recommended setting; higher settings waste energy and may cause bodily injury. Recommended thermostat settings for normal everyday use are “normal” on gas models and “140 degrees” on electric models.
- Pilot:** Never light a gas pilot turn on electricity when tank is empty. Always turn off the gas or electric, shutting off the cold water supply (located at the tank). To light the water heater pilot, first remove the cover panel on the tank to expose the pilot. Then rotate the on/off pilot knob to “pilot.” Then while the knob is in this position the red button can be depressed. While depressing the red button, hold a match to the pilot. Once the pilot light is lit, continue to hold the red button for 30 to 60 seconds. When you release the red button, the pilot should stay lit. If it does not, wait several minutes to allow gas to dissipate from the tank and repeat the entire process again. If it stays lit, rotate the on/off pilot knob to the “on” position. Re-install the cover panel, and then adjust the temperature setting with the regulating knob on the front of the tank. Water heaters sometimes collect small quantities of dirty water and scale in the main gas lines. This may put out the pilot light. While away from home for an extended period of time, set the temperature to its lowest point and leave the pilot lit.
- Condensation:** Condensation inside your new water heater will, in many cases cause a small drip onto the burner flame. This causes no harm and in most cases will disappear in a short period of time.
- Drain Tank:** Review and follow manufacturer’s timetable and instructions for draining several gallons of water from the bottom water heater. This helps to prevent build up of chemical deposits from the water and prolongs the life of the tank as well as saving energy dollars.
- No Hot Water:** If you discover you have no hot water, check the pilot, temperature setting and water supply valve before calling for service. Refer to the manufacturer’s literature for specific locations of these items and other troubleshooting information.

ROOF MAINTENANCE

It is not recommended that you walk on the roof of your house. The weight and movement will have a tendency to loosen and break the integrity of the roofing

material that can in turn result in leakage. Never attempt to walk on the roof of your home when shingles are wet, as they will be extremely slippery.

Severe Weather: After severe storms, a visual inspection of the roof for damage is called for. Notify your homeowner insurance carrier if damage is noted.

Clean Gutters: Maintain gutters and downspouts so that they are free of debris and are able to quickly and efficiently drain.

Leaks: If you notice a leak, try to detect the exact location; this will simplify locating the area that requires repair when the roof is dry. Take the appropriate action to contain damage.

Shower Doors & Frames:

Use tub and tile caulk to repair any shrinkage cracks between the frame and tile. Check the condition of the rubber sweep on the bottom of the shower door every 6 months. A worn sweep will allow water to leak under the door and possibly damage wallpaper and base moldings.

SMOKE DETECTOR & CARBON MONOXIDE DETECTOR MAINTENANCE

Cleaning: Once a year the covers on these detectors should be removed and air should be blown across the inside of the detectors to prevent a false alarm. Change the backup battery at the same time. Many homeowners perform this maintenance in the spring or fall when clocks are changed for Daylight Savings Time.

After cleaning, push the red button to test; the alarm should sound. For safety, it is important that these devices be kept clean and in good operating condition.

STAIR MAINTENANCE

There is no known method of installation that will prevent vibration in a staircase when used by adults. Often there will be slight shrinkage where the stairs meet the wall. When this occurs, a thin bead of latex caulk can be applied and when dry, painted to match the wall. Only loose stair parts that are noted on the conveyance in writing will be repaired.

VENT MAINTENANCE

Building codes require attic ventilation through the roof or siding.

WINDOW, SCREEN & PATIO DOOR MAINTENANCE

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.

- Cleaning:** Once a month or as needed, clean aluminum metal surfaces of doors and windows with warm clear water. Do not use any powdered cleaner. After each cleaning apply a silicone lubricant. To maintain a pleasing appearance, apply a coat of wax.
- Condensation:** Condensation on the interior surfaces of the window frame is the result of high humidity levels in the home. It is largely influenced and controlled by your family's lifestyle.
- Sticking Windows:** Most sliding windows (both vertical and horizontal) are designed for a ten-pound pull. If sticking occurs or excessive pressure is required to open or close, a silicone lubricant should be applied. This is available at hardware stores. Do not use a petroleum-based material.
- Broken Glass:** If any panes of glass become broken, you should contact a glass company for re-glazing. Glass is very difficult to install without special tools. M.O.B.B., LLC is not responsible for broken windows after occupancy unless they were noted prior to closing.
- Infiltration:** Some air and dust will infiltrate around windows (especially prior to the installation of landscaping in the general area).

WOOD TRIM MAINTENANCE

Separation of wood trim from the adjacent material is a normal result of shrinkage that can require caulking and/or touch up painting. It is a good idea to wait until after the first heating season in your new home and to make all such repairs at one time.

Wood will shrink less lengthwise than across the grain. All lumber is more vulnerable to shrinkage during the heating season.

Shrinkage may cause a piece of trim to pull away from the wall. Drive another nail in close to the existing nail hole (but not in it). 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 joist below. Similar to a piece of trim that is pulling away, this can be corrected by removing the old nails and re-nailing. It is best to wait until you are redecorating to do this.

Homeowners who install humidifiers should closely follow the manufacturer's directions, especially during extremely cold periods. During damp periods some swelling of wood trim may occur. In most cases this will not be noticeable except where a door may fit more tightly than usual.

ADDITIONAL HOME MAINTENANCE SUGGESTIONS

As a homeowner, you have normal maintenance responsibilities for your new home. Home maintenance includes regular, seasonal and one-time tasks. The following suggested maintenance schedule identifies some of the more common maintenance tasks that may be performed on a weekly, monthly or on a semi-annual basis. Tailor it to fit your own situation; adding or deleting items are required. Establishing a maintenance schedule is the best way to manage your maintenance budget.

These suggested maintenance tasks and schedule should not replace the manufacturer's recommendations. We suggest the use of licensed contractors for any tasks you feel unprepared or unqualified to complete. Remember, safety first! What seems like a simple plumbing or electrical repair can cost you many times what you think you might save if you don't do it correctly.

Monthly Maintenance:

- Check operation of smoke and carbon monoxide detectors by pushing test button.
- Check and replace battery if necessary.
- Check fire extinguishers for proper charge. Never buy units without a pressure gauge.
Be sure that you have an adequate number of extinguishers and place one each in the kitchen, garage and basement.
- Test Ground Fault Circuit Interrupters (GFCI) to insure proper protection.
- Clean garbage disposal blades by grinding ice cubes.
- Clean or replace dirty filter in range hood.

- Check for evidence of leaks around toilets, under sinks and around dishwasher.
- Clean and freshen sink drains by flushing with hot water and baking soda.
- Inspect furnace and air-conditioning filters, humidifier and electric air cleaners. Replace as required.
- Clean aerators on faucets regularly, depending upon water hardness. You may need to use a rust or scale remover to return them to normal condition, or have them replaced.
- Check water filters and softeners regularly. The life of the filters is dependent upon water usage and water characteristics. Retailers can help with this analysis.
- Monitor and maintain floor coverings on an as-required basis. Regular vacuuming will reduce wear of carpets and other floor coverings. Repair tears and remove stains as soon as possible.
- Check the Temperature Pressure Release (TPR) valve on the water heater. The water heater should also be drained periodically. In areas with hard water drain at least 5 gallons of water from the drain valve every six months to prevent sediment build up.

Twice-Yearly Maintenance

- Inspect roof and chimney for broken or missing tiles or shingles, identifying anything that might cause leaks or problems. Inspect and clean gutters and down spouts. Follow instructions in this manual for roof, chimney, gutters, and down spouts. Do not walk on the roof as in doing so is dangerous and may cause structural damage.
- Inspect outside of home and condition of siding, paint, masonry, stucco or Exterior Insulated Finish System (EIFS) and wood trim, following instructions in this manual.
- Inspect doors and windows to verify proper operation, security and weather-resistance. Clean tracks of windows and sliding glass doors before applying silicone lubricant. See suggestions in this manual.
- Maintain wall finishes following suggestions in this manual.
- Monitor and maintain cabinets and countertops following suggestions in this manual.
- Inspect the foundation, basement or crawl space following instructions in this manual.
- Inspect main service panel, circuit breakers, all GFI outlets and breakers following instructions in this manual.
- Complete seasonal maintenance on heating and air conditioning by licensed HVAC contractor.
- Inspect and replace as needed caulking and grout around tubs, shower and sinks.
- Have carpets professionally cleaned at least once a year.

Annual Maintenance

- Examine caulking around windows, doors and other areas following instructions in this manual.
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- Inspect condition of concrete slabs and patios following suggestions in this manual
- Check condition of septic tank and leech field. Consult with septic tank pumping service.
- Visually survey wood trim following suggestions in this manual. Clean and wax all woodwork.
- Complete annual furnace and air conditioning maintenance by a licensed HVAC contractor.
- Schedule professional inspection of major appliances, especially if gas fueled.

NOTES

REGISTRATION

Dear Homeowner:

We are requesting the following information in order to register your new home with our Customer Service Department. This information will be used to open a

service file and will help us better service your warranty items. Please fill in all required information.

Thank You.
M.O.B.B., LLC

ADDRESS: _____

HOMEOWNER: _____

HOME PHONE: _____

CELL PHONE: _____

WORK PHONE: _____

EMAIL ADDRESS: _____

HOMEOWNER: _____

HOME PHONE: _____

CELL PHONE: _____

WORK PHONE: _____

EMAIL ADDRESS: _____

SELLING AGENT: _____

AGENT'S PHONE #: _____

This information is intended for the use of M.O.B.B., LLC and its subcontractors and suppliers that we do business with only. This information will not be sold or distributed for public use.

Attached copy of signed contract: _____

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ACKNOWLEDGEMENT

This page will serve as acknowledgement that you have received your personal copy of this manual. Two copies of this page are provided. We will ask you to sign one copy for our files. This will register you as an M.O.B.B., LLC homeowner.

When you sign this acknowledgement, make sure your Sales Representative has reviewed these important points:

1. This manual is intended for the private use of those purchasing a home from any division of M.O.B.B., LLC.
2. M.O.B.B., LLC provides you with a one year warranty. Your new home will require your attention from the date of closing. Please review our performance guidelines prior to closing to get an understanding of what is covered under your warranty and what is your responsibility.
3. Your non- emergency warranty items will be addressed at your 10 month punch list appointment. We have provided the necessary paperwork for you to submit your 10 month punch list with an instruction letter.
4. All contact with M.O.B.B., LLC for warranty issues should be in writing to our Customer Service Manager.
5. You will have one opportunity during your new home orientation to accept the cosmetic items in your home. Please allow time during the orientation to review the finish of the cosmetic items in your new home.

Homeowner Signature: _____ Date: _____

Homeowner Signature: _____ Date: _____

Address: _____

Realtor: _____

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This page will serve as acknowledgement that you have received your personal copy of this manual. Two copies of this page are provided. We will ask you to sign one copy for our files. This will register you as an M.O.B.B., LLC homeowner.

When you sign this acknowledgement, make sure your Sales Representative has reviewed these important points:

1. This manual is intended for the private use of those purchasing a home from any division of M.O.B.B., LLC.
2. M.O.B.B., LLC provides you with a one year warranty. Your new home will require your attention from the date of closing. Please review our performance guidelines prior to closing to get an understanding of what is covered under your warranty and what is your responsibility.
3. Your non- emergency warranty items will be addressed at your 10 month punch list appointment. We have provided the necessary paperwork for you to submit your 10 month punch list with an instruction letter.
4. All contact with M.O.B.B., LLC for warranty issues should be in writing to our Customer Service Manager.
5. You will have one opportunity during your new home orientation to accept the cosmetic items in your home. Please allow time during the orientation to review the finish of the cosmetic items in your new home.

Homeowner Signature: _____ Date: _____

Homeowner Signature: _____ Date: _____

Address: _____

Realtor: _____

SERVICE REQUEST FORM

Please use the enclosed envelope to mail a completed copy of this form to our office. You may also fax this form to 309-662-6728 or email to Brenda Duncan at bduncan99@gmail.com

Upon receipt, our office will contact you to schedule an appointment.

Name: _____

Address: _____

Home Phone: _____

Cell Phone: _____

Work Phone: _____

30 Day Punch List

Service Requested: _____

SERVICE REQUEST FORM

Please use the enclosed envelope to mail a completed copy of this form to our office. You may also fax this form to 309-662-6728 or email to Brenda Duncan at bduncan99@gmail.com

Upon receipt, our office will contact you to schedule an appointment.

Name: _____

Address: _____

Home Phone: _____

Cell Phone: _____

Work Phone: _____

10 Month Punch List

Service Requested: _____

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