



## **HOMEOWNER'S WARRANTY AND INFORMATION MANUAL**

This Limited Home Warranty Agreement (Warranty) is made by and between The Windmill Home Company (WINDMILLS) and the purchasers of the home built by WINDMILLS whose signatures appear upon this Agreement (Home Owners).

**PROPERTY: The property to which this Warranty extends is (Name) Subdivision and is known as and numbered (Address), Milliken, CO 80543**

We at Windmill Homes are proud of the homes we build, and the neighborhoods in which they are built. We strive to create lasting value by using carefully selected materials and skilled craftsmen, who work from our unique plans and specifications. Each home is a handcrafted and unique product that is different from every other home.

**Natural fluctuations in temperature and humidity, the inherent nature of materials, and normal wear and tear necessitate regular service and maintenance of the features and systems in the home. Regular care will save you more serious, time-consuming, and sometimes more costly repairs later. It is important to understand that neglecting routine maintenance can void applicable Limited Warranty coverage. The time and attention dedicated to maintenance efforts will pay off directly in preserving the value, comfort, and condition of the home, as well as contribute significantly to the overall desirability of the community.**

The Windmill Homes Warranty Department administers the terms of the Limited Warranty Program through representatives trained to respond to the needs of the Home Owner promptly and professionally. Please review each section of this manual carefully in order to assist in handling claims efficiently. Any questions regarding the warranty, please should be directed to Warranty Department.

This manual describes the most common maintenance situations. Please be aware that we cannot anticipate every question that arises.

### **WARRANTY SERVICE POLICY**

It is our policy to respond to all warranty service claims as quickly and efficiently as possible. In most cases, we will inspect the problem so that we have a complete understanding of the request. We are generally able to schedule repairs for the covered warranty items within thirty (30) days of receipt of a written request. Occasionally, this process may take longer due to circumstances beyond our control, such as material shortages, back-ordered parts, labor scheduling, and weather; the scope of the work also impacts scheduling. For example, drywall repairs might be done at one time and repairs to the doors and cabinets at another. This ensures that work in several locations can be coordinated and completed efficiently.

If there is a warranty claim, first, review the relevant sections of the Limited Warranty before requesting service. This will help determine whether the claim is covered by the Limited Warranty, by a manufacturer's warranty, or if it is the Home Owner's responsibility.

If there is an emergency requiring immediate attention, please refer to the Emergency section below. If the situation is not an emergency, please follow the steps on page three (3) to request service.

#### IN CASE OF EMERGENCY

In case of an emergency, the first priority is to protect those in the home from harm. Once everyone is safe, take steps to correct or lessen the effects of the emergency. For example, damage from a water leak can be minimized by turning off the water to a particular fixture, or turning off the water main to the home. **Do not delay in reporting an emergency.** Damage that could have been avoided had the problem been reported promptly or steps had been taken to minimize the problem is not the responsibility of Windmill Homes. Damage to personal property is not covered by the Limited Warranty.

**Emergencies are problems that require immediate attention to protect those in the home from harm, or to prevent damage to the property.** These problems include:

- **Total loss of heat.** Check to be sure that the blower cover is in place, power switch is on and the thermostat is on. Also check the circuit breaker in the panel located in the garage.
- **Gas Leak.** If there is a smell of gas, evacuate the home, and from a safe location away from the home, contact the **utility provider** or **fire department**.
- **A total stoppage of the plumbing drain system.** When plumbing system ceases to work, none of the sinks, tubs or toilets will drain. Depending on the cause this may not be covered under the Limited Warranty.
- **A Water leak that requires the main water supply to the home to be shut off in order to avoid serious water damage.** A leak that can be isolated by the shut-off valves under the cabinet or plumbing fixture is *not* an emergency.
- **A total electrical failure in the home, other than an outage in the neighborhood.**

Though inconvenient, situations such as a lack of air conditioning, cooking appliances, and refrigerators **are not emergencies.** Appliance warranties are covered by the manufacturer. If the situation does not fall within the emergency guidelines, use the procedure outlined on page 3 to request routine warranty service.

#### LIMITED WARRANTY

Windmill Homes warrants that every Windmill Homes home has been constructed with materials and workmanship of the quality that is standard in the industry for residential production building. Windmill Homes further warrants that each home will be free of structural and non-structural defects for a period of one (1) year on workmanship and materials. Windmill Homes agrees to make all necessary repairs and replacements for items covered under the limited warranty within the applicable warranty period.

Modifications and additions to the home after closing will not be covered under the Limited Warranty. Windmill Homes will not be responsible for damage to such additions as a result of a problem with a covered item. It is suggested that any such additions not be performed during the material and workmanship coverage period. Windmill Homes is not responsible for the restoration of modifications or additions that may be altered as the result of repair to a covered item.

Appliances and some manufactured items are covered under manufacturer's warranties.

The Windmill Homes Limited Warranty does **not** apply to conditions or defects caused by or arising from normal wear and tear, climatic conditions, the normal characteristics of certain building materials, expansion, contraction, moisture, humidity, or any damage resulting from negligence, improper maintenance, or abnormal use.

**BUYER'S RIGHTS AND WINDMILL HOMES OBLIGATIONS UNDER THIS WARRANTY ARE LIMITED TO REPAIR AND/OR REPLACEMENT.**

Windmill Homes reserves the right to make repairs, correct defects, or replace items for which it is responsible, according to the terms of this Limited Warranty, at the time and in the manner determined most appropriate in the company's sole discretion.

Materials and workmanship will be based on the production building industry standards and practices that are generally employed in warranty service. Windmill Homes has no duty to install upgrades under the Limited Warranty. **Windmill Homes will not** be responsible for consequential damages or expenses, such as lost wages. Our Customer Service Technicians in the field do not have the authority to extend or alter the Limited Warranty in any way. **Windmill Homes will not honor or reimburse bills for labor, materials, utilities, or any other homeowner expense furnished by the Home Owner, or at the Home Owners direction, without prior authorization by a managing representative in writing.**

Windmill Homes takes pride in the employees and subcontractors that have selected to perform warranty work. If there is dissatisfaction with the quality of work, or the level of professionalism displayed by one of our employees or subcontractors, please contact the Warranty Department immediately. These comments help to maintain the high level of service that is expected from Windmill Homes.

**HOW TO REQUEST WARRANTY SERVICE**

**Requests for service must be submitted in writing by email, mail, or online.** Please completely fill out the Warranty Service Request form (see page 34), including the name, street address, work, cell, and **home telephone numbers**. **Provide a brief description of the work requested and its locations in the home.** Indicate the room, location in the room, and general description of the problem. For example: "main floor guest bath – right cabinet door not closing properly".

Email: [warranty@mywindmillhomes.com](mailto:warranty@mywindmillhomes.com)

Online: [www.mywindmillhomes.com/homeowner-support](http://www.mywindmillhomes.com/homeowner-support)

Address: **Warranty Department**  
**Windmill Homes**  
**1760 Broad St, Suite E**  
**Milliken, CO 80543**

When Windmill Homes receives a Request for Service, we will schedule an appointment to conduct a warranty inspection before determining coverage of a particular item. If the item is routine homeowner maintenance, we will review the maintenance steps and offer informational assistance. If a trade contractor or a Windmill Homes Warranty representative will be performing the repairs, a confirmation email will be sent to the Homeowners confirming the date and time of repairs. \*Remember, all appointments are scheduled Monday through Friday, 8:00 a.m. to 2:00 p.m.

## **HOME ACCESS**

Interior warranty items can only be inspected and addressed when a person 18 years of age or older is available to accompany our representative and point out the items listed. This person must have the Home Owner's authorization to admit service personnel and sign completed work orders; Windmill Homes will not accept keys.

Exterior repairs may be delayed due to inclement weather. Exterior repairs that cannot be completed on the service appointment date due to weather will be completed as soon as weather permits and personnel is available.

To prevent the possibility of a pet getting injured or lost, we ask that all animals be restricted to a location away from the work area, inside or outside, during any warranty visit; whether for inspection or repair work, as well as be secured in such a way that ingress and egress from the home and property does not create opportunity for their escape. This policy is for the protection of our employees and trade personnel, as well as the Home Owners. We may elect to reschedule an appointment if a pet has access to the work area.

When warranty work is needed in the home, we ask that all valuables be secured and any items of personal property that might make performing the repair difficult be removed. We may reschedule the Warranty appointment if access has not been provided to the affected area or if there is a concern that proceeding with the repair would risk damaging personal property. It is the Home Owner's responsibility to make the area in need of repair accessible.

When work is performed in the home, the Home Owner will be asked to sign a work order acknowledging completion of the items listed. Please provide feedback about any service we provide on the work order. Comments are welcome.

## **SCHEDULING**

Warranty inspections and repairs are conducted Monday through Friday, between 8:00 a.m. and 2:00 p.m. At times, appointments may be postponed or rescheduled. When this happens, we will do our best to notify all parties that the Windmill Homes representative will not be at the home as scheduled; we ask that our subcontractors do the same. We appreciate the same consideration from our Homeowners. Please provide as much notice as possible of any scheduling change, so we may notify employees and contractors. Good communication is key to efficient completion of warranty items.

## **SUGGESTED MAINTENANCE**

For convenience, we have created a schedule of suggested Homeowner maintenance. By completing these maintenance items as recommended, the value and fine condition of the home will be preserved, and will alleviate costly repairs later.

## **MAINTENANCE SCHEDULE**

In addition to normal daily and weekly care, develop a schedule of preventive routines based upon the information in this manual and the manufacturer's literature received. A change of season creates special maintenance needs, so plan for "winterizing" and "summerizing" the home. Begin the care of the home with organized records, including information about all of its components and furnishings. This information will make caring for the home easier.

## **ARBITRATION**

Should a disagreement between WINDMILLS and Homeowners be unresolved, WINDMILLS and Homeowners shall agree upon the appointment of an arbitrator within fifteen (15) days following notice from Homeowners to WINDMILLS of its decision to cause such arbitration. Should the parties be unable to agree upon an arbitrator, WINDMILLS and Homeowners shall, within ten (10) days thereafter, each select an arbitrator and the two arbitrators shall, within fifteen

(15) days thereafter appoint a third arbitrator. The arbitrators shall make every effort to reach a decision within thirty (30) days and both Homeowners and WINDMILLS agree to cooperate with the arbitrators to that end. The parties agree to be bound by the results of the arbitration and decision of such arbitration may be filed and enforced as a judgement in the District Court in and for the County in which the property is located. The arbitrators shall be bound by the Expedited Home Construction Arbitration Rules of the American Arbitration Association as the same may be amended from time to time. THE PARTY SUFFERING THE ADVERSE DECISION AS A RESULT OF THE ARBITRATION SHALL PAY THE COSTS AND FEES OF THE PARTY RECEIVING THE FAVORABLE DETERMINATION BY THE ARBITRATORS. SOULD THE DECISION OF THE ARBITRATORS BE SUCH THAT IT IS NOT WHOLLY IN THE FAVOR OF ONE OF THE PARTIES, THE ARBITRATORS SHALL ALLOCATE THE COSTS AND FEES OF THE PARTIES AS PART OF THE ARBITRATION.

**SUCCESSORS AND ASSIGNS.**

This Warranty shall be binding upon the successors and assigns of the parties hereto for the periods set forth above. In the event the Homeowner sells the home to another party within the one year period, this warranty is not transferable and becomes null and void.

**ENTIRE AGREEMENT.**

THIS WARRANTY AGREEMENT CONSTITUTES THE ENTIRE AGREEMENT BETWEEN WINDMILLS AND HOMEOWNERS AND IS MADE IN LIEU OF ANY EXPRESS OR IMPLIED WARRANTIES WHATSOEVER. THE TERMS HEREOF MAY NEITHER BE MODIFIED NOR AMENDED EXCEPT BY WRITING EXECUTED BY THE PARTIES HERETO.

**TRANSFER OF UTILITIES.**

All utilities must be transferred from WINDMILLS to Homeowner's name within three (3) days of Homeowner taking title. All bills associated with the failure of Homeowner to transfer utilities to their name shall be prorated from the third day and billed to the Homeowner by WINDMILLS plus a 20% handling fee for time, postage, etc.

Executed by the parties here to this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_.

**The Windmill Home Company, d/b/a Windmill Homes**

\_\_\_\_\_

**Owner(s):**

\_\_\_\_\_

**Address:**

\_\_\_\_\_

# USE AND MAINTENANCE GUIDELINES AND RELATED LIMITED WARRANTY

## APPLIANCES

### – *HOMEOWNER USE AND MAINTENANCE GUIDELINES*

Warranties on appliances are supplied directly to the Homeowner from the manufacturer. For care and maintenance tips, the terms of warranty coverage, and to locate service phone numbers, please read the manufacturer's literature.

When calling the manufacturer, be prepared to provide the model and serial number of the item, as well as the closing date of the home.

### – *LIMITED WARRANTY*

Windmill Homes does not provide a warranty for appliances. All appliances are covered by warranties from the manufacturers directly to the Buyer. Contact the appropriate manufacturer or distributor for service information and to answer questions about the care and use of these appliances.

## CABINETS

### – *HOMEOWNERS USE AND MAINTENANCE GUIDELINES*

If cabinet fronts are made from finished hardwood, proper care will prolong the beauty and utility of the cabinets for many years. Remove splashes and splatters promptly to avoid permanent stains. Wood is a natural product that is subject to drying and warping. Protect and preserve the wood finishes by using quality furniture polish and lemon oil no more than once every 3 to 6 months to avoid excessive build-up. Expect differences in grain and color between the cabinet components due to natural variations in wood and the way wood absorbs the stain. Cabinet panels shrink; unstained areas that were inside the frame may be exposed.

Minor scratches can be covered with a putty stick that matches the finish of the cabinets and can be purchased at paint and hardware stores. If hinges catch or drawer glides become sluggish; a small amount of silicone lubricant will improve their performance. Apply a very small drop to the top of the hinge or the center of the drawer glide and move the door or the drawer glide back and forth several times so the lubricant will work into the hinge or glide. Wipe away any excess lubricant away with a dry paper towel.

Damaging and warping of cabinet surfaces can result from operating appliances that generate large amounts of moisture (such as a crock pot or coffee pot) too near a cabinet. When using these appliances, place them in a location that is not directly under a cabinet.

Cabinet doors are generally made of natural wood and contain variations in grain structure, porosity, and color tones. The cabinets will show these variations of grain and color. Certain stains, such as natural, are quite transparent and provide little or no coverage of these variations. Other stains provide slightly more coverage due to the presence of more pigment in the stain. No stain will eliminate the color variations in the cabinets. These variations in color and grain are the result of using natural materials to build the cabinets and are not considered defects. Rather, they are a natural characteristic of the product. Additionally, cabinets may be protected from natural and artificial lights by a seal coat; however, the natural tendency of wood to yellow (or patina) will occur over a period of years. If replacement of cabinet doors or drawer fronts are needed, the color most likely will not match.

– **LIMITED WARRANTY**

If drawers begin sticking or cabinet doors are not closing properly during the warranty period, notify the Customer Service Department in writing. **If a cabinet separates from the wall or ceiling farther than ¼ inch, or a cabinet door or drawer front warps more than 3/8 inch as measured from the cabinet frame, the Windmill Homes Warranty Department will correct the problem. \*Chips, Cracks, and scratches will only be corrected if documented during the New Home Orientation.**

**CARPET**

– **HOMEOWNERS USE AND GUIDELINES**

Regular and thorough cleaning can maintain the beauty and prolong the life of carpet. Vacuum carpet frequently to avoid buildup of dirt and grime, and to maintain the upright position of the nap. Carpet wears out because of foot traffic and dirt particles that are ground into the pile. The dirt particles wear down the fibers and dull the look of the carpet. A vacuum cleaner with a beater bar agitates the pile and may be more effective in bringing dirt to the surface for easy removal, but it can be hard on the carpet. The beater should be adjusted so that it barely touches the tops of the carpet fibers. Clean spills and stains immediately. For best results, blot or dab any spills or stains...avoid rubbing. **Stain-resistant carpet is not stain proof. Do not use cleaners that have not been tested for the type of carpet in the home.**

Windmill Homes recommends an overall cleaning of the carpet after 18 months in the home and once a year after that. While do-it-yourself shampoo devices are inexpensive, the supplies, equipment, and experience that a professional carpet cleaner brings to the job will prolong the life of the carpet.

After installation, loose carpet fibers will work their way to the surface for quite some time. This is known as fluffing or shedding. Routine cleaning should include vacuuming up these fibers. If a tuft of carpet appears that 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 pile.

**Visible carpet seams are to be expected and are not the indication of a flaw in the carpet.** Most rolls of carpet are produced in 12 foot widths. The majority of carpeted rooms will, therefore, have at least one seam. Professional installers will attempt to install the carpet with the minimal number of seams and without excessive waste. Seams are most visible in a new home before it has been furnished and occupied. They are not considered a defect unless they have been improperly made or the material is defective. Variations in dye lots are acceptable if they adjoin doorways or occur on stairways.

– **LIMITED WARRANTY**

Windmill Homes will follow manufacturer's guidelines as to carpet warranty.

**CAULKING**

– **HOMEOWNER USE AND MAINTENACE GUIDELINES**

During the first few years, caulking will dry and shrink. **When this happens, it no longer provides a good seal against moisture. As part of routine maintenance, inspection of the caulking around sink tops, tubs, windows, and ceramic tiles should occur and be repaired as needed.** Caulking compounds and dispenser guns are available at hardware stores. Read the manufacturer's instructions carefully to be certain that the appropriate compound is selected for the intended purpose.

– **LIMITED WARRANTY**

During the New Home Orientation, the Windmill Homes Representative will confirm that appropriate areas are adequately caulked. Caulking is part of routine maintenance and not covered under the Limited Warranty.

**CERAMIC TILE, PORCELAIN TILE, STONE AND GROUT**

– **HOMEOWNER USE AND MAINTENANCE GUIDELINES**

Ceramic tile is durable, comes in a variety of colors and designs, and is easy to maintain. The tiles are produced in dye lots that have the same texture and color. Because dye lots vary, replacement is rarely an exact match. Please take special care to avoid breaking or damaging tile.

Despite its durability, ceramic tile can be broken and scratched. Always use a cutting board or other surface to protect ceramic tile on countertops when working on these surfaces. To avoid staining tile, wipe spills away promptly with warm soapy water. A tile cleaner can be used to keep tile bright and shiny.

Routine scrubbing of the grout with warm, soapy water will keep it fresh and clean. Avoid using strong cleaners as they can stain the grout. Necessary routine maintenance of the grout is the Homeowner's responsibility. **Windmill Homes does not use grout sealer.** If a grout sealer is applied after closing on the home, any later repairs will not be re-sealed. **Windmill Homes does not recommend that all grout is sealed.**

Expect slight separations or shrinkage to occur in the grout between tiles and around countertops. This is caused by normal drying of the grout and shrinkage of the wood members as they dry out. When cracks appear, fill them in using an appropriate grout for the particular tile, which can be purchased at hardware stores and home centers. Directions are on the package. This maintenance is important to protect the underlying surface from water damage.

Tile products (wall, countertop, or floor tile) are manufactured, then glazed, and kiln-fired. The nature of the firing process, as well as the types of materials and glazes used, determine the characteristics of any given tile. **Tile products are subject to variations in color, texture, and marking and may include small imperfections within each tile.** High-gloss tile products tend to show scratches more, especially dark or black-colored tile products. The samples displayed in the Windmill Homes Design Center are examples of average color range, and colors from one production lot to the next may be lighter or darker than the samples. Exact layouts and grout joint widths are determined by the tile installer at the time of installation and are governed by actual size and shape of the tile and exact dimensions of the areas to be covered.

Tile products are one of the most durable and easiest to maintain surfaces in the home. Thoroughly clean the tile products, including the grout joints, following the manufacturer's instructions. Using a detergent on a glazed floor can leave a soap film, giving a dull appearance. Sweeping or vacuuming regularly will prevent loose dirt from abrading the floor. **Protect tile floors by installing floor protectors on all furniture legs. Hard plastic casters and cups are ideal. Do not push or pull furniture or appliances across the floor without first protecting the floor.**

The natural stone installed in the new home will be unique. No two pieces of stone are alike. Natural stone products, such as granite, marble, limestone, travertine, slate, or other quarried products, have been cut from carefully selected stone blocks quarried from the earth. Please understand that because it is a natural product, the characteristics of natural stone vary in terms of hardness, porosity, ability to polish, and consistency of polish. **Natural stone may also contain naturally inherent imperfections, including color and shade variations, irregular markings, veins, fissures, cracks, lines, pits, inclusions, and minor separations. Color distribution, shading and vein shapes differ, even among pieces cut from the same quarry block.** **The natural stone put into your home will not match exactly with the samples in the**

**Windmill Homes Design Center.** It is standard practice by the manufacturer to repair the largest voids and separations by one or more of the following methods: waxing, filling, or reinforcements with non-stone products. Some manufacturers even highlight these practices and brand their “improved” stone product. All of these variations and characteristics are common, and will not impair the function or wearing of the natural stone.

When a stone countertop is selected, there will be seams, which are small but visible. The fabricator determines the location and quantity of seams. This takes into account stone slab sizes, sink or cook top cutouts, project design, and jobsite access.

In most cases, natural stone is not easy to repair. To help avoid having problems with the stone material, be sure to follow these guidelines.

- Avoid exposing your stone to strong chemicals such as paint removers, oven cleaners, acids, oil, juices, etc. Natural stone, especially polished stone, is sensitive to harsh chemicals. If contact occurs, quickly flush the surface with water and blot dry.
- Do not cut directly on stone. This can cause deep and permanent scratches to appear.
- To prevent staining, we recommend that the natural stone is sealed every six to 18 months depending upon use. This will help prevent staining from liquids that are spilled on the surface. Good sealers are readily available through most building suppliers.
- Avoid directly dropping heavy or sharp objects on natural stone.
- Avoid applying intense heat directly to natural stone.

Cleaning stone is very easy. Common household products will keep the stone looking beautiful for a long time. Soapy water and any neutral **non**-abrasive cleaner are recommended. Review the manufacturers’ materials for further information related to the natural stone upkeep.

Grout colors will vary from samples, and colors may even vary from place to place within one job. These variations are natural and are due to temperature, humidity, finishing techniques, and working conditions at the time of grouting and are considered to be normal. If the same color group is ordered for countertops and flooring, be aware that the two grouts may not match due to different installation methods, conditions, and dates of installation.

Tile and grout can stain, therefore food and chemical spills should always be cleaned immediately. Grout will crack and needs to be maintained on a regular basis. Tubs and showers should be given particular attention as to the grout condition and any cracked grout and joints should be maintained with regular caulking.

Grout joints vary in width to accommodate any inconsistencies in the shape of tiles. The typical grout joint for tile is 3/32 inch to ¼ inch in size. The more rustic or uneven the tile or stone, the wider the joint will be. Many tile and stone products have radiuses or eased edges, which will create a wider finished joint. In addition, installers will adjust joint size to provide for the best possible layout of the overall installation.

When selecting a backsplash, whether in tile, stone, or slab granite, electrical and phone outlet locations will fall within a planned tile and/or trim layout or pattern. When using different products on the splash from those used on the counter, grout joints typically will not line up perfectly.

– **LIMITED WARRANTY**

**Windmill Homes will correct cracks in grout joints that exceed 1/8 inch width, at one time only during the warranty period. Routine maintenance of grout is the Homeowner’s responsibility.**

## **CONCRETE FLATWORK**

### ***– HOMEOWNER USE AND MAINTENANCE GUIDELINES***

Due to weather and soil conditions in Colorado and the nature of the material itself, concrete slabs **cannot** be designed to resist cracking or vertical heaving, or to prevent shrinking and expansion. Soil movement can result in displacement of the slab and hairline cracks on the surface, which do not affect the strength, performance, or purpose of the concrete. Each homebuyer is given a copy of A Guide to Swelling Soil for Colorado Homebuyers and Homeowners (the “Guide”) at the time they enter into a purchase agreement for their new home. The Guide, which is published by the Colorado Geological Survey and Special Publication 43 (revised, 2007), explains the Homeowner’s shared responsibility for reducing swelling soil damage including landscaping and maintenance practices (some of which are described below). **The Guide goes on to say that homeowners in Colorado should accept the fact that exterior flatwork, including driveways, sidewalks, patios and porches, are likely to undergo some heaving and cracking in areas of swelling soil and that some cracking will occur in virtually all new concrete slabs and walls due to curing, temperature, and humidity changes.** Exterior flatwork may also react seasonally - rising as soils become wet during the late winter and spring – and sinking as the soils dry out later in the year. Small cracks, which are the result of contraction and expansion of the soil, are characteristic of concrete and do not affect its performance or durability.

Because replacement or repair of concrete flatwork, including walkways, driveways, garage, and basement floors, can be costly, it is important to minimize potential damage by maintaining good drainage, keeping the concrete clean and dry, and using the surfaces as they are intended to be used. Do not allow road salts, dirt, debris, oil, or grease to accumulate on the concrete. Ice melting products and salts will cause scaling of the surface. Regular sweeping and prompt snow and ice removal is recommended. Scaling of, and defects in, exterior concrete are common in Colorado and are not covered under the Homeowner’s warranty.

Driveways should be rinsed off as soon as possible to eliminate any seepage of ice melt products that have been used by the municipality to keep the streets clear.

Do not run water or allow water to pool near the foundation, patios, garage floor, walks, or driveways. Water seeping into the soil can increase soil movement which may result in fractures to the concrete as well as movement within the home. In summer months, washing exterior concrete slabs with cold water from the outside faucet when temperatures are high can damage the surface bond of the concrete.

Do not permit large trucks, delivery vans, dumpsters, or heavy equipment to stand on the driveway.

We install joints in the concrete flatwork to allow for and to help control expansion. During the summer, moisture may infiltrate the concrete along the edges or through surface cracks. In winter, frost can lift the concrete and increase cracking of the flatwork. Cracks should be sealed as soon as possible using a quality exterior acrylic caulking compound or equivalent product manufactured for this purpose and available at local hardware or home improvement centers.

## **COUNTERTOPS**

### ***– HOMEOWNERS USE AND MAINTENANCE GUIDELINES***

The countertops in the home may be constructed of granite, glazed ceramic tile, porcelain tile, plastic laminate, or Corian. They are designed to provide years of use. The care of the countertops is the Homeowner’s alone.

We offer these suggestions to help maintain the beauty and functionality of the countertops.

- Use a cutting board to protect countertops when preparing food. While minor scratches that result from cutting or chopping may not be noticeable at first, in time they will dull and mar the luster of the finish.
- Wipe up spills immediately. Some liquids, particularly hot ones, cause stains on ceramic tile grout and plastic laminate. In time, the stains may darken and become unsightly.
- Avoid sliding paper bags across the surface as it can cause slight scratching.
- Do not place grocery items with ink labels, such as meat and produce, directly on countertops; the ink stains many surfaces easily and is difficult to remove.
- Avoid dropping pots and pans and kitchen tools on the countertops; they can break or chip the surface.
- Do not place hot pots and pans on countertops without a heat protecting pad. Some countertop finishes will show burns or discoloration from heat.
- Countertops can be damaged by sitting on them. Excessive weight can cause warping, drawer malfunction, or may cause the top to pull away from the wall.
- Coffee makers should be placed on heat protecting pads or cutting boards to avoid discoloring the countertop.
- Do not drain dishes on the countertop. Standing water can seep into the seams in the countertop causing laminates to warp and blister and seams to buckle and become uneven.
- Maintain a good seal in the caulking between the countertop and the wall, along the joint at the back splash, and around the sink to prevent moisture from reaching the wood under the laminates and to prevent warping. Seal seams in the surface as needed.
- Avoid using abrasive cleaners that will damage the luster of the surface.

– **LIMITED WARRANTY**

Repair and maintenance of countertops is the Homeowner’s responsibility. **Any damage to surfaces must be noted at the New Home Orientation.**

**CRAWL SPACE**

– **HOMEOWNERS USE AND MAINTANCE GUIDELINES**

The crawl space is not intended as a storage area. Slight dampness may be found in the crawl space, but there should not be standing water. To help keep water away from the foundation and from entering the crawl space, landscaping must be installed in such a way that drainage patterns are preserved and the slope away from the foundation is maintained.

**DECKS**

– **HOMEOWNERS USE AND MAINTENANCE GUIDELINES**

Some homes may feature an untreated redwood deck. Decks add to the style and function of the home and require a certain amount of routine maintenance so that they will remain functional and attractive.

Redwood decks are more resistant to changing weather conditions than traditional lumber, but are subject to discoloration, shrinkage, cracking, and splitting over time. Treat the deck with a wood preservative or protective agent after moving into the home, and at least once a year thereafter. Do not allow heavy snow or ice to remain on the deck for prolonged periods of time. Use caution in shoveling the surface to avoid scratching the deck boards. Nails and screws may work loose and need to be reinserted. Regular, careful attention to deck maintenance will preserve the attractive appearance and help avoid costly repairs.

Consult the Declaration of Covenants, Conditions, and Restrictions for the community or the Homeowner's Association before making structural or cosmetic changes to the deck.

– **LIMITED WARRANTY**

Maintenance of the deck is the Homeowner's responsibility.

## **DOORS AND LOCKS**

– **HOMEOWNER USE AND MAINTENANCE GUIDELINES**

The doors and frames in a new home may expand and contract with changes in temperature and humidity. Allow the home to go through at least one cycle of seasons before making changes.

Sticking doors can usually be corrected by carefully sanding small areas. In most cases, it is not necessary to take the door off the hinges. After sanding, promptly cover the exposed area with touchup paint or lacquer.

The hinges and locks on the doors may require lubrication from time to time to take care of squeaks and for proper maintenance. There will likely be dusting (black dust) around the hinges of doors. Simply wipe the area clean as part of routine cleaning. Use an oil-free silicone lubricant on the hinges. We do not recommend using oil because it attracts dust.

Slamming can damage doors and jambs, and can cause cracking in walls. Doors can also be damaged when children hang on the doorknob. The hardware becomes loose and the door may sag or stick.

### **Interior Doors**

Remove finger smudges from paint or lacquered interior doors by washing with warm water and a soft cloth or sponge. Dry the surface thoroughly. Check the interior doors frequently and use touchup paint or lacquer when necessary. If closets feature sliding doors, keep the tracks clean and keep clothes and other items away from the doors and tracks so they do not obstruct operation. These simple steps will keep interior doors beautiful and in top condition.

### **Exterior Doors**

To ensure longer life of the exterior doors, check the finish several times a year. Doors that receive direct sunlight should be inspected more often; use touch-up paint or repaint and refinish as needed. If the finish is beginning to crack or peel, refinish the door promptly. If neglected, cracking and peeling will progress rapidly and destroy the surface of the door. Water can severely damage door surfaces, so make certain that the sprinklers do not spray on the doors. Installation of a storm door can assist in protecting exterior doors.

– **LIMITED WARRANTY**

Warping of interior or exterior doors which exceed ¼ inch measured vertically, horizontally, or diagonally will be corrected. Gaps under interior doors are intended to promote adequate air flow. If a gap under an interior door exceeds 1 ½ inches between the bottom of the passage door and the finished floor or 2 inches between the bottom of a closet door and a finished floor, Windmill Homes will make a correction. An exterior door that binds, sticks, or does not latch due to faulty workmanship or materials will be repaired. A split in the door panel will be corrected if it allows the entrance of elements; other splits are matters of Homeowner maintenance. Under extreme conditions, some entry of outside elements under doors can be expected. If daylight is visible or if elements enter under normal conditions, a correction of the threshold or other parts of the door will be made.

## **EXTERIOR FINISHES**

### **– HOMEOWNERS USE AND GUIDELINES**

The primary exterior finishes on new homes are wood, brick, stone, stucco, cement-based siding, and hardboard siding. These finishes were chosen for their beauty and durability in this climate. Because these materials are exposed to frequently changing weather conditions, they require routine maintenance and care. We recommend that the exterior surfaces are inspected every three months.

#### **Stucco**

Stucco is a cement product that is subject to expansion and contraction with changing environmental conditions. Minor hairline cracks will develop in the outer layer of stucco. This is normal and does not reduce the function of the stucco in any way. The white powdery substance that sometimes forms on stucco surfaces is called efflorescence. This is a natural phenomenon and cannot be prevented. In some cases, it can be removed by scrubbing with a stiff brush and vinegar. Consult a home center or hardware store for commercial products to remove efflorescence.

Avoid spraying water from irrigation or watering systems on stucco surfaces. Check the spray from the sprinkler systems frequently to make certain that water is not spraying on stucco surfaces. Keep soil a minimum of 6 inches below the bottom of the stucco finish. **Do not pour concrete; construct masonry or brick walls, or place soil on the stucco finish.**

#### **Brick/Stone**

Brick/stone is one of the most durable and lowest maintenance exterior home finishes. Efflorescence (as described in the Stucco section above) may also form on brick surfaces and may be removed by scrubbing with a stiff brush and vinegar. After several years, brick may require tuck-pointing (repairing the mortar between the bricks). Along the lower rows of bricks there are small holes in the mortar called weep holes. These holes allow moisture that has accumulated behind the bricks to escape. Do not fill these weep holes or permit landscaping materials to cover them.

#### **Siding**

Siding expands and contracts as humidity and temperature change. Slight waves are visible in siding under moist weather conditions, and shrinkage and separations will be more noticeable in dry conditions. Wood-product and cement-based siding require routine painting and regular caulking. The timing will vary with climate conditions and exposure to the elements. Caulking minimizes moisture entry into the siding.

### **– LIMITED WARRANTY**

If there are masonry cracks exceeding ¼ inch width, Windmill Homes will do a one-time repair during the warranty period. Stucco cracks that exceed 1/8" in width, and separations in siding that exceed 3/8 inch in width will also receive a one-time repair during the warranty period. Because some cracking is common in stucco, masonry and mortar joints; minor cracks, imperfections, variations in color, size, and shape of brick or stone are normal.

## **ELECTRICAL SYSTEM**

### ***HOMEOWNER USE AND MAINTENANCE GUIDELINES***

The electrical system in the home was designed by professionals to comply with all applicable building codes, and is intended for normal residential use. Any changes or additions to the electrical system may void the warranty and can result in damage to the home.

**We highly recommend that a licensed electrician is consulted before making changes or additions to the electrical system.** Please note that a permit may be required.

#### **Circuit Breakers**

During the New Home Orientation, a Windmill Homes Warranty representative will point out the location of the circuit breaker panel. There will be one master circuit breaker and several individual circuit breakers. Circuit breakers can trip under excessive electrical load, when there is a worn cord or defective appliance, or during the operation of an appliance with too high a voltage requirement for the circuit.

If the power is lost in one area of the home and available in other areas, it is likely that an individual circuit breaker has tripped. Follow these steps:

- Unplug or turn off any appliances in the area that are without power prior to resetting circuit breaker.
- Check the appropriate circuit breaker and, if necessary, reset it by moving it to the OFF position and then to the ON position.
- If the circuit breaker fails repeatedly, there may be either a short circuit in an appliance or a short circuit in the electrical system of the home.
- Call a licensed electrician or a Windmill Homes representative if the home is still covered under the Limited Warranty.

If the power is lost throughout the home,

- Check the master circuit breaker.
- If the master circuit breaker has tripped, reset it.

#### **Ground Fault Circuit Interrupt Devices**

During the New Home Orientation, a Windmill Homes representative will point out the location of the ground fault circuit interrupt devices (GFCI outlets). Usually, GFCI outlets are located near tubs and bathroom sinks, in the kitchen, garage, and exterior locations. There are special circuit breakers that are designed to break the flow of electricity in the event of a short circuit to prevent dangerous electrical shock. When the circuit is interrupted, the GFCI circuit will have to be reset according to the manufacturer's instructions. One outlet on a GFCI circuit will have a reset button. Often a single GFCI outlet will control multiple outlets, sometimes in other rooms. If there is a loss of power in any wet areas, i.e. laundry, baths, garage, basement, or kitchen, check all GFCI outlets and reset as necessary.

**Do not plug appliances such as power tools, air conditioners, freezers, or refrigerators into GFCI outlets.** The electrical surge that occurs when these appliances cycle will trip the GFCI outlets and break the circuit.

## Lighting

The lighting fixtures in the home are designed for standard wattage bulbs. To avoid excessive heat, follow the manufacturer's recommendations attached to the fixture.

## Outlets and Fixtures

Electrical outlets have been placed at appropriate locations in each room in your home as set forth in the plans. **Do not exceed the capacity for which the outlet was designed.** Devices which increase the capacity of electrical outlets, such as extra plugs and extension cords can create a fire hazard.

If any electrical outlet does not have power, there are two possible explanations:

- The outlet is controlled by a wall switch and the switch is turned off. Plug the appliance into the outlet and turn on the nearby wall switches to see if the problem is corrected.
- Check the circuit breaker. If the circuit breaker has been tripped, reset it and try the outlet again. If the circuit breaker trips repeatedly, call a licensed electrician or a Windmill Homes Warranty representative if this occurs during the Limited Warranty period.

**CAUTION: Small children can be injured by poking objects into wall outlets. Prevent this by installing child proof devices on all electrical outlets. These devices are available at grocery, drug, and hardware stores.**

### – LIMITED WARRANTY

**During the one-year Limited Warranty period, Windmill Homes will correct the problem if circuit breakers trip frequently under normal use. If outlets, switches, or fixtures malfunction, the problem will be corrected if caused by defective workmanship, materials, or installation. If wiring fails to carry the specified load, Windmill Homes will correct the problem if the failure is due to improper installation of materials, during the one-year Limited Warranty period. Modifications of the electrical system may void the Limited Warranty.**

## FENCING

### – HOMEOWNER USE AND MAINTENANCE GUIDELINES

Depending on the community in which the home is located, fencing may be included with the home, it may be an optional item, or it may be an item added by the Homeowner after closing. Please note that the fencing height may vary from that in the models and homes with different grade elevations.

When adding fencing, we recommend that a professional fencing contractor is hired. **It is the Homeowner's responsibility to locate the property lines and have fencing installed in the appropriate location and in conformance with local building codes, zoning, and the provisions of the Declaration of Covenants, Conditions, and Restrictions of the community.** When installing and maintaining fencing, insure that existing drainage patterns to function are unimpeded. Make certain that any soil removed to set fence posts is only distributed in such a way that drainage swales are maintained and that sufficient space remains under the bottom of the fence for water to pass through.

Before installing fencing, refer any questions to the local building authorities and the homeowner's association, if applicable, for approval.

Do not allow sprinklers to spray on fencing. Check regularly to confirm that water does not stand around the fence posts, and make corrections to drainage as needed.

– **LIMITED WARRANTY**

Refer to Declarations of Covenants, Conditions, and Restrictions for the community in which the home is located to determine whether it is the responsibility of the Homeowner or the homeowner's association to maintain fencing. **Fencing is not covered under the one-year Limited Warranty.**

**FIREPLACE**

– **HOMEOWNER USE AND MAINTENANCE GUIDELINES**

Fireplaces are designed to create atmosphere and beauty. The fireplaces are not designed, nor intended, to heat the home. Read all directions from the manufacturer before using the fireplace.

A slight delay between turning the switch on and flame ignition is normal. The flames should ignite gently and quietly. If an odor of gas is detected, turn off the main gas supply, immediately evacuate the home, and call the gas company from a safe location.

– **LIMITED WARRANTY**

Review the manufacture's manual for warranty information, or submit a written warranty request to Windmill Homes.

**FIXTURES**

– **HOMEOWNER USE AND MAINTENANCE GUIDELINES**

Faucets and other plumbing fixtures are designed as attractive accents and to provide trouble-free use. Fixtures are plated with various finishes. These finish materials are resistant to water corrosion under normal use and maintenance, but are not impervious to wear and tear. Abrasive cleansers, caustic agents, scouring pads, and tools can cause damage. Clean the fixture with warm soapy water and a soft sponge or cloth. Rinse with clear water and wipe dry to prevent spotting. If water accumulates and stands at the base of the fixtures, spotting, corrosion and tarnishing can occur.

**Always wipe the base of the fixture dry.** To extend the life of the seals in the faucets and to avoid frequent repairs, do not use excessive force when you turn the faucets on and off. Faucets are equipped with aerators which mix air with the water to prevent splashing. They need to be cleaned occasionally to remove buildup of mineral deposits. If 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 part in the appropriate order and screw the aerator onto the faucet.

– **LIMITED WARRANTY**

Maintenance of plumbing fixtures is the Homeowner's responsibility. Leaks and malfunctions will be corrected during the one-year Limited Warranty period if they are due to faulty workmanship or materials.

**FLOOR SYSTEMS**

Most flooring systems are made up of engineered I-joists and oriented strand board to employ the latest technology in the industry.

– **LIMITED WARRANTY**

The Limited Warranty covers flooring materials installed by Windmill Homes. **A squeak-proof floor cannot be guaranteed.** Lumber shrinkage as well as variation in temperature and humidity can cause squeaks. Windmill Homes will attempt to eliminate floor squeaks if they are caused by a defective joist or improperly installed sub floor, on a one-time basis and only during the first year. **We recommend waiting until the tenth month after closing before submitting a request for service.** High and low areas in the floor will be corrected if the differential exceeds ¼ inch within a 32 inch measurement.

**GARAGE OVERHEAD DOOR**

– **HOMEOWNER USE AND MAINTENANCE GUIDELINES**

The overhead garage door requires periodic maintenance for reliable operation. Garage overhead doors are not airtight. Some light will be visible around the edges and across the top of the door. Weather conditions may result in some precipitation and dust entering around the door.

Every 3-6 months apply a lubricant, such as a silicone spray, to all moving parts: track, rollers, hinges, pulleys, locks, and springs. Use lubricant sparingly, as over lubricating can result in drips on vehicles and the concrete floor. Check to make sure that all hardware is tight and operating as intended without binding or scraping.

To prevent damage to the garage door opener, be sure the door is completely unlocked before using the operator. If the opener is installed after closing on the home, we suggest that it is ordered from the company that installed the garage door. Be familiar with the steps for manual operation of the door in the event of a power failure.

If a garage opener was selected as one of the options, a Windmill Homes representative will demonstrate the use of the opener during the New Home Orientation.

Follow the manufacturer's instructions for safe and reliable operation. Do not allow children to play with or around the door. Any needed adjustments should be made by a qualified specialist. The door springs are under a considerable amount of tension and require special tools and knowledge for accurate and safe servicing. Have the door inspected by a professional garage door technician after any significant impact to the door.

– **LIMITED WARRANTY**

The garage door should operate smoothly and with reasonable ease. Windmill Homes will correct a garage door that does not operate properly. **If a garage door opener is installed after closing on the home, Windmill Homes will not be responsible for the operation of the garage door.**

**GARBAGE DISPOSAL**

– **HOMEOWNERS USE AND MAINTENANCE GUIDELINES**

For proper operation, turn on the cold water and start the disposal. **Do not load the disposal with food before turning it on.** After it is running, drop food items slowly into the unit. It is important to use plenty of cold water to allow the

food to be cut by the blades and flushed into the sewer lines. Only foods that are non-fibrous and easily pulverized should be placed into the disposal. **Do NOT** place such things as **corn husks, celery, onion skins, olive pits, bones, or solid or liquid grease**, into the unit. Greasy items may liquefy in hot water, then cool and solidify in the sewer line. These other items may cause the unit to overload, jam, or become clogged. When the unit sounds clear, turn off the disposal, and let the water run for several seconds. The disposal is not intended for grinding large portions of food; it is to be used for food remnants.

If the unit is not running, follow these corrective measures:

- Turn off the disposal and the cold water. Wait three minutes for the unit to cool, and then press the reset button which is usually located on the bottom of the disposal.
- If this does not correct the problem, the unit is probably clogged or jammed. **Unplug the disposal before attempting any repair yourself.**
- Check the circuit breakers. An overload of this type may have tripped the circuit. Reset any tripped breakers.
- If the disposal has a service wrench, insert one end of the wrench into the bottom of the unit. Work back and forth until the disposal turns freely.
- If the disposal does not have a service wrench, insert a broom handle or mop handle into the throat of the unit and rotate the impeller back and forth. The obstruction will usually loosen so that it can be removed.
- Remove the obstruction, plug the disposal in, press the reset button and proceed, following the recommendations above for proper use.

– **LIMITED WARRANTY**

The garbage disposal is covered by the manufacturer's one-year materials and workmanship warranty. Contact a licensed plumber or a Windmill Homes representative during the warranty period.

## **GRADING AND DRAINAGE**

– **HOMEOWNER USE AND MAINTENANCE GUIDELINES**

**The lot has been graded to drain water away from the foundation of the home.** The grading plan for the home is part of an overall drainage plan for the entire subdivision. It has been engineered to meet local government standards and home warranty agreement guidelines to insure proper drainage. The final grade of the lot may vary from that of the model homes and from that of other homes in the subdivision. The contours and features of the lot have been designed as an appropriate setting for the home and to protect against pooling water, erosion, and damage. The grading of the lot has been created to direct water away from the home and adjacent properties. To avoid water damage, which can be severe during heavy rains, make sure that the grading is maintained. Do not build fences or other obstructions across swales.

Backfill around the home's foundation may settle enough to reverse or flatten the slope. If this occurs, rather than draining away from the home, rain water and irrigation will pool near the foundation and infiltrate the ground causing damage to the foundation and possibly to other areas of the home. To maintain positive drainage away from the home periodically re-compact the soil at the surface by tamping it down and adding new fill material as needed. Take care to keep the surface of the soil away from the bottom of the siding or stucco.

Landscaping can alter the grading of the lot. We suggest a professional landscape contractor is consulted when landscaping. Provide ample room for growth between the plants and the home. **The ground next to home should always slope away from the foundation to prevent standing water, and nothing should be planted within five feet of the foundation so that the water does not collect near the house.** If adding soil, be especially careful not to change the drainage patterns. Flower beds and other additions can significantly alter drainage patterns. Patios, driveways, walkways, edging, fences, walls, planters, flower beds, and play structures can all impact the drainage system. The pooling of water next to concrete structures can expand the soil causing heaving or cracking of the concrete. A professional landscape contractor should assist in making certain that slope and drainage patterns are preserved when installing these features.

Before beginning a landscaping project, check with the homeowners association, local building officials, and review the Declaration of Covenants, Conditions, and Restrictions to make certain that the plans meet all the requirements.

A drip irrigation system can be used to conserve water. These systems concentrate a small amount of water directly to the root of the plant where it provides the most nourishment. Never use drip irrigation near the homes' foundation or concrete flatwork. For further conservation of water, drought resistant or drought tolerant plants are useful. Landscape professionals can provide advice on plant selection, watering needs, and proper placement of these plants in the yard.

In addition to landscaping and other alterations, natural settling can change the original grading of the lot. **It is the Homeowner's responsibility to maintain, and to re-establish if necessary, drainage on the property prior to landscaping and during the process of landscaping.** Failure to re-establish grading during landscaping may result in damage to the home, the lot and neighboring properties. Any alteration of the established grade to the lot may void the structural portions of the Limited Warranty. It is the Homeowner's responsibility to maintain the original drainage patterns of the lot and to preserve good drainage on the lot.

It is not unusual for water run-off from uphill to drain onto the lots downhill, eventually arriving at a discharge point. It is the Homeowner's responsibility to protect landscaping improvements from damage caused by drainage from adjacent properties. Windmill Homes is not responsible for damage to the property or improvements that may be caused by drainage from uphill or adjacent lots, or by rain, snow, wind or other actions that might cause erosion on the property or otherwise adversely affect the grading or landscaping in the yard.

The lot has been graded to drain water from the home in compliance with the drainage plan for the subdivision. It is the Homeowner's responsibility to protect drainage patterns through the lot.

## **HARWOOD FLOORING**

### **– HOMEOWNER USE AND MAINTENANCE GUIDELINES**

Hardwood Flooring will expand and contract from season to season – resulting in cracks between some of the boards. In caring for hardwood floors, we recommend use of a dust mop or soft bristle broom daily to keep the dust and grit off the floor. When a more thorough cleaning is necessary, use only cleaner that has been recommended by the manufacturer. **Avoid all wax-based products. Do not saturate the floor or allow water or other liquids to stand on the surface.** Never use self-polishing treatments, soaps, detergents, or oils. Wipe all spills immediately to prevent damaging the wood. Avoid wearing high-heeled shoes as they may cause dimples or indentation in the wood. Furniture legs and pet's claws can scratch the finished surface. Felt protector pads should be applied to the bottoms of legs of tables and

chairs to allow the furniture to be moved easily over the floor and to help prevent scuffing or scratching. Clean the protectors regularly to remove any grit that may have accumulated. Rubber-backed rugs can cause discoloration of the flooring.

The hardwood flooring is generally pre-finished at the factory. Hardwood is a natural product milled from a tree. It is not fabricated and will have mineral deposits, shade, color, and grain variances consistent with the grade and species of the flooring. Hardwood may have minor splits, chips, cracks, and rounded corners. Do not select a wood floor if you expect it to be “perfect.” There will be slight height differences between boards, side-to-side and end-to-end. This is inherent to the product and is not due to improper installation. Square edge floors will be affected the most.

Engineered wood floors may be installed by gluing the planks directly to the sub floor; others may be installed using a floating method, either by gluing the planks to each other or with an interlocking system. With the “floating” floor system of installation, there will be an echo or hollow sound when walking on the floor. Squeaking can also be heard in wood floors as the floors go through temperature and humidity variations.

All wood floors fade or change color over time due to UV exposure and this is considered normal. Light-colored floors have more of a tendency to be affected. When stained, the floors with a lighter stained color are more likely to show dirt, while floors with darker stain colors are more likely to show scratches. An exact color match to the sample is neither implied, nor guaranteed. Hardwood will expand and shrink over time due to the presence of moisture and heat; this will cause gapping between the planks. Keeping a stable temperature (around 70 degrees) and controlling the level of humidity with a humidifier in colder months and a dehumidifier in warmer months will help reduce gapping due to shrinkage and expansion. Hardwood floors are generally not installed in bath and wet areas due to the manufacturers’ warranties being voided upon installation.

The use of approved rugs or mats in heavily used areas is highly recommended to protect the hardwood floors. Hardwood floors should be treated with the same respect given a piece of furniture. Protect flooring by equipping furniture legs with floor protectors and do not push or pull furniture or appliances across the floor without first protecting the floor. Sharp objects, spike heels, pets, and grit on shoes will dent, scratch, and cause damage. Wood floors with beveled edges are prone to collect debris, making cleaning more difficult. **Wood and water do not mix! Do not wet mop hardwood floors!** Do not use Murphy’s oil soap, or any product not approved for use on that particular floor. Please refer to the manufacturer’s recommendations for maintenance and cleaning. The manufacturer, installation contractor, or builder will not accept claims related to damage or neglect

– **LIMITED WARRANTY**

Hardwood is a natural product, which varies in color and appearance. Separations between boards is normal, especially during the heating season, therefore the separations will not be filled unless they exceed 1/16 inch. To restore the luster and finish of hardwood floors, have a hardwood flooring contractor “screen and coat” the hardwood every 2-5 years, depending on the amount of wear and tear. **Any damages not noted on the New Home Orientation Form prior to occupancy will not be covered under the Limited Warranty.**

## **VINYL FLOORING**

### **– HOMEOWNER USE AND MAINTENANCE GUIDELINES**

Modern, resilient vinyl flooring is durable and easy to maintain. We offer the following tips for proper care: clean vinyl flooring with a solution of warm water and a no-rinse flooring cleaner, avoid all wax-based products, wipe up spills immediately to avoid staining, and use a sponge or soft cloth to dry the floor after removing the spill. **Do not use abrasive cleansers or bleach.**

Abrasives will dull the finish and cause permanent damage. Bleach can etch and destroy the surface of the flooring.

### **– LIMITED WARRANTY**

Since sheet vinyl is typically manufactured in six-foot wide widths, seams may be visible in large areas, such as the kitchen. As with carpet, there is no such thing as a completely invisible seam, especially in patterns with no continuous straight lines. All sheet vinyl is susceptible to being torn, scratched, or dented by heavy objects. Extreme care should be exercised when moving appliances and furniture. Plastic glides are strongly recommended on all chairs and tables to protect the floor. Also, please be aware that high heels, dropped objects, toys, and other household items can dent or puncture vinyl. No vinyl material will be installed under built-in appliances. Rubber-backed floor mats can cause discoloration to vinyl flooring and their use is strongly discouraged. Because of its relatively soft texture, vinyl flooring can be damaged by the weight of heavy appliances, by dropping or moving heavy object across the surface, and by rough use. To prolong the life and appearance of your vinyl floors, avoid wearing high heeled shoes which can cause permanent dents and gouges. Use felt protector pads on the bottoms of the legs of tables and chairs to prevent gouging and scratching, as described above in the Hardwood section. **Any damage not noted during homeowner orientation prior to occupancy will not be covered under the Limited Warranty.**

## **LAMINATE FLOORS AND COUNTERTOPS**

Laminate floors are made with a decorative top wear layer that has the appearance of real wood. Although the wear layer is highly resistant, it is still susceptible to scratches and gouges. Laminate floors are made of separate panels that are joined together by tongue and groove joints. All of the panels have adhesive to hold them together, however the floor is not glued to the sub-floor. This “floating floor” causes an echoing or tapping when walking on it that is not heard with a glue-down installation of a hardwood floor.

Each manufacturer details cleaning procedures for its particular floor. As a general rule, routine cleaning of laminate floors consists of sweeping or vacuuming (without a beater bar). Do not use abrasive cleaners that can scratch the floor or a wet mop. Surface treatments such as polish, wax, or soap are not required or recommended. The core of the laminate will swell if it is exposed to an excessive amount of moisture.

Laminate countertops are not resistant to burning and hot items can cause delamination if placed directly on the surface. All laminated materials have the ability to delaminate in highly humid areas and are susceptible to scratches and gouges.

## **HEATING AND AIR CONDITIONING**

### **– HOMEOWNER USE AND MAINTENANCE GUIDELINES**

Each home is equipped with a high quality heating system and may have an optional air conditioning system. These systems comply with local and state energy codes. With proper care, they will provide many years of efficient, dependable service. Please read the instruction manual and become familiar with the systems before use. If air conditioning is installed, the system is combined with the heating system. It is, therefore, important to follow maintenance instructions for both systems to care for each of them properly.

Temperatures in the home may vary from room to room due to such features as floor plan, orientation of the home on the lot, type and use of window coverings, location of vents, and traffic through the home. On extremely cold days, a 6 degree difference between actual inside temperature and the thermostat setting is acceptable. On excessively hot days, where outside temperature exceeds 95 degrees Fahrenheit, a difference of more than 17 degrees lower than outside temperature will be difficult to maintain.

Heating and air conditioning greatly enhance the comfort of the home, but if used improperly or inefficiently, wasted energy and frustration will result. We offer the follow suggestions to help in getting the maximum use and enjoyment from the heating and air conditioning:

- **Check the heating and air system early in the season.** Contact the appropriate mechanical contractor for regular service needs, and to arrange for resolution of any problems before the heavy demand of seasonal service. We recommend an inspection by a heating and air conditioning professional every year.
- **Keep vents clean and directed appropriately.** During the course of construction, dust and debris may inadvertently get into the heating and air conditioning vents and ducts. As part of a routing cleaning, take care to keep the vents and registers free of dust and cobwebs. By adjusting the vents air flow can be maximized to occupied parts of the home. This is especially important when the seasons change. For example, in the summer months, partially closing vents on the north side of the home and fully open vents in the rooms that receive the most exposure to the sun so that air flow can be minimized to those rooms; do not completely close off any vents in an effort to get more airflow to other areas.
- **Keep exterior doors and windows closed when operating the air conditioning and heating system.** Warm outside air disrupts the system and makes efficient cooling impossible. In either season, keep doors (including garage doors) and windows closed. In winter, cold outside air impacts the system. In warm weather, heat from the sun shining through windows with open drapes may be intense enough to overcome the cooling effect of the air conditioning. For best results in the summer, keep the drapes on these windows closed during periods of bright sun. On cold days, open window covering to allow the sun to warm the home, and close them when the sun begins to set.
- **Keep the thermostat at moderate temperature during the day when away.** Unlike a light bulb, which reacts instantly when the switch is turned on, the air conditioning unit only begins a process when the thermostat is set. For example, when the outside temperature has reached 90 degrees Fahrenheit and the thermostat is set to 75 degrees, the air conditioning unit will begin cooling, but will take some time to reach the desired temperature due to the fact that during the day the sun has been heating not only the air in the house, but the walls, the carpet, and the furniture are still releasing heat, counteracting the cooling. If evening cooling is the primary goal, set the thermostat at a moderate temperature in the morning while the house is cooler, allowing the system to maintain the cooler temperature. The temperature setting may then be lowered slightly upon arrival home, for better results. **Setting the thermostat at 40 degrees will not cool the home any faster and**

**can result in the unit freezing up and not performing at all.** Extended use under these conditions can damage the unit. If the home has a zoned system (more than one furnace and/or separate controls) adjust operating schedules and temperature settings to maximize comfort and minimize energy consumption.

- **Ceiling and whole-house fans may increase comfort.** Ceiling fans are inexpensive to operate, and the moving air usually increases comfort on a warm day. Whole-house fans are effective in cooling down inside temperatures by drawing cooler outside air into the home through open windows and doors. Do not operate a whole-house fan at the same time as air conditioning.
- **Change furnace filters every 30 days or as needed.** In areas with heavy dust more frequent changes may be necessary. Fresh filters can significantly reduce the operating costs and extends the life of the system. It is important to change the filters during the cooling season as well as heating season. Note that using a denser filter can restrict airflow and efficiency. In the same manner, smaller micron filters can cause excessive wear on the fan motor. Always replace the air filter with new ones as recommended by the manufacturer of the air system.
- **Check weather stripping on all exterior doors.** Adjust the weather stripping as needed to prevent unnecessary drafts. Ensure that door thresholds provide a tight fit - most are adjustable.
- **Keep plants and grass trimmed well away from the air conditioning unit.**

If you have questions or requests for warranty service on the heating and air conditioning systems, please direct them to a Windmill Homes representative. Before calling for service, check to confirm that:

- Thermostat is set to the desired setting.
- Blower panel cover for the furnace blower (fan) is in place. This panel pushes in a button to allow the fan motor to come on. If the button is not pushed in, the furnace will not operate.
- Air conditioner and furnace breakers on the main electrical panel are on. (Remember, if a breaker trips it must be turned it form the tripped position to the off position before it can be turned back on.)
- Switch on the outside wall near the air conditioner is on.
- **Filter is clean to allow air flow.**
- Vents in individual rooms are open.
- Air conditioner has not frozen from overuse.
- Air returns are unobstructed.

#### – **LIMITED WARRANTY**

The warranty on the heating and air conditioning system is provided by the installer and manufacturer. If there are questions or requests for warranty service, please direct them to Windmill Homes during the Limited Warranty period. **The air conditioning system should maintain temperature of 78 degrees or a differential of 16 degrees from outside temperature on days were outside temperature exceeds 95 degrees Fahrenheit.** It may be possible to obtain a lower inside temperature, but neither the manufacturer nor Windmill Homes guarantees this. **The heating system should maintain no more than a 6 degree difference between actual inside temperature and thermostat setting.** If the home is completed during winter months, the air conditioning system will need to be charged in the spring. The mechanical contractor will not add coolant to the air conditioning system until the outside temperature is 70 degrees Fahrenheit or higher. **Lack of air conditioning service is not an emergency. Air conditioning contractors in the Northern Colorado region respond to air conditioning service requests during normal business hours.**

## INTERIOR WALLS AND DRYWALL

### – *HOMEOWNER USE AND MAINTENANCE GUIDELINES*

The walls are constructed of wood and other materials which expand and contract under normal environmental circumstances. Molding and trim can shrink and warp in some situations. **Visible hairline cracks where drywall meets other materials, and cracks or seams lines due to expansion and contraction of the structure are normal and will be repaired one time during the Limited Warranty period.**

**The Homeowner is responsible for routine maintenance on molding, trim, and drywall.** Use touchup paint and, if necessary, the appropriate caulking material to complete the repairs.

We provide textured walls to add beauty and style to the home. The texturing material is relatively soft and can be damaged by scrubbing with abrasive cleansers and rough brushes or cloths. Small smudges may be removed from walls with a solution of warm water and a mild soap. Wash *gently* with a soft sponge or cloth, and rinse with water. Dry the excess water carefully. **Do not permit the wall board to become soaked with water.** Larger spots, not easily removed by cleaning, will require paint touch up. It is unlikely that touch ups of paint and re-texturing will match the surrounding area.

The ceilings do not require special attention other than cleaning and painting, as needed. Remove dust and cobwebs as part of routine cleaning. Repaint as necessary.

### – *LIMITED WARRANTY*

**One time during the first year after closing, Windmill Homes will repair drywall cracks that exceed 1/8 inch in width and nail pops that have broken the finished surface.** We will touch up the repaired area using the same paint color that was on the surface when the home was completed. **Touch-ups will be visible.**

**Repainting the entire wall or the entire room is the Homeowner's choice and responsibility.** The Homeowner is also responsible for touch ups to customer paint colors or wallpaper that has been applied after closing. Due to the effects of time on paint and wallpaper, as well as possible dye lot variations, touch-ups are unlikely to match the surrounding area.

## LAWN CARE

### – *INFORMATION AND GUIDELINES*

- **New sod care.** Immediately after the sod has been installed, begin watering by giving the sod a thorough soaking. Continue watering twice a day for the first 7-14 days using an amount of water that will keep the soil under the new sod moist to the depth of about 2-3 inches. Once the sod has knitted (established) into the soil, approximately 2-3 weeks, water thoroughly every third day to help stimulate deep root growth. To check the sod to see if it has knitted into the soil, tug it gently at one corner – if there is resistance, it is established. **Do not** mow, fertilize, or apply any herbicides until the sod has established itself. Mowing may be started as soon as the sod is firmly knitted into the soil. The first few times, the lawn should be mowed in the direction diagonal to the way the sod was laid. **Never cut off more than 1/3 of the grass height.** The mower should be set at a minimum of 2 inch height. (Optimum height is 2-2 ¼ inches.) Mowing too short exposes the normally shaded

lower stems to sunlight and may cause them to burn and turn brown. If grass is too high, reduce its height a little at a time. For best results, mow the lawn when the grass is dry.

- **Watering.** The proper amount and length of watering varies with the type of soil you have, the location of the sod, the degree of sun exposure and the weather conditions, including humidity, wind, precipitation, and temperature.

There are many types of soils; however, the most common in Colorado are soils that contain a significant amount of sand or clay. **Sandy soils** hold the least amount of water and the least amount of air. This means that water moves more quickly through the sandy soil. Clay soils hold moisture longer than sandy soils. It is important to remember that each layer of soil must get wet before water will move deeper into the soil. **Optimum water penetration into the soil is approximately 6 inches.** Proper water is essential to maintain a healthy, vigorous lawn. As a general guideline, established lawns should be watered every third day, applying approximately 1-1/2 inches of water total. **The lawn will require more water** during hot and windy weather and where tree roots are near the surface. **The lawn will require less water** during cloudy, rainy, cool weather.

**Monitor the lawn continuously. If wilting, dryness, or discoloration occurs, increase watering time accordingly. If water is standing or forming puddles, decrease watering times accordingly.**

If watering times have changed but there is still dryness or discoloration, the zone in question should be turned on and observed for proper coverage. Sprinkler heads and nozzles may need to be adjusted or replaced to achieve proper coverage and precipitation rate.

- **Additional maintenance.** To maintain a healthy lawn, apply fertilizer approximately every 5 weeks from May 1 to September 30. Immediately after the lawn has been fertilized, water it thoroughly to avoid burning the lawn. **Do not** use high nitrogen fertilizer during hot weather as it may burn the lawn. Fertilizers containing Nitrogen, Sodium Phosphate, and Potash are generally effective with Colorado's climate and soil types, when use appropriately. Aerating the lawn in late spring and early fall improves water penetration and lawn performance. After the lawn has been aerated, apply fertilizer mentioned above.
- **Winter watering.** The lawn, trees, and shrubs need to be watered during the winter when the sprinkler has been turned off and drained out. Winter watering is very important in the Northern Colorado area due to the very low humidity and dry cold winds. These two factors have the most impact on the survival rate of plants. It is **ESSENTIAL** to manually water new planted trees and bushes at least once a month throughout the winter. During a dry winter, about 1 to 2 gallons of warm water around the trunk of each tree and bush is necessary.

## **MOLD PREVENTION**

### ***– INFORMATION AND GUIDELINES***

Molds are simple, microscopic organisms that are necessary for the natural decomposition of organic material. Mold exists virtually everywhere; indoors and outdoors, and spreads by means of microscopic spores that travel through the air. It may be found on plants, food, dry leaves, other organic matter, carpet, wallpaper, and building materials, such as drywall, wood, and insulation. It is common to find mold spores in the air of homes and growing on damp surfaces. Much of the mold found indoors comes from outdoor sources. Therefore, everyone is exposed to some mold on a daily basis without evident harm. Residential home construction is new and cannot be, designed

to exclude mold spores; however, mold will not grow without moisture. By eliminating moisture through good housekeeping and home maintenance practices, homeowners can minimize mold growth.

Exposure to mold is not necessarily harmful, but certain strains of mold may cause adverse health effects in small percentage of susceptible persons. Experts disagree about the level of mold exposure that may cause health problems and about the level of any health problems that may be caused by mold. Windmill Homes is not an expert in the study or remediation of mold.

The following sources of indoor moisture that could create an environment for mold growth:

- Humidifiers
- Swamp coolers
- Water leaks
- Flooding
- Backed-up sewers
- Leaky roofs
- Damp basements or crawl spaces
- House plants
- Steam from cooking
- Shower/bath steam and leaks
- Wet clothes on indoor drying lines
- Clothes dryers vented indoors
- Combustion appliances not vented to the outdoors

**Homeowners can reduce the likelihood of mold growth in your home by:**

- **Checking for signs of mold before bringing items into the home.** Potted plants (root and soil), furnishings, used clothing and bedding materials that have been stored, as well as many other household goods, may already contain mold growth or spores when they are brought into the home. Avoid storing organic material in basements or damp areas.
- **Clean the home regularly.** Vacuuming and other cleaning will help reduce mold levels. Mild bleach solutions and most tile cleaners are effective in eliminating or preventing mold growth.
- **Keep the humidity in the home low.** Keep the home well ventilated and the humidity low. Clothes dryers should always be vented to the outdoors. Ventilate kitchens and bathrooms by opening windows or using exhaust fans to remove excess moisture in the air and to facilitate evaporation of water from wet surfaces. Maintain and properly service the heating and air conditioning systems. Do not cover or interfere in any way with the fresh air supply to the furnace. Air the entire house by opening windows for a time when weather permits. Make sure crawl space vents are open in summer months and ventilation fans are operating well.
- **Promptly clean up spills, condensation, and other sources of moisture.** Thoroughly dry all wet surfaces or materials. Do not let water pool or stand in the home and promptly replace any material that cannot be thoroughly dried.
- **Inspect for leaks on a regular basis.** Look for discoloration and wet spots, repair any leaks promptly, and inspect condensation pans (refrigerators and air conditioners) for mold growth. Take notice of musty odors and visible signs of mold.

- **Prevent water intrusion into the home.** Check and repair as necessary all areas of caulking and painting. Maintain the appropriate grade so that water drains away from the house. Keep irrigation systems from operating within 5 feet of the foundation and do not over water the landscaping.

Whether the existence of some amount of mold is a problem or not is subject of much debate. Mold is everywhere – indoors and outdoors. Because there are few, if any, standards for determining what quantity of mold is acceptable, and because the susceptibility of individuals varies so greatly, the simplest approach is to take appropriate steps to remove mold if it can be seen.

**Cleaning up mold can be hazardous to ones health. If there is a reason to believe there is a mold problem, consult a reliable source before beginning the clean-up process. A number of governmental internet sites have information on procedures for remediation of mold problems, including the United States Environmental Protection Agency, [www.epa.gov/iag](http://www.epa.gov/iag), and The Center for Disease Control and Prevention. <https://www.cdc.gov/>**

## **PLUMBING**

### **– HOMEOWNER USE AND MAINTENANCE GUIDELINES**

The plumbing system features modern designs and materials. We recommend that becoming familiar with the primary parts upon moving in. Homeowners should know the location of the main shut off valve and the individual valves in each of the bathrooms and the kitchen. In the event of a plumbing emergency, close the main water shutoff at one. Flowing water can cause severe damage to the home and its contents.

**The main water shutoff valve is generally located in the basement, or where the water service enters the home.**

Other valves are 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 the top of the water heater. It controls the flow of water to the water heater and should be closed in the event of a water heater leak. All those in the home should know where these valves are and how they work. Our representative will identify the valves during the New Home Orientation.

Common Maintenance Issues:

- **Sewer gas.** Each plumbing fixture in your home has a drain pipe specially designed to provide a water barrier against vapor between the home and the sewer. The drain pipe or trap is the u-shaped area of pipe directly under the sink. The trap holds water which prevents the odor of sewer gas from entering the home. If any of the faucets or floor drains are used infrequently, it is suggested that it be flushed occasionally with clear water to replace the water in the trap lost to evaporation. If the odor of sewer gas is detected from a sink after it has been flushed with clear water, contact a Windmill Homes representative.
- **Aerators.** Small amounts of minerals may become trapped in the aerators of the faucets. These mineral deposits may reduce water pressure or cause the faucets to drip because parts wear more rapidly when they come in contact with foreign matter. To avoid these problems, occasionally remove and flush out the faucet aerators.
- **Clogs.** Because of the shape, the drain trap is the area most likely to become clogged. Most toilet clogs can be avoided by not allowing such items as disposable diapers, excessive amounts of toilet paper, sanitary supplies, Q-tips, and dental floss to be flushed down the bowl. Improper garbage disposal use may also cause plumbing clogs. If a stoppage occurs, close the shut off valve, and give a few vigorous pumps with a plumber’s help (plunger). **It is recommend that drain cleaners not be used due to the risk of personal injury and damage to fixtures.** If the obstruction cannot be cleared with a plunger, contact a Windmill Homes representative.

- **Running toilet.** To stop running water, check the float in the tank. If it has lifted too high in the tank, the valve will not shut completely. The float should be free and should not rub the side of the tank or any other parts. Also check the chain on the flush handle. If it is too tight, it will prevent the rubber stopper at the bottom of the tank from sealing, resulting in running water. Be careful when using chlorine or other chemical cleaners inside a tank that does not have parts that are designed to resist chemical corrosion.
- **Freezing.** Remove hoses and other attachments from outside faucets during cold weather, even if the faucet is located in the garage. If a hose is left attached, the water that remains in the hose can freeze and expand back into the pipe, causing a break in the line. Repair of a broken line that feeds an exterior faucet is the Homeowner's responsibility. Store hoses and attachments in the garage during the winter months and be sure to have a professional contractor winterize the irrigation system in the fall to prevent freeze damage to the irrigation system.
- **Prevent plumbing problems while away.** If the home will be empty for an extended period of time, shut off the main water valve to the home. Leave heat set on a reasonable temperature to prevent pipes from freezing.
- **Tubs, showers, sinks and toilets.** Some cleaning products can damage the finish of these surfaces. Be careful when choosing cleaners. Never use abrasive cleaners, and always read the labels and follow product instructions.

– **LIMITED WARRANTY**

Plumbing pipe leaks will be corrected during the one-year Limited Warranty period if they are caused by faulty workmanship, materials, or improper installation. Water supply stops and clogged drains or sewers inside the home will be corrected during the one-year Limited Warranty period if caused by faulty workmanship or materials. Freeze damage to plumbing and irrigation systems is not covered under the Limited Warranty and is the Homeowner's responsibility.

## **ROOFS**

– **HOMEOWNER USE AND MAINTENANCE GUIDELINES**

Roof and gable vents may be required for proper attic ventilation. During periods of rain or snow with high winds, moisture can blow into the attic through these vents. It is the Homeowner's responsibility to check the attic after such a storm for possible accumulation of snow which could melt and cause interior damage.

Maintain gutters and downspouts so that they are free of debris and able to drain quickly. Inspect gutters and downspouts twice each year, and remove any debris promptly. Downspouts should be directed away from the foundation of the home so that erosion and water saturation of the soil are prevented. All downspout extensions should remain down at all times.

– **LIMITED WARRANTY**

Roof leaks that are due to improper installation will be corrected within the Limited Warranty period. Windmill Homes will not be responsible for damage caused to the roof by acts of nature or damage caused by others.

## **SECURITY SYSTEMS & AUDIO PRE-WIRE**

### **– HOMEOWNER USE AND MAINTENANCE GUIDELINES**

At least one smoke/carbon monoxide detector has been installed in the new home. The selection, installation procedure, and location of the smoke/carbon monoxide detectors are governed by local and state building code requirements. Please do not move or disable the smoke/carbon monoxide detectors.

Most smoke/carbon monoxide detectors are powered by 110v current and have 9v battery backup. We recommend the batteries be replaced twice a year. To prevent false alarms, thoroughly clean (dust and vacuum) each device when changing batteries.

### **– LIMITED WARRANTY**

Windmill Homes does not represent that the smoke/carbon monoxide detector will provide the protection for which it is installed or intended. Windmill Homes will test smoke/carbon monoxide detectors during the New Home Orientation to confirm that they are working and to familiarize the Homeowners with the alarm. Homeowners are responsible for maintenance.

## **SPRINKLER SYSTEM**

### **– HOMEOWNER USE AND MAINATENANCE GUIDELINES**

Sprinkler systems present a convenient and efficient method of watering the landscaping. Automatic timers permit watering at optimum times whether at home, away, awake, or asleep. The amount of water provided to each zone can be accurately and consistently controlled and easily adjusted with a timed system. Check the system after a power outage and keep a battery in place if the system offers that as a backup. Homeowners are responsible for routine cleaning, adjusting sprinkler heads, and winterizing the system to prevent freezing. **Failure to winterize the system before freezing temperatures occur can result in broken lines, which are not covered under the Limited Warranty.** A professional landscape contractor can perform this service.

### **– LIMITED WARRANTY**

Windmill Homes will correct malfunctions due to material and workmanship only during the Limited Warranty period.

## **SUMP PIT**

### **– HOMEOWNER USE AND MAINTENANCE GUIDELINES**

Sump pits installed in the basement of the home are designed to collect water from the foundation perimeter drain. It is not uncommon for water to accumulate in the sump pit. This will not necessarily require the installation of a pump, but will need to be monitored. **If, during the first year, the water level is higher than the inlet pipe, contact the Windmill Homes Warranty department for evaluation.**

– **LIMITED WARRANTY**

The sump pump, if installed, is an appliance warranted by the manufacturer. It is the Homeowner's responsibility to frequently inspect and maintain proper operation of the pump.

**WATER HEATER**

– **HOMEOWNER USE AND MAINTENANCE GUIDELINES**

Carefully read the manufacturer's literature and warranty for information regarding the specific water heater. In the event of a leak in the water heater, close the shutoff valve on the top of the water heater and turn off the pilot light. Call a licensed plumber or Windmill Homes for service.

The 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 works efficiently.

– **LIMITED WARRANTY**

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

**WINDOWS AND SLIDING DOORS**

– **HOMEOWNER USE AND MAINTENANCE GUIDELINES**

The windows should offer years of trouble-free service if simple maintenance guidelines are followed. Clean windows inside and out at least twice a year during moderate weather with vinegar and water, a commercial glass cleaner, or the product recommended by the window manufacturer.

Window and sliding doors are made to last for years, but they do require routine maintenance. The most important step is to keep the tracks free of dirt and debris. The tracks are pliable and can become damaged if they are not kept clean. Use a broom or a brush to loosen any debris, and vacuum the tracks thoroughly as part of a regular cleaning routine. Avoid using abrasive cleaners as they may scratch the surface. If windows and doors do not slide freely, an oil-free silicone lubricant can be used on the tracks. **Do not use any oil-based lubricant on windows or doors.** Oil lubricants attract dust and dirt and may damage the window or door.

Window and door frames have a small weep holes at the bottom of their exteriors to permit water to drain from the track and to promote proper ventilation. Keep the weep holes open and free of debris. During high winds, air will penetrate the windows, especially through the weep holes.

**Do not apply film window tinting material to double-glazed window and doors.** The use of these materials can cause a buildup of heat between the panes of glass. The excessive heat will destroy the seals and permit water condensation to form between the panes. Adding window tinting to the windows voids the warranty on the windows.

– **LIMITED WARRANTY**

Windmill Homes will make adjustments within the Limited Warranty period if windows or sliding doors are difficult to open, close, or lock as long as they have been properly maintained.

## **WOOD TRIM**

### **– HOMEOWNER USE AND MAINTENANCE GUIDELINES**

Wood has been used throughout the home. Because it is a natural product, it has variations and inconsistencies that contribute to its beauty. Wood requires protection with paint or sealers because it is a porous material and is subject to damage by the elements and the interior conditions of the home. Inspect the exposed wood surfaces frequently. If cracking or peeling of the paint is found, sand the area and repaint it promptly.

All exterior wood on the home will require repainting every two to four years, depending on exposure. Surfaces that receive direct sun in the morning and mid-afternoon will require more frequent repainting. Inspect these surfaces every six months.

### **– LIMITED WARRANTY**

Windmill Homes will correct gaps that exceed 1/8 inch at trim joints and ¼ inch between trim and adjacent surfaces within the warranty period. Minor imperfections in wood materials will be visible and will require no action.

## **WARRANTY WORK REQUEST FORM**

*One Team – Answering all of your service needs for your new Windmills Home.*

PLEASE DO NOT CALL YOUR SUPERINTENDENT OR SALES OFFICE or stop the suppliers or vendors that are working in your neighborhood.

- **Email:**            [warranty@mywindmillhomes.com](mailto:warranty@mywindmillhomes.com)
  - **Online:**           [www.mywindmillhomes.com](http://www.mywindmillhomes.com)
  - **Address:**        **Warranty Department, Windmill Homes, 1760 Broad St. Suite E, Milliken, CO 80543**
- 
- Include the home address, community name, phone numbers and an e-mail address on all pages of the correspondence. Please note if these are updates for you homeowner records.
  - All appointments are scheduled during normal business hours and require an adult to be present.
  - We will confirm receipt of the request within 3-5 business days to the email on the request.
  - The confirmation will include an anticipated schedule for a field representative or the needed contractors to answer requests. All scheduled appointments will be confirmed 24 hours prior to the service date.

In the case of an after-hours emergency, please call the appropriate vendor on the emergency contact list, but be sure to follow up with Windmill Homes Warranty department so that we can document any concerns and follow up to be sure they are completely addressed. If the request is not an emergency, work will be scheduled within 30 days from receipt and in accordance with the service schedule. For all non-emergency warrantable items, service requests will be driven toward a 6-month and 10-month inspection. This allows us to better serve all of our customers and to sufficiently schedule trades and materials for completion of those items in a more organized and timely fashion. If there are warrantable concerns that are unaddressed, we would ask that a request be submitted through our normal warranty process.



# Windmill Homes Warranty Request Form

[warranty@mywindmillhomes.com](mailto:warranty@mywindmillhomes.com)

301 Centennial Drive

Milliken, CO 80543

Homeowner Name:

Address:

Phone #:

Email:

Item	Description
1	<input type="text"/>
2	<input type="text"/>
3	<input type="text"/>
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