

Congratulations on your new home from **Rainey Homes**. We share your excitement about your new residence and look forward to having you join our family of homeowners.

The **Rainey Homes Homeowner Manual** has been designed to assist you after the purchase of your home. The information presented here will answer many questions and prepare you for each step of the new home experience, making this exciting time easier. This manual will provide you with maintenance guidelines, and outlines our limited warranty commitment, component by component.

If you need clarification or additional details about any topic discussed, please call us. We are delighted to welcome you as part of the **Rainey Homes** family and are always here to serve you.

Sincerely,

Joe M. Rainey
President
Rainey Homes



Caring for Your Home

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Caring for Your Home

Your home has been constructed with quality materials and the labor of experienced craftsmen. Prior to our using any material, it must meet our specifications for quality and durability. All work is done under our supervision to attain the best possible results for your investment.

A home is one of the last hand-built products left in the world. Home building is part art, part science, and part hard labor. Once the natural and man-made materials have been assembled, the components interact with each other and the environment. Although quality materials and workmanship have been used in your home, this does not mean that it will be free from care and maintenance. A home, like an automobile, requires care and attention from day one. General homeowner maintenance is essential to providing a quality home for a lifetime.

Use and Maintenance Guidelines

We are proud of the product we build and the neighborhoods in which we build. We strive to create long lasting value. This cannot be achieved unless you, as the homeowner, properly maintain your home and all of its components. Periodic maintenance is necessary because of normal wear and tear, the inherent characteristics of the materials used in your home, and normal service required by the mechanical systems. Natural fluctuations in temperature and humidity also impact your home.

Many times a minor adjustment or repair done immediately saves a more serious, time-consuming, and sometimes costly repair later. Note also that negligence of routine maintenance can void applicable limited warranty coverage on all or part of your home. By caring for your new home attentively, you insure your enjoyment of it for years. The attention provided by each homeowner contributes significantly to the overall desirability of the community.

We recognize that it is impossible to anticipate and describe every attention that may be needed for good home care; however, we have covered many important details. The subjects covered include components of homes we build, listed in alphabetical order. Each topic includes suggestions for use and maintenance followed by **Rainey Homes** Limited Warranty Guidelines. Some components may be discussed here, which are not present in your home.

Please take time to read the literature provided by the manufacturers of consumer products and other items in your home. Although much of the information may be familiar to you, some points may be significantly different from homes you have had in the past. The information contained in that material is not repeated here.

We make every effort to keep our information current and accurate. However, if any detail in our discussion conflicts with the manufacturer's recommendations, the manufacturer recommendations should be followed. Activate specific manufacturer warranties by completing and mailing any registration cards included with their materials. In some cases, manufacturer warranties may extend beyond the first year; it is in your best interests to be apprised of such coverage's.

Rainey Homes Limited Warranty Guidelines

While we strive to build a defect-free home, we are realistic enough to know that we may make mistakes or that something in the home may not perform as intended. When either occurs we will make necessary corrections. In support of this commitment, **Rainey Homes** provides you with a limited warranty. In addition to the information contained in the limited warranty itself, details about one year material and workmanship standards are included in this manual. The purpose is to let you know what our quality standard is for the typical concerns that can come up in a new home. For each item our standards are described and what we will do to remedy items that do not meet our standards is explained.

Our criteria for qualifying warranty repairs are based on typical industry practice in our region and meet or exceed those practices for the components of your home. However, we reserve the right to exceed these guidelines if common sense or individual circumstances dictate without being obligated to exceed all guidelines to a similar degree or for all homeowners.

You will receive the signed limited warranty document at your closing. We include a specimen copy at the end of this section for your review. Please read through this information as well as the service procedures that are discussed on the following pages. If you have any questions regarding the standards or procedures, contact our office.

Our warranty service process hinges on your written report of non-emergency items. This provides you with the maximum protection and allows us to operate efficiently, thereby providing faster service to all homeowners. Emergency reports are the only items taken by phone.

Reporting Procedures

Ninety-Day Report

In order for our service program to operate at maximum efficiency, as well as for your own convenience, we suggest that you wait 90 days before submitting any warranty list except Emergencies. This allows you sufficient time to become settled in your new home and thoroughly examine all components.

Year-End Report

Near the end of the eleventh month of your materials and workmanship warranty, you should submit a year-end report. We will also be happy to discuss any maintenance questions you may have at that time. If you do not submit a list we will assume that everything is fine and the warranty has expired. These submittals need to be submitted 30 days before the year-end so we can finish by year-end.

Emergency Service

Emergency, as defined by the limited warranty, includes situations such as:

- Total loss of heat when the outside temperature is below 45 degrees F. Loss of Air Conditioning when temperature is above 85 degrees F.
- Total loss of electricity. (Check with the utility company prior to reporting this circumstance to ***Rainey Homes*** or an electrician.)
- Total loss of water. (Check with the water department to be certain the problem is not a general outage in the area.)
- Plumbing leak that requires the water supply be shut off.
- Gas leak. (Contact your utility company or heating contractor if the leak is at the furnace or water heater supply lines.)

During business hours (7:30 a.m. to 5:30 p.m. Monday-Thursday and 7:30 a.m. to 11:30 a.m. on Friday), call the ***Rainey Homes*** Office at:

Utah (801) 927-3000
Arizona (602)- 872-6418

After hours, weekends, or holidays, call the necessary trade contractor directly. Their phone numbers are listed on the ***Emergency Phone Numbers*** sheet you receive at closing.

Other Warranty Service

If you wish to initiate non-emergency warranty service between the 90-day and year-end report, you are welcome to do so by sending in a service request form or writing a letter. These requests will be handled according to the same procedures that apply to the 90-day and year-end reports.

Kitchen Appliance Warranties

The manufacturers of kitchen appliances will work directly with you if any repairs are needed for these products. Customer service phone numbers are listed in the use and care materials for each appliance. Be prepared to provide the model and serial number of the item and the closing date on your home. Appliance warranties are generally for one year; refer to the literature provided by the manufacturer for complete information.

Service Processing Procedures

You can help us to serve you better by providing complete information:

- Name, address, and phone numbers where you can be reached during business hours.
- A complete description of the problem. For example, "Guest bath--cold water line leaks under sink" rather than "plumbing problem"

When we receive a warranty service request, we will contact you for an inspection appointment. Warranty inspection appointments are available Monday through Thursday, 8 a.m. to 4 p.m. We inspect the items listed in your written request to confirm warranty coverage and determine appropriate action. Generally reported items fall into one of three categories.

- Trade contractor item
- In-house item
- Home maintenance item

If a trade contractor or an in-house employee is required to complete repairs, we issue a warranty work order and the repair technician contacts you to schedule the work. Warranty work appointments are available Monday through Thursday, 8 a.m. to 4 p.m. We intend to complete warranty work orders within 30 working days of the inspection unless you are unavailable. If a delay is caused by a back ordered part or similar circumstance, we will let you know.

If the item is home maintenance, we will review the maintenance steps with you and offer whatever informational assistance we can. **Rainey Homes** does not provide routine home maintenance.

Reporting Warranty Items

The many details of warranty coverage can be confusing. We hope this chart will make reporting items easier. If you don't know whom to contact, call our office and we will guide you.

Appliances Contact manufacturer directly with model and serial number, closing date, and description of problem.

Emergency During our business hours (Monday through Thursday, 7:30-5:30 and Friday, 7:30-11:30) call our main office, (801) 927-3000.

After business hours or on weekends or holidays, contact the trade or appropriate utility company directly using the emergency numbers you received at your orientation. If you cannot reach these trade partners, please call our emergency hotline at (801) 336-7678.

Non-emergency Email your service request to info@raineyhomes.com. A service request form can be found at the end of this manual or you can call our office and place a service request with the receptionist.

Warranty Department
259 East 500 South
Bountiful, UT 84010
Fax (801) 927-3001 or
info@raineyhomes.com

Questions? During our business hours (Monday through Thursday, 7:30-5:30 and Friday, 7:30-11:30) call our main office, (801) 927-3000.

Storm damage or other natural disaster Contact your homeowner's insurance agent immediately, and contain damage as much as possible without endangering yourself. In extreme situations, photograph the damage.

Hours Office: Monday - Thursday, 7:30 a.m. until 5:30p.m.
Friday, 7:30 a.m. until 11:30 a.m.

Inspection appointments: Monday - Thursday, 8 a.m. until 4 p.m.

Work appointments: Monday - Thursday, 8 a.m. until 4 p.m.

Air Conditioning

Homeowner USE & MAINTENANCE GUIDELINES

Air conditioning can add much to the comfort of your home, but it can be used improperly or inefficiently, resulting in wasted energy and frustration. These hints and suggestions are provided to help you maximize your air conditioning system.

To use your air conditioning system efficiently, understand that it is a whole-house system. The air conditioner unit is the mechanism that produces cooler air. The air conditioning system involves everything inside your home including, for example, drapes and windows.

Your home air conditioning is a closed system, which means that the interior air is continually recycled and cooled until the desired air temperature is reached. Warm outside air disrupts the system and makes cooling impossible. Therefore, you should keep all windows closed. The heat from the sun shining through windows with open drapes is intense enough to overcome the cooling effect of the air conditioning unit. For best result, close the drapes on these windows.

Time is of paramount importance in your expectations of an air conditioning system. Unlike a light bulb that reacts instantly when you turn on a switch, the air conditioning unit only begins a process when you set the thermostat.

For example, if you come home at 6 p.m. when the temperature has reached 90 degrees F and set your thermostat to 75 degrees, the air conditioning unit will begin cooling, but will take much longer to reach the desired temperature. During the whole day the sun has been heating not only the air in the house, but the walls, the carpet, and the furniture.

At 6 p.m. the air conditioning unit starts cooling the air; but the walls, carpet, and furniture release heat and nullifies this cooling. By the time the air conditioning unit has cooled the walls, carpet, and furniture, you may well have lost patience.

If evening cooling is your 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 when you arrive home, with better results. Once the system is operating, setting the thermostat at 60 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.

Adjust Vents

Maximize airflow to occupied parts of your home by adjusting the vents. Likewise, when the seasons change, readjust them for comfortable heating.

Compressor Level

Maintain the A/C compressor in a level position to prevent inefficient operation and damage to the equipment. See also, *Grading and Drainage*.

Humidifier

If a humidifier is installed on the furnace system, turn it off when you use the air conditioning; otherwise, the additional moisture can cause a freeze-up of the cooling system.

High humidity in a home is not good on wood products. Water causes wood to expand. This is often experienced when doors do not shut properly because of swelling.

Manufacturer Instructions

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

Rainey Homes LIMITED WARRANTY GUIDELINES

The air conditioning system should be capable of maintaining a temperature of 78 degrees or a differential of 15 degrees from the outside temperature, measured in the center of each room at a height of five feet above the floor. Lower temperature settings are often possible but neither the manufacturer nor ***Rainey Homes*** guarantee this.

Condenser

The air conditioning compressor must be in a level position to operate correctly. Settling is typical in the first year and should be expected. As a matter of routine maintenance, the homeowner is responsible for lifting the compressor to add dirt and/or gravel to regain proper compressor level.

No action is required by ***Rainey Homes***.

Coolant

The outside temperature must be 70 degrees or higher for the contractor to add coolant to the system. If your home was completed during fall or winter months, this charging of the system is unlikely to be complete and will need to be performed in the spring. Although we check and document this at orientation, your call reminding us is welcome in the spring.

Non-Emergency

Lack of air conditioning service is not an emergency. Heating and air conditioning contractors in our region respond to air conditioning service requests in the order received.

Temperature Variations

Temperatures will vary from room to room by three to five degrees F. The cooling system should be able to maintain 78 degrees Fahrenheit (measured 5 feet above the center of the floor). In the case of excessive outdoor temperatures, a 15-degree difference is acceptable. You are responsible for minor adjustments such as balancing dampers and registers. All rooms will vary in temperature by 3 or 4 degrees.

Appliances

Homeowner USE & MAINTENANCE GUIDELINES

Read and follow all manufacturer instructions for the use and maintenance of each appliance in your home and keep them available for reference.

Manufacturer Service

If a problem arises with an appliance, call the customer service number listed in the manufacturer's warranty. When reporting warranty items to the appliance manufacturer, be prepared to supply the following details.

- Date of purchase (your closing date)
- Serial and model numbers, found on a metal plate or sticker on the side or bottom of each appliance
- Description of the problem

Registration

Mail warranty registration cards directly to the manufacturer.

Rainey Homes LIMITED WARRANTY GUIDELINES

We confirm that all appliance surfaces are in acceptable condition during your orientation. We assign all appliance warranties to you, effective on the date of closing. The appliance manufacturers warrant their products directly to you in accordance with the terms and conditions of these written warranties.

Appliance Serial Numbers

For warranty service on an appliance, contact the appropriate manufacturer directly at the service number provided in the appliance literature. You will need to supply the model and serial number (usually located on a small metal plate or seal attached to the appliance in an inconspicuous location), and the date of purchase (your closing date).

Closing Date _____

Appliance	Manufacturer	Model #	Serial #	Service Phone #
Range				
Range Hood				
Cooktop				
Oven				
Microwave				
Dishwasher				
Disposal				

Attic Access

Homeowner USE & MAINTENANCE GUIDELINES

The attic space is neither designed nor intended for storage. We provide access to this area for maintaining mechanical equipment that may traverse the attic space. When you perform needed tasks in the attic, use caution and avoid stepping off wood members onto the drywall. This can result in personal injury or damage to the ceiling below. Such injury or damage is not covered by your limited warranty.

Rainey Homes LIMITED WARRANTY GUIDELINES

Rainey Homes and the local building department inspect the attic prior to your closing to confirm insulation is correct.

Plumbing Fixtures

Homeowner USE & MAINTENANCE GUIDELINES

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

Cleaning

Initial care for these products requires only periodic cleaning with a mild, non-abrasive soap and buffing with a soft cloth.

Rainey Homes LIMITED WARRANTY GUIDELINES

During the orientation we will confirm that plumbing fixtures are in acceptable condition. **Rainey Homes** does not warrant against corrosion damage to the external surfaces or internal workings of plumbing fixtures. This limitation includes solid brass or brass-coated fixtures.

Brick

Homeowner USE & MAINTENANCE GUIDELINES

Brick is one of the most durable and lowest maintenance finishes for a home's exterior. A record

of your brick color is included in your selection sheets.

Tuck-pointing

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

Rainey Homes LIMITED WARRANTY GUIDELINES

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

Cracks

One time during the warranty period, we repair masonry cracks that exceed 1/4 inch.

Cabinets

Homeowner USE & MAINTENANCE GUIDELINES

Your selection sheets are your record of the brand, style and color of cabinets in your home. If you selected wood or wood veneer cabinets, expect difference in grain and color between and within the cabinet components due to natural variations in wood and the way it takes stain.

Cleaning

Products such as lemon oil or polishes that include scratch cover are suggested for wood cabinet care. Follow container directions. Use such products a maximum of once a quarter to protect against excessive build-up. Avoid paraffin-based spray waxes or washing cabinets with water, as both will damage the luster of the finish.

Preserving the Finish

Wood by nature is somewhat of a soft material. The finish on cabinet doors may scratch if touched by a sharp object. Water spots will also cause the finish to dissipate. It is recommended that the homeowner lightly buff any scratches that occur with steel wool, then rub a small amount of Formby's Mineral Oil with a soft cloth. This will help restore the finish and preserve the wood. If wood trim is placed on the face of the countertop, then it is recommended to do this to the wood trim every six months.

Hinges

If hinges catch or drawer glides become sluggish, a small amount of silicone lubricant will improve their performance. The hinges provided by Mountain Crest Cabinets are of a high quality and are completely adjustable. Simply by experimenting with the hinges, you will be able to determine which screws make different adjustments. This is also applicable on all drawer hinges.

Moisture

Damage to cabinet surfaces and warping can result from operating appliances that generate large amounts of moisture--such as a crock-pot--too near the cabinet. When operating such appliances, place them in a location that is not directly under a cabinet.

Rainey Homes LIMITED WARRANTY GUIDELINES

During the orientation we will confirm that all cabinet parts are installed and that their surfaces are in acceptable condition.

Alignment

Doors, drawer fronts, and handles should be level and even.

Operation

Cabinets should operate properly under normal use.

Separations

We will correct gaps between cabinets and the ceiling, or cabinets and the walls by caulking or other means if the gap exceeds 1/4 inch (locations behind appliances are exempt from this repair). European style cabinets without face frames will have 1/4-inch gaps in order to open and shut properly.

Warping

If doors or drawer fronts warp in excess of 1/4 inch within 24 inches we will correct this by adjustment or replacement.

Wood Grain

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

Carpet

Homeowner USE & MAINTENANCE GUIDELINES

Your selection sheets provide a record of the brand, style, and color of floor coverings in your home. Please retain this information for future reference. Refer to the various manufacturers' recommendations for additional information on the care of your floor coverings.

Cleaning

You can add years to the life of your carpet with regular care. Carpet wears out because of foot

Rainey Homes Homeowner Manual

traffic and dirt particles that get trampled deep into the pile beyond the suction of the vacuum. The dirt particles abrade the fibers like sandpaper and dull the carpet. The most important thing you can do to protect your carpet is to vacuum it frequently.

Vacuum twice each week lightly and once a week thoroughly. Heavy traffic areas may require more frequent cleaning. A light vacuuming is three passes; a thorough job may need seven passes. A vacuum cleaner with a beater-bar agitates the pile and is more effective in bringing dirt to the surface for easy removal.

Vacuuming high traffic areas daily helps keep them clean and help maintain the upright position of the nap. Wipe spills and clean stains immediately. For best results, blot or dab any spill or stain, avoid rubbing. Test stain removers on an out of the way area of the carpet, such as in a closet, to check for any undesirable effects. Professional cleaning should be performed regularly, usually annually.

Below are some conditions that may occur with your new carpet:

Burns

Any kind of burn should be taken care of immediately. First snip off the darkened fibers, then use a soapless cleaner and sponge with water. If the burn is extensive, talk with a professional about replacing the damaged area.

Crushing

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

Fading

Science has yet to develop a color that will not fade with time. All carpets will slowly lose some color due to natural and artificial forces in the environment. This can be delayed by frequently removing soil by vacuuming, regularly changing air filters in heating and air conditioning systems, keeping humidity and temperatures from getting too high, and reducing sunlight exposure with window coverings.

Filtration

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

Fuzzing

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

Pilling

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

Rippling

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

Seams

Carpet usually comes in 12-foot widths, making seams necessary in most rooms. Visible seams are not a defect unless they have been improperly made or the material has a defect making the seam appear to be more pronounced than usual. The more dense and uniform the carpet texture, the more visible the seams will be. Carpet styles with low tight naps will result in the most visible seams. Seams are never more visible than when the carpet is first installed. Usually with time, use, and vacuuming the seams become less visible. Examples of how carpet seams diminish after they have been vacuumed and experienced traffic can be seen in the model homes.

Berber carpet seams are more difficult to hide. You will want to be aware of this before you pick your carpet.

Shading

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

Shedding

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

Snags

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

Sprouting

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

Stains

No carpet is completely stain proof. Although your carpet manufacturer designates your carpet stain resistant, some substances may still cause permanent staining. These include hair dyes, shoe polish, paints, or India ink. Some substances destroy or change the color of carpets, these include but are not limited to bleaches, acne medications, drain cleaners, plant food, insecticides and food or beverages with strongly colored natural dyes as found in some brands of mustard and herbal tea.

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

Rainey Homes LIMITED WARRANTY GUIDELINES

During your orientation we will confirm that your carpet is in acceptable condition. We will correct stains or spots noted at this time by cleaning, patching, or replacement. **Rainey Homes** will not be responsible for dye lot variations if replacements are made.

Edges

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

Seams

Carpet seams will be visible. **Rainey Homes** will repair any gaps or fraying.

Caulking

Homeowner USE & MAINTENANCE GUIDELINES

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

Colored Caulk

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

Latex Caulk

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

Silicone Caulk

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

Rainey Homes LIMITED WARRANTY GUIDELINES

During the orientation we confirm that appropriate areas are adequately caulked. Caulking techniques will be discussed so that routine maintenance can be performed. Caulking is a maintenance item to be performed, as conditions require. Caulking is not included in the Limited Warranty.

Ceramic Tile

Homeowner USE & MAINTENANCE GUIDELINES

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

Cleaning

Ceramic tile floors are one of the easiest floor coverings to maintain. You may simply vacuum when needed. Occasionally a wet mopping with warm water may be appropriate. Avoid adding detergent to the water. If you feel a cleaning agent is required, use a mild solution of warm water and dishwasher crystals (they will not result in a heavy, difficult to remove lather on the grout). Rinse thoroughly.

The ceramic tile installed on walls or countertops in your home may be washed with any nonabrasive soap, detergent, or tile cleaner. Abrasive cleaners will dull the finish.

Grout Discoloration

Grout that becomes yellowed or stained can be cleaned with a fiber brush, cleanser and water. Grout cleansers and whiteners are available at most hardware stores.

Sealing Grout

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

Separations

Expect slight separations to occur in the grout between tiles. This grout is for decorative purposes only; it does not hold the tile in place. Cracks in the grout can be filled using premixed grout, which can be purchased from flooring or hardware stores. Follow package directions.

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

Rainey Homes LIMITED WARRANTY GUIDELINES

During the orientation we confirm that tile and grout areas are in acceptable condition. We will repair or replace cracked, badly chipped, or loose tiles noted at that time. **Rainey Homes** is not responsible for variations in color or discontinued patterns. New grout may vary in color from the original.

One Time Repair

Cracks appearing in grouting of ceramic tiles at joints or junctions with other materials are commonly due to shrinkage. **Rainey Homes** will repair grouting, if necessary, one time during the first year. We are not responsible for color variations in grout or discontinued colored grout. Any grouting or caulking that is needed after that time is your maintenance responsibility

Concrete Flatwork

Homeowner USE & MAINTENANCE GUIDELINES

By maintaining good drainage, you protect your home's foundation and the concrete flatwork: the basement floor, post tension slab, porch, patio, drive, garage floor, and sidewalks.

Concrete slabs are floating--they are not attached to the home's foundation walls. These are not a structural (load bearing) element of the home and are not covered by the ten-year structural warranty (if applicable).

We install a flexible collar around the top of the furnace plenum. Gas and water lines include flexible connections, and drain lines have slip joints. The basement stairs do not rest on the floor and the support posts under the I-beam are separated from the floor slab. **Rainey Homes** incorporates all of these details in the construction of the basement floor because we know the floor will move in response to the soils. Movement of the basement slab or any concrete slab results in cracking. You minimize this movement by following **Rainey Homes** landscaping recommendations, the objective of which is to prevent moisture from reaching soils around and under the home.

Cleaning

Avoid washing exterior concrete slabs with cold water from an outside faucet when temperatures are high and the sun has been shining on the concrete. The abrupt change in temperature can damage the surface bond of the concrete. Sweeping is the recommended method for keeping exterior concrete clean. If washing is necessary, do this when temperatures are moderate.

Repeated cleaning of the garage floor by hosing can increase soil movement by allowing water to penetrate any existing cracks. We recommend sweeping to clean the garage floor.

Cracks

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

During the summer, moisture finds its way under the concrete along the edges, or through cracks in the surface. In winter, this moisture forms frost that can lift the concrete, increasing or causing more cracking. Maintenance of drainage away from all concrete slabs will minimize cracking from this cause.

As cracks occur, seal them with a waterproof concrete caulk (available at hardware or home improvement stores) to prevent moisture from penetrating to the soil beneath.

Expansion Joints

We install expansion joints to help control expansion; however, as the concrete shrinks during the curing process moisture can penetrate under the concrete and lift the expansion joint. When this occurs, fill the resulting gap with a gray silicone sealant that can be purchased at most hardware stores. It is also not uncommon for a crack to travel outside of an expansion joint.

Heavy Vehicles

Do not permit heavy vehicles such as moving vans or concrete trucks to drive on your concrete work. We designed and installed this concrete for residential use only.

Ice, Snow, & Chemicals

Remove ice and snow from concrete slabs as promptly as possible after snowstorms. Protect concrete from abuse by chemical agents such as pet urine, fertilizers, radiator overflow, repeated hosing, or de-icing agents, such as road salt that can drip from vehicles. All of these items can cause spalling (chipping of the surface) of concrete. Do not use ice melting agents or salt on your new concrete. Additives that promote ice melting will damage the surface of concrete and cause spalling.

Sealer

A concrete sealer, available at paint stores, will help you keep an unpainted concrete floor clean. Do not use soap on unpainted concrete. Plain water or hot water and washing soda, or if necessary, a scouring powder should be used.

Rainey Homes LIMITED WARRANTY GUIDELINES

Concrete slabs are floating--they are not attached to the home's foundation walls. These are not a structural (load bearing) element of the home and are not covered by the structural warranty. One exception is a post tension slab which can be load bearing. If your home has a concrete slab or post tension slab, the limited warranty coverage is for one year.

Cracks

If concrete cracks reach 1/2 inch in width or 1" vertical displacement, **Rainey Homes** will patch or repair them one time during the warranty year. Subsequently, concrete slab maintenance is your responsibility. If you prefer to have the slab replaced we will obtain a price for you and assist in scheduling the work upon receipt of your payment. However, we advise against this expense since the new slab will crack as well.

Cracks along Expansion Joints

Expansion joints are placed in the cement to control the expansion of the concrete. It is not uncommon for a crack to travel outside of an expansion joint and cause a small amount of the surface of the concrete to lift up. When this occurs, **Rainey Homes** will patch the cracked cement one time during the warranty period.

Finished Floors

Rainey Homes will correct cracks, settling, or heaving that rupture finish floor materials that we installed as part of the home as you originally purchased it.

Level Floors

Concrete floors in habitable areas of the home will be level to within 1/4 inch within any 32-inch measurement with the exception of an area specifically designed to slope toward a floor drain.

Separation

Rainey Homes will correct separation of concrete slabs from the home if separation exceeds one inch.

Settling or Heaving

Rainey Homes will repair slabs that settle or heave in excess of two inches or if such movement results in negative (toward the house) drainage or hazardous vertical displacement. It is the buyers responsibility to make sure that the dirt doesn't wash out under the exterior

concrete and if this happens, it is the buyers maintenance responsibility and is not covered under the warranty.

Spalling (Surface Chips)

Repeated hosing of concrete for cleaning, animal urine, radiator overflow, fertilizer, failure to shovel snow and ice, ice melting agents, or road salts from vehicles are some of the causes of spalling. Repair of spalling is a home maintenance task.

Standing Water

Water may stand on exterior concrete slabs for several hours after precipitation or from roof run-off. **Rainey Homes** will correct conditions that cause water to remain longer than 12 hours unless it is from roof run-off of melting snow or ice.

Condensation

Homeowner USE & MAINTENANCE GUIDELINES

Condensation on interior surfaces of the windows and frames comes from high humidity within the home combined with low outside temperatures. These conditions are significantly influenced by family lifestyle. If your home includes a humidifier, closely observe manufacturer's directions, especially during periods of cooler temperatures.

Countertops

Homeowner USE & MAINTENANCE GUIDELINES

Use a cutting board to protect your counters when you cut, chop, or so on. Protect the counter from heat and extremely hot pans. If you cannot put your hand on it, do not put it on the counter. Do not use countertops as ironing boards and keep cigarettes in an ashtray rather than setting them on the edge of the counter.

Caulking

The caulking between the countertop and the wall, along the joint at the backsplash and around the sink may shrink, leaving a slight gap. Maintaining a good seal in these locations is important to keep moisture from reaching the wood under the laminates and prevent warping. Refer to ***Caulking*** for additional information.

Cleaning

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

Rainey Homes LIMITED WARRANTY GUIDELINES

During your orientation we confirm that all countertops are in acceptable condition. We repair noticeable surface damage such as chips, cracks, scratches, and so on, noted on the orientation list; repair of surface damage that occurs during or after your move-in is one of your home maintenance responsibilities.

Laminates

Laminated countertops will have one or more discernible seams. **Rainey Homes** will repair gaps or differential at the seams that exceed 1/8 inch.

Doors and Locks

Homeowner USE & MAINTENANCE GUIDELINES

The doors installed in your home are wood products subject to the natural characteristics of wood such as shrinkage and warpage. Due to natural fluctuations of humidity and the use of forced air furnaces, showers, and dishwashers, and so on, interior doors may require minor adjustments from time to time.

Bifold Doors

Interior bifolds sometimes stick or warp due to weather conditions. Apply a silicone lubricant to the tracks to minimize this inconvenience.

Exterior Doors

You should perform periodic maintenance on all exterior doors, whether they are painted, oiled or varnished. If cracks appear, they should be repaired to prevent further deterioration or water intrusion. If your house has wood trim around the exterior doors and windows, this trim should be inspected for gaps and caulked annually to prevent water leaks. Exterior doors are subject to greater fluctuations of temperature than interior doors. Check weather stripping annually and replace as necessary.

Failure to Latch

If a door will not latch due to minor settling, you can correct this by making a new opening in the jamb for the latch plate (re-mortising) and raising or lowering the plate accordingly.

Hinges

You can remedy a squeaky door hinge by removing the hinge pin and applying a silicone lubricant to it. Avoid using oil as it can gum up or attract dirt; graphite works well as a lubricant but can create a gray smudge on the door or floor covering beneath the hinge if too much is applied.

Keys

Keep a duplicate privacy lock key where children cannot reach it in the event a youngster locks himself/herself in a room. The top edge of the door casing is often used as a place to keep the key. Some types of privacy locks can be opened with a small screwdriver or similarly shaped device.

Locks

Lubricate door locks with graphite or other waterproof lubricant. Avoid oil, as it will gum up.

Slamming

Slamming doors can damage both doors and jambs, and can even cause cracking in walls. Teach children not to hang on the doorknob and swing back and forth. This works hardware loose and causes the door to sag.

Shrinkage

Use putty, filler, or latex caulk to fill any minor separations that develop at mitered joints in door trim. Follow with painting. Panels of wood doors shrink and expand in response to changes in temperature and humidity. Touching up the paint or stain on unfinished areas that are exposed as a result is your home maintenance responsibility.

Sticking

The most common cause of a sticking door is the natural expansion of lumber due to changes in humidity. When sticking is due to swelling during a damp season, do not plane the door unless it continues to stick after the weather changes.

Before planing a door due to sticking, try two other steps: first apply either a paste wax, light coat of paraffin, or candle wax to the sticking surface; or second, tighten the screws that hold the door jamb or door frame. If planing is necessary even after these measures, use sandpaper to smooth the door and paint the sanded area to seal against moisture.

Warping

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

Rainey Homes LIMITED WARRANTY GUIDELINES

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

Adjustments

Due to normal settling of the home, doors may require adjustment for proper fit. **Rainey Homes** will make such adjustments.

Panel Shrinkage

Panels of wood doors shrink and expand in response to changes in temperature and humidity. Although touching up the paint or stain on unfinished areas that are exposed as a result are your home maintenance responsibility, **Rainey Homes** will repair split panels that allow light to be visible.

Warping

Rainey Homes will repair doors that warp in excess of 1/4 inch.

Drywall

Homeowner USE & MAINTENANCE GUIDELINES

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

Repairs

With the exception of the one time repair service provided by **Rainey Homes**, care of drywall is your maintenance responsibility. Most drywall repairs can be easily made; this work is best done when the room is to be redecorated.

Hairline cracks can be repaired with a coat of paint; slightly larger cracks can be repaired with spackle or caulk. To correct a nail pop, reset the nail with a hammer and punch. Cover it with spackle, which is available at paint and hardware stores. Apply two or three thin coats. When dry, sand the surface with fine grain sandpaper, then paint. Indentations caused by sharp objects can be filled with spackle in the same manner.

Rainey Homes LIMITED WARRANTY GUIDELINES

During the orientation, we confirm that drywall surfaces are in acceptable condition. One time during the materials and workmanship warranty, **Rainey Homes** will repair drywall shrinkage cracks and nail pops and touch up the repaired area using the same paint color that was on the surface when the home was delivered. Touch-ups will be visible.

Repainting the entire wall or the entire room to correct this is your choice and responsibility. You are also responsible for custom paint colors or wallpaper that has been applied subsequent to closing. Due to the effects of time on paint and wallpaper as well as possible dye lot variations, touch-ups are unlikely to match the surrounding area.

Lighting Conditions

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

Related Warranty Repairs

If a drywall repair is a result of poor workmanship (such as blisters in tape), or other warranty-based repair (such as a plumbing leak), **Rainey Homes** completes the repair by touching up the repaired area with the same paint that was on the surface when the home was delivered. If more than one third of the wall is involved, we will repaint the wall corner to corner. You are responsible for custom paint colors or wallpaper that has been applied subsequent to closing. Due to the effects of time on paint and wallpaper as well as possible dye lot variations, touch-up may not match the surrounding area.

Electrical

Homeowner USE & MAINTENANCE GUIDELINES

Know the location of the breaker panel; it includes a main shut off that controls all the electrical power to the home. Individual breakers control the separate circuits. Each breaker is marked to help you identify which breaker is connected to which major appliances, outlets, or other service. Should a failure occur in any part of your home, always check the breakers in the main panel box.

Breakers

Circuit breakers have three positions: on, off, and tripped. When a circuit breaker trips it must first be turned off before it can be turned on. Switching the breaker directly from tripped to on will not restore service.

Breaker Tripping

Breakers trip due to overloads caused by plugging too many appliances into the circuit, a worn cord or defective item, or operating an appliance with too high a voltage requirement for the circuit. The starting of an electric motor can also trip a breaker.

If any circuit trips repeatedly; unplug all items connected to it and reset. If it trips when nothing is connected to it, you need the electrician. If the circuit remains on, one of the items you unplugged is defective and requires repair or replacement.

Buzzing

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

Fixture Location

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

GFI (Ground Fault Interrupter)

GFI receptacles have a built-in element, which senses fluctuations in power. Quite simply, the GFI is an indoor circuit breaker. Installation of these receptacles is required by building codes in bathrooms, kitchen, outside, and garage (areas where an individual can come into contact with water while holding an electric appliance or tool). Heavy appliances such as freezers or power tools will trip the GFI breaker.

Do not plug a refrigerator or food freezer into a GFI controlled outlet. The likelihood of the contents being ruined is high and the limited warranty does not cover such damage.

Each GFI receptacle has a test and reset button. Once each month press the test button. This will trip the circuit. To return service, press the reset button. If a GFI breaker trips during normal use it may be an indication of a faulty appliance and investigation is in order. One GFI breaker can control up to three or four outlets.

Ground

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

Light Bulbs

You are responsible for replacing burned out bulbs other than those noted during your orientation.

Modifications

For any modification you wish to make, contact the electrician listed on your ***Emergency Phone Numbers*** you receive at the orientation. Having another electrician modify your electrical system during the warranty period can void that portion of your limited warranty.

Outlets

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

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

Underground Cables

Before digging, check the location of buried service leads by calling the local utility locating service. In most cases, wires run in a straight line from the service panel to the nearest public utility pad. Maintain positive drainage around the foundation to protect this service.

Rainey Homes LIMITED WARRANTY GUIDELINES

Rainey Homes Homeowner Manual

During the orientation we confirm that light fixtures are in acceptable condition and that all bulbs are working. **Rainey Homes** limited warranty excludes any fixture you supplied.

Designed Load

Rainey Homes will repair any electrical wiring that fails to carry its designed load to meet specifications. If electrical outlets, switches, or fixtures do not function as intended, **Rainey Homes** will repair or replace them.

GFI (Ground Fault Interrupter)

Rainey Homes is not responsible for food spoilage that results from your plugging refrigerators or freezers into a GFI outlet.

Power Surge

Power surges are the result of local conditions beyond the control of **Rainey Homes** and are excluded from limited warranty coverage. These can result in burned out bulbs or damage to sensitive electronic equipment such as TVs, alarm systems, computers, and so on.

Expansion and Contraction

Homeowner USE & MAINTENANCE GUIDELINES

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

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

Rainey Homes LIMITED WARRANTY

Rainey Homes provides one-time repairs to many of the effects of expansion and contraction. See individual categories for details.

Gas Fireplace

Rainey Homes offers direct vent gas fireplaces. If you ordered this type of fireplace, it is demonstrated during the orientation. Read and follow all manufacturer directions.

Be aware of a delay between turning the switch on and flame ignition. The flames should ignite gently and silently. If you notice any deviation in this and any gas smell, shut the switch off immediately and report it.

The exterior vent cover for a direct vent gas fireplace becomes extremely hot when the fireplace is operating.

Rainey Homes LIMITED WARRANTY GUIDELINES

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

Chimney Separation

Separation of a brick chimney from a newly constructed home may occur. **Rainey Homes** will repair separation from the main structure in excess of 1/2 inch in 10 feet. Caulking is acceptable in the majority of cases.

Cracks

Normal shrinkage of mortar results in hairline cracks in masonry. **Rainey Homes** will repair cracks that exceed 1/8" in width. The repair is pointing or patching and will be done matching the mortar color as closely as possible, but some variation is expected.

Exterior masonry may have chips, irregular surfaces, color variations and so on that occur during manufacturing, shipping, or handling. Unless such conditions affect the structural integrity of the home, no repair is provided.

Discoloration

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

Downdraft

Although extremely high winds can result in a downdraft, this condition should be temporary and occasional. We will determine and correct the cause of continuous malfunction.

Glass Doors

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

Water Infiltration

In unusually heavy or prolonged precipitation, especially when accompanied by high winds, some water can enter the home through the chimney. The limited warranty excludes this occurrence.

Foundation

Homeowner USE & MAINTENANCE GUIDELINES

We install the foundation of your home in accordance with the recommendations of our consulting engineer. The walls of the foundation are poured concrete with steel reinforcing rods. To protect your home's foundation, follow guidelines for installation and maintenance of landscaping and drainage.

Cracks

Even though the foundation has been designed by an engineer and constructed in accordance with engineering requirements, surface cracks can still develop in the wall. Surface cracks are not detrimental to the structural integrity of your home. If a crack develops in a foundation wall that allows water to come through, follow the procedures for submitting a warranty claim.

Dampness

Due to the amount of water in concrete, basements may be damp. Condensation can form on water lines and drip onto the floor.

Future Construction in Basement

If you decide to perform additional construction in the basement, obtain guidelines from a licensed engineer, obtain a building permit, and comply with all codes and safety requirements. **Rainey Homes** does not warrant that a permit will be obtainable due to the possibility of unforeseeable changes in building codes.

Rainey Homes LIMITED WARRANTY GUIDELINES

The foundation of your home has been designed and installed in accordance with the recommendations of an engineer. The walls of the foundation are poured concrete with steel reinforcing rods.

Cracks

Shrinkage or backfill cracks are not unusual in foundation walls, especially at the corners of basement windows. **Rainey Homes** will seal cracks that exceed 1/4 inch in width, but is not responsible for variations in color.

Cosmetic Imperfections

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

Leaks

Rainey Homes will correct conditions that permit water to enter the basement, provided you have complied with the drainage, landscaping, and maintenance guidelines.

Post-tensioned Slab (Arizona Only)

Cracking in a post-tensioned slab is normal, and often post-tensioned slabs exhibit fewer cracks in number but cracks are not uncommon. The purpose of the steel cable is to improve the structural performance of the slab and foundation system, per the structural engineer's design, often to improve the performance on expansive or weaker soils. The post-tensioned slab and foundation system is designed to act as an integral unit, distributing its own weight and loads it carries uniformly into the supporting soils. It is important that the integrity of the cables not be disturbed. Any work done to the slab by the homeowner must be done with the approval of a licensed engineer. Any work done to the slab voids all warranties tied to the post-tensioned slab.

Foundation Plaster

Homeowner USE & MAINTENANCE GUIDELINES

Foundation Plaster is a brittle cement product that is subject to expansion and contraction. Minor hairline cracks will develop. This is normal and does not reduce the function of the plaster in any way.

Rainey Homes LIMITED WARRANTY GUIDELINES

One time during the warranty period, **Rainey Homes** will repair plaster cracks that exceed 1/4 inch in width. The repair will not match the surrounding area exactly.

Garage Overhead Door

Homeowner USE & MAINTENANCE GUIDELINES

Since the garage door is a large, moving object, periodic maintenance is necessary.

30 Weight Oil

Every six months, apply a 30-weight automobile oil or similar lubricant to all moving parts: track, rollers, hinges, pulleys, and springs. At the same time, check to see that all hardware is tight and operates as intended without binding or scraping. Avoid over lubricating to prevent drips on vehicles, or the concrete floor.

Opener

To prevent damage to a garage door opener, be sure the door is completely unlocked and the rope-pull has been removed before using the operator. If you have an opener installed after closing on your home, we suggest that you order it from the company that provided and installed the garage door to assure uninterrupted warranty coverage.

Safety

Follow the manufacturer's instructions for safe and reliable operation. Do not allow anyone except the operator near the door when it is in motion. Keep hands and fingers away from all parts of the door except the handle. Do not allow children to play with or around the door.

For your safety, after the expiration of the one-year warranty, have any needed adjustments made by a qualified specialist. The door springs are under a considerable amount of tension and require special tools and knowledge for accurate and safe servicing. Have the door inspected by a professional garage door technician after any significant impact to the door.

Rainey Homes LIMITED WARRANTY GUIDELINES

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

Light Visible

Garage overhead doors cannot be airtight. Some light will be visible around the edges and across the top of the door. Severe weather conditions may result in some precipitation entering around the door.

Gas Shut-Offs

Homeowner USE & MAINTENANCE GUIDELINES

You will find shut-offs on gas lines near their connection to each item that operates on gas. In addition, there is a main shut off at the meter. We point these out during the orientation. If you suspect a gas leak, leave the home and call the gas company immediately for emergency service.

Gas Water Heater

Homeowner USE & MAINTENANCE GUIDELINES

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

Condensation

Condensation inside your new water heater may drip onto the burner flame. This causes no harm and in most cases will disappear in a short period of time.

Drain Tank

Review and follow manufacturer's timetable and instructions for draining several gallons of water from the bottom of the water heater. This reduces the build up of chemical deposits from the water, prolonging the life of the tank and saving energy dollars.

Pilot

Never light a gas pilot when the water heater tank is empty. Always turn off the gas before shutting off the cold water supply (located at the top of the tank).

To light the water heater pilot, first remove the cover panel on the tank to expose the pilot. Then rotate the on/off/pilot knob to the "pilot" position. When the knob is in this position, the red button can be depressed.

While depressing the red button, hold a match at the pilot. Once the pilot lights, continue to hold the red button down for 30 to 60 seconds. When you release the red button the pilot should stay lit. If it does not, wait several minutes to allow the gas to dissipate from the tank and repeat the entire process again. If it stays lit, rotate the on/off/pilot knob to the "on" position.

Reinstall the cover panel and then adjust the temperature setting with the regulating knob on the front of the tank.

Water heaters sometimes collect small quantities of dirty water and scale in the main gas lines that may put out the pilot light.

While away from home for an extended period of time, set the temperature to its lowest point and leave the pilot lit.

Safety

The area around a gas-fired water heater should be vacuumed as needed to prevent dust from interfering with proper flame combustion. The top of a heater should not be used as a storage shelf.

Temperature

The recommended thermostat setting for normal everyday use is "normal." Higher settings can result in injury and waste energy.

No Hot Water

If you discover you have no hot water, check the pilot, temperature setting, and water supply valve before calling for service. Refer to the manufacturer's literature for specific locations of these items and other troubleshooting information.

Rainey Homes LIMITED WARRANTY GUIDELINES

Please refer to the manufacturer's limited warranty for information regarding coverage of the water heater.

See also, ***Plumbing***.

Grading and Drainage

Homeowner USE & MAINTENANCE GUIDELINES

The final grades around your home have been inspected and approved for proper drainage of your lot. The local building authorities as well as ***Rainey Homes*** make inspections.

Drainage

Typically, the grade around your home should slope 8" in the first ten feet, tapering to a two percent slope. In most cases, drainage swales do not follow property boundaries. Maintain the slopes around your home to permit the water to drain away from the home as rapidly as possible; this is essential to protect your foundation. Failure to do so can result in major structural damage and will void your warranty.

Roof Water

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

Rototilling

Rototilling can significantly change drainage swales. You can minimize this by rototilling parallel to the swales rather than across them.

Settling

The area we excavated for your home's foundation was larger than the home to allow room to work. In addition, some trenching is necessary for installation of utility lines. Some settling will occur, especially after prolonged or heavy rainfall or melting of considerable amounts of snow. Settling can continue for several years. Inspect the perimeter of your home regularly for signs of settling and fill settled areas as needed to maintain positive drainage. Expect 6"-8" of settling around foundations over time. Soaking these areas with water prior to landscaping will accelerate this process and prevent future damage. Take care not to allow water to enter basement of home if settling grades with water.

See also, ***Landscaping***.

Rainey Homes LIMITED WARRANTY GUIDELINES

We established the final grade to insure adequate drainage away from the home. Maintaining this drainage is your responsibility. If you alter the drainage pattern after closing, or if changes occur due to lack of maintenance, the limited warranty is void. Records of approved grades are kept with final inspection results at the local building departments.

Backfill Settlement

Backfilled or excavated areas around foundation and at utility trenches should not interfere with the drainage away from your home. Backfilled areas will settle, expect 6"-8".

Erosion

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

New Sod

New sod installation and the extra watering that accompanies it can cause temporary drainage problems, as can unusually severe weather conditions.

Recommendations

Rainey Homes documents the grades that exist at the time of delivery of your home or as soon thereafter as possible. The ground must be dry and free of frost to make these determinations. Once final grades are set **Rainey Homes** will inspect drainage problems reported in writing during the warranty period, compare grades to those we originally established and advise you as to corrective actions you might take.

Swales

Rainey Homes does not alter drainage patterns to suit individual landscape plans. Typically a lot receives water from and passes water on to other lots; changes in grade often affect those adjacent or near by. **Rainey Homes** advises against making such changes. After heavy rain or snow, water may stand in swales up to 48 hours.

Winter Grading (Utah)

Due to weather conditions, especially during winter and early spring, it may happen that the final grade has not been established at the time of closing. The status of your grading is documented at the time of delivery. When conditions permit grading work will continue. Confirm that we have completed your grading prior to beginning landscaping.

Adjacent Properties

Grading and Landscaping performed on adjacent properties - from neighbors, landscapers, or other builders – can negatively affect the final grade and drainage of your property. **Rainey Homes** cannot control changes in elevations or drainages caused by other parties and will take no responsibility for water issues created by these conditions.

Gutters and Downspouts

Homeowner USE & MAINTENANCE GUIDELINES

Check gutters periodically and remove leaves or other debris. Materials that accumulate in gutters can slow water draining from the roof, cause overflows, or clog the downspouts.

Extensions or Splashblocks

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

Leaks

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

Snow and Ice (Utah)

Clear excess snow from downspouts as soon as possible to allow the gutter to drain and prevent damage. Severe ice or snow build up can damage gutters; such damage is not covered by the limited warranty. If your home faces north, we recommend that an extra electrical outlet be added to the soffit/fascia area in the front of your home for heat tape. You are responsible for the heat tape; it may be purchased at your local hardware store or installed by a gutter supplier.

Rainey Homes LIMITED WARRANTY GUIDELINES

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

Leaks

We correct leaks that occur during the warranty period.

Overflow

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

Standing water

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

Hardware

Homeowner USE & MAINTENANCE GUIDELINES

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

Rainey Homes LIMITED WARRANTY GUIDELINES

We confirm that all hardware is in acceptable condition during orientation. The limited warranty excludes repairs for cosmetic damage subsequent to the orientation.

Door latches and locks may require minor adjustments due to normal shrinkage of the framing. **Rainey Homes** will provide these adjustments. **Rainey Homes** will repair hardware items that do not function as intended.

Hardwood Floors

Homeowner USE & MAINTENANCE GUIDELINES

In daily care of hardwood floor, preventive maintenance is the primary goal.

Cleaning

Sweep on a daily basis or as needed. Never use a wet mop on a hardwood floor. Excessive water causes wood to expand, possibly damaging the floor. When polyurethane finishes become soiled, damp a mop with a mixture of one-cup vinegar to one gallon of warm water. When damp-mopping, remove all excess water from the mop.

Dimples

Heavy furniture or dropping heavy or sharp objects can result in dimples.

Filmy Appearance

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

Furniture Legs

Install proper floor protectors on furniture used on hardwood floors. Protectors will allow chairs to move easily over the floor without scuffing. Clean the protectors on a regular basis to remove any grit that may accumulate.

Humidity

Wood floors respond noticeably to changes in humidity in your home, especially during winter months. A humidifier helps but does not eliminate this reaction. Humidity should remain between 35% and 55%.

Mats and Area Rugs

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

Recoat (Sand and finish floors)

If your floors have a polyurethane finish, in six months to one year you may want to have an extra coat of polyurethane applied. This should only be done by a qualified contractor. The exact timing will depend on your particular lifestyle. If another finish was used, please refer to the manufacturer's recommendations.

Separation (see also, Warping)

Expect some shrinkage around heat vents or any heat producing appliances.

Shoes

Keep high heels in good repair. Heels that have lost their protective cap (thus exposing the fastening nail) will exert over 8,000 pounds of pressure per square inch on the floor. That's enough to damage hardened concrete; it will mark your wood floor.

Spills

Clean up food spills immediately with a dry cloth. Use a vinegar and warm water solution for tough food spills.

Splinters

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

Traffic Paths

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

Warping

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

Wax

Waxing and the use of products like Murphy's Oil Soap® are neither necessary nor recommended. Once you wax a polyurethane finish floor, recoating is difficult because the new finish will not bond to the wax. The preferred maintenance is preventive cleaning and recoating annually or as needed to maintain the desired level of luster.

Rainey Homes LIMITED WARRANTY GUIDELINES

During the orientation we will confirm that hardwood floors are in acceptable condition. We correct any readily noticeable cosmetic defects and gaps over 1/8" listed during the orientation. You are responsible for routine maintenance and protection of hardwood floors.

Separations

Shrinkage will result in separations between the members of hardwood floors. Hardwood floors are susceptible to changes in humidity, moisture, and temperature that will affect shrinkage, gaps, and cupping of hardwood floors. These items are not covered under ***Rainey Homes LIMITED WARRANTY***.

Heating System

Homeowner USE & MAINTENANCE GUIDELINES

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

Adjust Vents

Experiment with the adjustable registers in your home to establish the best heat flow for your lifestyle. Generally, heat can be diminished in seldom used or interior rooms. This is an individual matter and you will need to balance the system for your family.

Avoid Overheating

Do not overheat your new home. Overheating can cause excessive shrinkage in framing lumber and may materially damage the home. In the beginning, use as little heat as possible and increase it gradually.

Blower Panel

The blower panel must be positioned correctly for the furnace blower (fan) to operate. This panel compresses a button that tells the blower it is safe to operate. If this panel is not on tightly, the fan will not come on.

Combustion Air

Furnaces we install in basements include combustion air vents.

Never cover these or block the combustion air vent in any way. Outside air is needed to supply the furnace with sufficient oxygen. Blocking the combustion air vent will cause the furnace to draw air down the vent pipe and pull poisonous gases back into your home.

Ductwork Noise

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

Filter

Remember to change or clean the filter monthly during the heating season (all year if you also have air conditioning). A clogged filter can slow airflow and cause cold spots in your home. Although it takes less than one minute to change the filter, this is one of the most frequently overlooked details of normal furnace care. Buy filters in large quantity for the sake of

convenience.

Furnished Home

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

Gas Odor

If you smell gas, call the gas company immediately.

Odor

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

On-off Switch

The furnace has an on-off blower switch. This switch looks like a regular light switch and is located in a metal box outside the furnace. When turned off, this switch overrides all furnace commands and shuts down the blower. This is usually only done when maintenance service is being performed although young children have been known to turn the furnace off using this switch. (If your furnace is a high efficiency furnace, there is no pilot and no on-off switch.)

Registers

Heat register covers are removable and adjustable. You are responsible for adjusting the dampers in these covers to regulate the heat flow within the home. The rooms further away from the furnace will usually need to be opened more.

Return Air Vents

For maximum comfort and efficient energy use, arrange furniture and draperies to allow unobstructed airflow from registers and cold air returns.

Temperature

Normal temperature variations from floor to floor (depending on the style of home) can be as much as 10 degrees or more on extremely cold days. The furnace blower will typically cycle on and off more frequently and for shorter periods of time during severe cold spells.

Thermostat

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

degrees.

Trial Run

Have a trial run early in the fall to test furnace. (The same applies to air-conditioning in the spring.) If service is needed, it is much less inconvenient to realize it prior to the heating season.

Rainey Homes LIMITED WARRANTY GUIDELINES

Heating systems will be installed in accordance with local building codes, as well as engineering designs of the particular model home.

Adequacy of the system is determined by its ability to establish a temperature of 70 degrees F, as measured in the center of the room, five feet above the floor. In extremely cold temperatures (10 degrees below or colder), the system should be able to maintain a temperature differential of 8 degrees.

Duct Placement

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

Ductwork

Although the heat system is not a sealed system, the ductwork should remain attached and securely fastened. If it becomes unattached, **Rainey Homes** will repair as needed.

Furnace Sounds

Expansion or contraction of metal ductwork results in ticking or popping sounds. This is normal and there is little that can be done to eliminate these noises.

Thermostat

Thermostats are calibrated to plus or minus five degrees.

Insulation

Homeowner USE & MAINTENANCE GUIDELINES

The effectiveness of blown insulation is diminished if it is stepped on or compressed. The last step in any work done in your attic (for example, the installation of a TV antenna) should be to confirm that the insulation smoothed and evened. Do not step on drywall ceilings; personal injury or damage to drywall can result.

Electrical outlets normally emit noticeable amounts of cold air when outside temperatures are low.

Rainey Homes LIMITED WARRANTY GUIDELINES

Insulation will be installed to meet or exceed the building codes applicable at the time of construction and outlined as part of your purchase agreement.

Landscaping

Rainey Homes does not warranty landscaping. We will confirm the healthy condition of all plant materials during the orientation. Maintaining landscaping is your responsibility. Please realize that there are too many uncontrollable outside influences that make it impossible to warranty landscaping. If your sprinkling system does not function properly you are responsible to water your lawn. We will not replace sod or plants that have died from a lack of water (or from over watering). You must maintain your sod and plants during any sprinkler system “down time”.

Mirrors

Homeowner USE & MAINTENANCE GUIDELINES

To clean your mirrors use any reliable liquid glass cleaner or polisher available at most hardware or grocery stores. Avoid splashing water under the mirror. The moisture will cause the silvering to deteriorate.

Rainey Homes LIMITED WARRANTY GUIDELINES

We confirm that all mirrors are in acceptable condition during the orientation. **Rainey Homes** will correct scratches, chips, or other damage to mirrors noted during the orientation.

Paint and Stain

Homeowner USE & MAINTENANCE GUIDELINES

Painted surfaces must be washed gently using mild soap and as little water as possible. Avoid abrasive cleaners, scouring pads, or scrub brushes. Flat paints, as opposed to gloss paints, show washing marks more easily. Often, homeowners prefer the results obtained by touching up rather than washing. When paint touch-up is required, remember that all paints change color as they age, making a perfect color match is almost impossible to achieve.

Colors

Your selection sheets are your record of the paint and stain color names, numbers, and brands in your home.

Exterior

Regular attention will preserve the beauty and value of your home. Check the painted/stained surfaces of your home's exterior annually. Repaint before much chipping or wearing away of the original finish occurs; this saves the cost of extensive surface preparation. Plan on refinishing the exterior surface of your home approximately every 10 years or as often as your paint manufacturer suggests for your area and climate. The chemical structure of the paint used on the exterior is governed by the climatic conditions. Over a period of time, this finish will fade and dull a bit.

When you repaint the exterior of your home, begin by resetting popped nails, remove blistered or peeling portions of paint with a wire-brushed or putty knife. Sand, spot with primer, then paint the entire area. Use a quality exterior paint formulated for local climate conditions.

Avoid having sprinklers spray water on the exterior walls of your home. This will cause blistering, peeling, splintering, and other damage to the home.

Some fading is normal and is caused by weathering. Metal railings will rust and the paint will peel due to the effects of sun and rain. Paint maintenance of wood trim and metal railings is your responsibility.

Severe Weather

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

Stain

For minor interior stain touch-ups, a furniture polish and stain treatment is inexpensive, easy to use, and blends in with the wood grain. Follow directions on bottle.

Touch-up

When doing paint touch-up use a small brush, applying paint only to the damaged spot. Touch-up may not match the surrounding area exactly, even if the same paint mix is used. When it is time to repaint a room, prepare the wall surfaces first by cleaning with a mild soap and water mixture or a reliable cleaning product.

Samples for each paint used on your home will be left for you at the end of construction. Store these with the lids tightly in place and in a location where they are not subjected to extreme temperatures.

Wall Cracks

We suggest that you wait until after the first heating season to repair drywall cracks or other separations due to shrinkage.

See also, ***Drywall***.

Rainey Homes LIMITED WARRANTY GUIDELINES

During your orientation we confirm that all painted or stained surfaces are in acceptable condition. **Rainey Homes** will touch-up paint as indicated on the orientation list. You are responsible for all subsequent touch-up except painting we perform as part of another warranty repair.

Cracking

As it ages, exterior wood trim will develop minor cracks and raised grain. Much of this will occur during the first year. Raised grain permits moisture to get under the paint and can result in peeling. This is not a defect in materials or workmanship. Paint maintenance of wood trim and gutters is your responsibility.

Fading

Expect fading of exterior paint or stain due to the effects of sun and weather. **Rainey Homes** limited warranty excludes this occurrence.

Touch-up Visible

Paint touch-up are visible under certain lighting conditions.

Wood Grain

Due to wood characteristics, color variations result when stain is applied to wood. This is natural and requires no repair. Today's water base paints often make wood grain visible on painted trim. **Rainey Homes** does not provide corrections for this condition.

Plumbing

Homeowner USE & MAINTENANCE GUIDELINES

Cleaning

Follow manufacturer's directions for cleaning fixtures. Avoid abrasive cleansers; they remove the shiny finish leaving behind a porous surface that is difficult to keep clean. Clean plumbing fixtures with a soft sponge and soapy water (a nonabrasive cleaner or a liquid detergent is usually recommended by manufacturers) then polish with a dry cloth to prevent water spots. Care for brass fixtures with a good quality brass cleaner, available at most hardware stores.

Clogs

The main causes of toilet clogs are domestic items such as paper diapers, excessive amounts of toilet paper, sanitary supplies, Q-tips, dental floss, children's toys, and so on. Many plumbing clogs are caused by improper garbage disposal use. Always use plenty of cold water when running the disposal. This applies to grease also. Supplied with a steady flow of cold water, the

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grease congeals and is cut up by the blades. If you use hot water, the grease remains a liquid, then cools and solidifies in the sewer line. Allow the water to run 10-15 seconds after shutting off the disposal.

Clogged traps can usually be cleared with a plumber's helper (plunger). If you use chemical agents, follow directions carefully to avoid personal injury or damage to the fixtures.

Clean a plunger drain stopper--usually found in bathroom sinks--by loosening the nut under the sink at the back, pull out the rod attached to the plunger and lift the stopper. Clean and return the mechanism to its original position.

Dripping Faucet

You can repair a dripping faucet by shutting off the water at the valve directly under the sink, then remove the faucet stem, change the washer, and reinstall the faucet stem. The showerhead is repaired the same way. Replace the washer with another of the same type and size. You can minimize the frequency of this repair by remembering not to turn faucets off with excessive force. (Please note that some manufacturers do not use rubber washers.)

Extended Absence

If you will be away for an extended period of time, it is best to drain your water supply lines. To do this shut off the main supply line and open the faucets to relieve pressure in the lines. You may also wish to shut off the water heater. Do this by turning off the cold water supply valve on top and the gas control at the bottom--and drain the tank (run a hose from the spigot on the bottom to the basement floor drain). If you leave the tank full, keep the pilot on and set the temperature to it's lowest or "vacation" setting. Check manufacturer's directions for additional hints and instructions.

Freezing Pipes

Provided the home is heated at a normal level, pipes should not freeze at temperatures above 0 degrees F. Heat should be set at 65 degrees if you are away during winter months. Keep garage doors closed to protect plumbing lines that may run through this area from freezing temperatures.

In unusually frigid weather, or if you will be gone more than a day or two; open cabinet doors to allow warm air to circulate around pipes. An ordinary hair dryer can be used to thaw pipes that are frozen. Never use an open flame.

Leaks

If a major plumbing leak occurs the first step is to turn off the supply of water to the area involved. This may mean shutting off the water to the entire home. Then contact the appropriate contractor.

Low Pressure

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

Outside Hose bibs

Outside faucets are freeze proof, but in order for this feature to be effective, hoses must be removed during cold weather, even if the faucet is located in your 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 a maintenance item. Note that **Rainey Homes** does not warrant sill cocks against freezing.

Porcelain

A sharp blow from a heavy object can damage porcelain enamel. It can also be scratched. Do not stand in the bathtub wearing shoes unless you have placed a protective layer of newspaper over the bottom of the tub. If paint is splattered onto the porcelain enamel surfaces during redecorating, wipe it up immediately. If a spot dries before you notice it, use a recommended solvent.

Running Toilet

To stop running water, check the shut-off float in the tank. You will most likely find it has lifted too high in the tank, preventing the valve from shutting off completely. In this case, gently bend the float rod down until it stops the water at the correct level. The float should be free and 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.

Shut-offs

Locate and become familiar with the location of your main water shut-off valve. Another shut-off valve is located next to the water meter between your sidewalk and curb. You would use this shut-off for major water emergencies such as a water line break or if you install a sprinkler system or if you plan an addition to your home.

Each toilet has a shut-off on the water line under the tank. Hot and cold shut-offs for each sink are on the water lines under the sink.

Fire Sprinklers

Routine inspection of sprinkler heads and seasonal service are essential to proper functioning. A sprinkler system you install subsequent to closing is your responsibility.

Stainless Steel

Clean stainless steel sinks with soap and water to preserve their luster. Avoid abrasive cleaners;

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these will damage the finish. An occasional cleaning with a good stainless steel cleaner will enhance the finish. Avoid leaving produce on a stainless steel surface since prolonged contact with produce can stain the finish.

Tank Care

Similarly, avoid exposing the toilet to blows from sharp or heavy objects; this can cause chipping or cracking. Avoid abnormal pressures against the sides of the tank. It is possible to crack the tank at the points where it is attached to the bowl.

Rainey Homes LIMITED WARRANTY GUIDELINES

During the orientation we will confirm that all plumbing fixtures are in acceptable condition and that all faucets and drains operate freely. **Rainey Homes** will correct clogged drains that occur during the first 30 days after closing. If a household item is removed from a clogged drain during this time, you will be billed for the drain service. After the first 30 days, you are responsible for correcting clogged drains.

Cosmetic Damage

Rainey Homes will correct any fixture damage noted on the orientation list. Chips, scratches, and other surface damage noted subsequent to the orientation list are your responsibility.

Drains

If a drain does not work because of defective construction, then we will assume the cost of the repair; where homeowner negligence is shown to be the cause, you shall assume all repair costs.

Exterior Faucets

Rainey Homes will repair leaks at exterior faucets noted on the orientation list. Subsequent to orientation, repair of a broken line to an exterior faucet is your responsibility.

Freezing Pipes

Provided the home is heated at a normal level, pipes should not freeze. Set heat at 65 degrees if you are away during winter months. Keep garage doors closed to protect plumbing lines that may run through this area. It is your responsibility to maintain suitable temperatures in the home to prevent pipes from freezing.

Leaks

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

Noise

Changes in temperature or the flow of the water itself will cause some noise in the pipes. This is normal and requires no repair. **Rainey Homes** will repair consistent water hammer. Temperature variations can be expected if water is being used in more than one location in the home.

Supply

Rainey Homes will correct construction conditions that disrupt the supply of water to your home.

Roof

Homeowner USE & MAINTENANCE GUIDELINES

The shingles or tile on your roof do not require any treatment or sealer.

Clean Gutters

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

Leaks

If a leak occurs, try to detect the exact location; this will greatly simplify locating the area that requires repair when the roof is dry.

Limit Walking

Limit walking on your roof. Never walk on a tile roof as it will break the tiles. The weight and movement can loosen the roofing material and in turn result in leaks. Never walk on the roof of your home when the shingles are wet--they are slippery.

Severe Weather

After severe storms, do a visual inspection of the roof for damages. Notify your insurance company if you find pieces of shingles in the yard or shingle edges lifted on the roof.

Rainey Homes LIMITED WARRANTY GUIDELINES

Rainey Homes will repair roof leaks other than those caused by severe weather, such as hail damage, or some action you have taken. Roof repairs are only made when the roof is dry.

Ice Build-up / Ice Dams (Utah)

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Ice build-up may develop in the eaves during extended periods of cold and snow. It is your responsibility to remove the ice from your eaves. Damage that results from this is excluded from warranty coverage. Your insurance may cover this damage. Heat tape is recommended on North facing and Valley roof locations.

Inclement Weather

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

Rough Carpentry

Rainey Homes LIMITED WARRANTY GUIDELINES

Some floor squeaks are unavoidable. Although **Rainey Homes** does not warrant against floor squeaks, a reasonable effort will be made to correct them.

Floor Deflection

Floors will deflect when walked on. This will be more noticeable next to hutches, bookcases, and chairs, etc. This is not a structural deficiency and **Rainey Homes** will take no action for this occurrence.

Floor Level

Floors will be level to within 1/4 inch within any 32 inches distance as measured perpendicular to any ridge or indentation. **Rainey Homes** will correct floor slope that exceeds 1/240 of the room. For example, the slope in a room ten feet wide may not exceed 1/2 inch.

Plumb Walls

Rainey Homes will correct walls that are out of plumb more than 3/4 inch in an 8-foot vertical measurement or walls that are bowed more than 1/4 inch in any 32-inch measurement.

Siding

Homeowner USE & MAINTENANCE GUIDELINES

Siding expands and contracts in response to changes in humidity and temperature. Slight waves can be seen in siding under certain weather conditions; this cannot be entirely eliminated.

Wood or wood product siding will require routine refinishing. The timing will vary with climatic conditions.

See also, ***Paint*** and ***Wood Trim***.

Rainey Homes LIMITED WARRANTY GUIDELINES

Rainey Homes will caulk and apply touch-up paint to cracks that exceed 3/16 inch. We provide this repair one time only near the end of the first year. Paint or stain touch-up will not match.

We will correct any separation at joints or where siding meets another material if the separation

allows water to enter the home. *Rainey Homes* will correct delaminating siding.

Smoke Detectors

Homeowner USE & MAINTENANCE GUIDELINES

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

Cleaning

For your safety, clean each smoke detector monthly to prevent a false alarm or lack of response in a fire. After cleaning, push the red button to test; the alarm should sound.

Rainey Homes LIMITED WARRANTY GUIDELINES

Rainey Homes does not represent that the smoke detectors will provide the protection for which they are installed or intended. We test smoke detectors during the orientation to confirm they are working and to familiarize you with the alarm. You are responsible for obtaining fire insurance.

Stairs

Homeowner USE & MAINTENANCE GUIDELINES

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

Structure

Homeowner USE & MAINTENANCE GUIDELINES

Rainey Homes warrants the structure of your home for one year. All of the following conditions must be met to constitute a structural defect covered by this warranty (a) actual physical damage to one or more of the specified load bearing segments of the home; (b) causing the failure of the specific major structural components; and (c) which affects its load-bearing function to the degree that it materially affects the physical safety of the occupants of the home

Load bearing components of the home that may have structural defect potential are: (a) roof framing members (rafters and trusses), (b) floor framing member's joists and trusses, (c) bearing walls, (d) columns, (e) lintels (other than lintels supporting veneers), (f) girders, (g) load bearing beams, (h) foundations systems and footings.

Examples of non-load bearing elements which will be deemed not to have structural defect potential, including but not limited to: (a) non-load bearing partitions and walls, (b) wall tile or paper, (c) plaster, laths or drywall, (d) flooring and sub flooring material, (e) brick, stucco, stone, or veneer, (f.) any type of exterior siding, (g) roof shingles, sheathing, and tar paper, (h) heating, cooling, ventilation, plumbing, electrical, and mechanical systems, (l) appliances, fixtures, or items of equipment j. doors, trim, cabinets, hardware, insulation, paint, and stains.

Rainey Homes LIMITED WARRANTY GUIDELINES

The repair of a structural defect is limited to (a) the repair of damage to the load bearing portions of the Home, which is necessary to restore their load bearing function; (b) the repair of designated non- load bearing portions, items, or systems of the Home damaged by the structural defect, which conditions make the home unsafe, unsanitary or otherwise unlivable as determined by the builder in its sole discretion (such as the repair of inoperable windows, doors and the restoration of damaged electrical, plumbing, heating, cooling, and ventilating systems); and (c) the repair and cosmetic correction of only those surfaces, finishes and coverings original in the home damaged by the structural defect, or which require removal and replacement to repair the structural defect, or to repair other damage directly attributable to the structural defect.

Stucco

Homeowner USE & MAINTENANCE GUIDELINES

Stucco is a brittle cement product that is subject to expansion and contraction. 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.

Drainage

To ensure proper drainage, keep dirt and concrete flatwork a minimum of six inches from the stucco screed. Do not pour concrete or masonry over the stucco screed.

Efflorescence

The white, powdery substance that sometimes accumulates 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 strong vinegar. Consult your home center or hardware store for commercial products to remove efflorescence.

Sprinklers

Since stucco is not a water barrier, avoid spraying water from irrigation or watering systems on stucco surfaces. Check the spray from the lawn and plant irrigation system frequently to make certain that water is not spraying or accumulating on stucco surfaces.

Rainey Homes LIMITED WARRANTY GUIDELINES

One time during the warranty period, **Rainey Homes** will repair stucco cracks that exceed 3/16” inch in width. Hairline cracks caused by expansion and contraction are not covered under the Limited Warranty. The repair will not match the surrounding area exactly.

Vents

Homeowner USE & MAINTENANCE GUIDELINES

Attic ventilation is required by code; therefore, **Rainey Homes** must include the required vents. Occasionally, depending on the force and direction of the wind, rain or snow will infiltrate these vents causing spotting on the ceiling. **Rainey Homes** is not responsible for such weather damage and this item is excluded from warranty coverage.

In homes with crawl spaces, two or more vents are included. Open these vents in the summer and in winter close them and pull insulation over them inside the crawl space.

Rainey Homes LIMITED WARRANTY GUIDELINES

Attic ventilation is required by code; therefore, **Rainey Homes** cannot omit it. Occasionally, depending on the force and direction of the wind, rain or snow will infiltrate through these vents causing spotting on the ceiling. **Rainey Homes** is not responsible for such weather damage and this item is excluded from warranty coverage.

Waterproofing

Homeowner USE & MAINTENANCE GUIDELINES

We spray your foundation walls with an asphalt damproofing material. Although we make every effort to assure a dry basement, during times of excessive moisture some dampness may be noticed, which is not uncommon. Over time, natural compaction of soils in the backfill areas will usually eliminate this. Careful maintenance of positive drainage will also protect your basement from this condition.

Rainey Homes LIMITED WARRANTY GUIDELINES

Rainey Homes will correct conditions that allow actual water to enter the basement unless the cause is improper installation of “homeowner installed” landscaping or lack of adequate maintenance of drainage. The methods used for correcting water flow are to the discretion of the builder.

Windows, Screens, and Patio Doors

Homeowner USE & MAINTENANCE GUIDELINES

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

Cleaning

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

Condensation

Condensation on interior surfaces of the window and frame is the result of high humidity within the home and low outside temperatures. The humidity level within the home is largely influenced and controlled by your family's lifestyle.

Door Locks

Acquaint yourself with the operation of patio door hardware for maximum security.

Door Tracks

Keep patio door tracks clean for smooth operation and to prevent damage to the doorframe. Silicone lubricants work well for these tracks.

Invisible glass

Under certain lighting conditions, door glass may be hard to see. If you keep the screen fully closed when the glass door is open, everyone will be accustomed to opening something before going through.

Sticking Windows

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

Storing Screens

Many homeowners remove and store screens for the winter to allow more light into the home. Use caution: screens perforate easily and the frames bend if not handled with care.

Ventilation

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

Weep Holes

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

Rainey Homes LIMITED WARRANTY GUIDELINES

We will confirm that all windows and screens are in acceptable condition during the orientation. **Rainey Homes** will repair or replace broken windows or damaged screens noted on the orientation list. Windows should operate with reasonable ease and locks should perform as designed.

Condensation

Condensation on interior surfaces of the window and frame is the result of high humidity within the home and low outside temperatures. You influence the humidity level within your home; **Rainey Homes** provides no corrective measure for this condition. Homeowners with humidifiers should closely observe manufacturer's directions.

Infiltration

Some air and dust will infiltrate around windows, especially prior to the installation of landscaping in the general area. This is not covered in the warranty.

Wood Trim

Homeowner USE & MAINTENANCE GUIDELINES

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

Shrinkage may also cause a piece of trim to pull away from the wall. If this occurs, drive another nail in close to, but not in, the existing nail hole. Fill the old nail hole with putty and touch up with paint as needed.

You may prefer to wait until after the first heating season to make any needed repairs at one time when redecorating.

See also, *Expansion and Contraction*.

Rainey Homes LIMITED WARRANTY GUIDELINES

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

Exterior

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

Raised Grain

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

Interior

Rainey Homes will repair joints in moldings or joints between moldings and adjacent surfaces that exceed 1/8 inch in width. Caulking is acceptable.

Warranty Documents

The following section contains important documents related to the Limited Warranty of your new home. These documents include Emergency Contact numbers and copies of the *Limited Warranty*, the *Homeowner Orientation Form*, and *Warranty Request* forms. Please consult the Limited Warranty prior to requesting warranty service. Should service be required, simply complete the warranty request form and mail or fax the form to **Rainey Homes**. Requests can also be submitted online at www.raineyhomes.com . Found under “Why choose us?”-> “Quality Builders warranty” ->”Home Warranty Request. Please fill out the complete form

Please attached signed copies of the Limited Warranty and Homeowner Orientation Forms when completed at the final walk-through and closing for future record.

One-Year Limited Warranty Agreement

Rainey Homes, hereafter called the "Company," extends the following one-year limited warranty to:

hereafter referred to as "Owner," who has contracted with the Company for purchase of the home located at _____, Lot _____, in _____ County, State of _____, for the purchase price of _____.

The commencement date of the warranty is _____, 20____, and extends for a period of 364 days thereafter (the "Coverage Period").

1. COVERAGE ON HOME EXCEPT CONSUMER PRODUCTS

The Company expressly warrants to the original Owner and to subsequent Owner of the home during the Coverage Period that the home will be free from defects in materials and workmanship due to noncompliance with the standards set forth in the Limited Warranty Guidelines in effect on the date of this limited warranty, included in the Company Homeowner Manual, the terms of which are incorporated into this Limited Warranty Agreement (the "Warranty").

2. GENERAL PROVISIONS

The Owner, to the fullest extent permitted by law, agrees to hold Company (including its affiliates and subsidiaries and other contractors and subcontractors and their agents and employees) harmless from any and all claims, damages, loss and expenses, including but not limited to attorney's fees, arising out of any death, accident, injury, or other occurrence resulting from the Company's performance of contractual obligations relating to this Warranty. Should any provision of this warranty be determined by a court of competent jurisdiction to be unenforceable, that determination will not affect the validity of the remaining provisions. If more than one party signs this Limited Warranty Agreement as Owner, then (a) all of the parties comprising Owner shall be jointly and severally liable for the obligations of Owner under this Limited Warranty Agreement; (b) notice to any one of the parties comprising Owner shall be deemed to be notice to all of the parties comprising Owner; and (c) all parties comprising Owner shall be bound by any document related to the Warranty that is signed by one or more parties comprising Owner.

3. COVERAGE ON CONSUMER PRODUCTS

For purposes of this Limited Warranty Agreement, the term "consumer products" means all appliances, equipment and other items that are consumer products for the purposes of the Magnuson-Moss Warranty Act (15 U.S.C., sections 2301-2312) and which are located in the home on the commencement date of the Warranty. The Company expressly warrants that all consumer products will, during the Coverage Period, be free from defects due to noncompliance

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with generally accepted standards in the state in which the home is located, which assure quality of materials and workmanship. ANY IMPLIED WARRANTIES FOR MERCHANTABILITY, WORKMANSHIP, OR FITNESS FOR INTENDED USE ON ANY SUCH CONSUMER PRODUCTS SHALL TERMINATE ON THE SAME DATE AS THE EXPRESS WARRANTY STATED ABOVE. Some states do not allow limitations on how long an implied warranty lasts, so this limitation may not apply to you. The Company hereby assigns to Owner all rights under manufacturers' warranties covering consumer products. Defects in items covered by manufacturers' warranties are excluded from coverage of this limited warranty, and Owner should follow the procedures in the manufacturers' warranties if defects appear in these items. This warranty gives you specific legal rights, and you may have other rights, which vary from state to state.

4. COMPANY'S OBLIGATIONS

If a covered defect occurs during the Coverage Period, the Company agrees to repair, replace, or pay the Owner the reasonable cost of repairing or replacing the defective item. The Company's total liability under this warranty is limited to the purchase price of the home stated above. The choice among repair, replacement, or payment is the Company's. Any steps taken by the Company to correct defects shall not act to extend the term of this warranty. All warranty repairs by the Company shall be at no charge to the Owner and shall be performed within a reasonable length of time. In the event there is a dispute regarding the Company's obligations under this Warranty that is ultimately resolved by a court of competent jurisdiction that the Company is required to correct the defect, Owner hereby agrees that Owner's sole remedy shall be for the Company to repair, replace, or pay for the defect (in the Company's sole discretion). Owner hereby expressly waives any claims for attorneys fees, costs, consequential or incidental damages, pre-judgment interest, post-judgment interest, and any other claims for damages which may accrue or have accrued as a result of the Company disputing its obligations under this Limited Warranty Agreement

5. OWNER'S OBLIGATION

Owner must provide normal maintenance and proper care of the home according to this Warranty, the warranties of manufacturers of consumer products, and generally accepted standards of the state in which the home is located. The Company must be notified in writing, by the Owner, of the existence of any defect before the Company is responsible for the correction of that defect. Written notice of a defect must be received by the Company immediately upon Owner's discovery of the defect so as to not allow the defect to get worse, and in any event such written notice must be received by Company prior to the expiration of the Coverage Period and no action at law or in equity may be brought by the Owner against the Company for failure to remedy or repair any defect about which the Company has not received timely notice in writing. Furthermore, to the extent the Owner's delay in providing the foregoing written notice to the Company has caused the defect to worsen, or cause other defects which otherwise would not have occurred if timely notice had been given to the Company, the Company's obligations under the Warranty shall be limited to the amount of work or payment to remedy the defect in its initially discovered state, not its worsened state. Owner must provide access to the Company during its normal business hours, Monday through Friday, 8:00 a.m. to 4:00 p.m., to inspect the defect reported and, if necessary, to take corrective action. Any repair or replacement shall not extend the Coverage Period for any reason. The repair, or replacement of a covered item does not commence a new warranty period for that item. The Company will attempt to repair defective

items within a reasonable amount of time; nevertheless, the Owner understands that weather, material, and trade contractor availability may require more time to complete defective items.

6. INSURANCE

In the event the Company repairs or replaces or pays the cost of repairing or replacing any defect covered by this warranty for which the Owner is covered by insurance or a warranty provided by another party, Owner must, upon request of the Company, assign the proceeds of such insurance or other warranty to the Company to the extent of the cost to the Company of such repair or replacement. Owner hereby agrees to indemnify, defend and hold Company harmless from and against any claims of subrogation asserted against Company.

7. CONSEQUENTIAL OR INCIDENTAL DAMAGES EXCLUDED

CONSEQUENTIAL OR INCIDENTAL DAMAGES ARE NOT COVERED BY THIS WARRANTY. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

8. OTHER EXCLUSIONS

THE FOLLOWING ADDITIONAL ITEMS ARE EXCLUDED FROM LIMITED WARRANTY:

- a. Defects in any item that was not part of the original home as constructed by the Company.
- b. Any defect caused by or worsened by negligence, improper maintenance, lack of maintenance, improper action or inaction, or willful or malicious acts by any party other than the Company, its employees, agents, or trade contractors.
- c. Normal wear and tear of the home or consumer products in the home.
- d. Loss or damage caused by acts of God, including but not limited to fire, explosion, smoke, water escape, changes that are not reasonably foreseeable in the level of underground water table, glass breakage, windstorm, hail, lightning, falling trees, aircraft, vehicles, flood, and earthquakes.
- e. Any defect or damage caused by changes in the grading or drainage patterns or by excessive watering of the ground of the Owner's property or adjacent property by any party other than the Company, its employees, agents, or trade contractors.
- f. Any loss or damage that arises while the home is being used primarily for nonresidential purposes.
- g. Any damage to the extent it is caused or made worse by the failure of anyone other than the Company or its employees, agents, or trade contractors to comply with the requirements of this warranty or the requirements of warranties of manufacturers of appliances, equipment, or fixtures.
- h. Any defect or damage that is covered by a manufacturer's warranty that has been assigned to Owner under paragraph 2 of this Limited Warranty Agreement.
- i. Failure of Owner to take timely action to minimize loss or damage or failure of Owner to give the Company timely notice of the defect.
- j. Insect or animal damage.
- k. Defects not resulting in actual physical damage or loss.
- l. Bodily or personal injury of any kind (including physical or mental pain and suffering and emotional distress), medical, hospital, rehabilitation or other incidental expenses, damage to personal property, or damage to any property of others not a party to this warranty,

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- including damage or injury occurring during the conduct of repair or replacement under this Warranty.
- m. Material or work provided under a work equity agreement or other home construction adversely affected by work equity.
 - n. Loss of use, loss of opportunity, loss of market value, loss of rental value or any other consequential loss.
 - o. Any loss, damage, defect, cost or expense which is caused, in whole or in part, by any peril or occurrence for which compensation is provided by state legislation, or which is covered by other insurance including homeowner's insurance or public funds. In furtherance thereof, the Owner waives any subrogation rights that might be asserted against Company, to the fullest extent allowed by law.
 - p. Costs of shelter, transportation, food, moving, storage, or other incidental expenses related to relocation during repair, or any other costs due to loss of use, inconvenience or annoyance.
 - q. Damage to glass, drywall, finish carpentry, paint, concrete and other elements of the home that can become damaged due to normal settling of the home or damage due to normal expansion or contraction of building materials.
 - r. Items cosmetic in nature including caulking, painting, tile and other cosmetic surfaces that can be damaged or worn from normal usage.
 - s. Settling of Grade, Landscaping, and the effects thereof unless otherwise specified.
 - t. Radon is a heavy radioactive gas formed by disintegration of radium, which is contained in the earth's crust and can be found virtually everywhere. Above average levels of radon gas may be found at the Lot or in the House without the knowledge of Company. Owner agrees that this Agreement is not made contingent upon nor subject to a radon test or the presence of radon on the Lot or in the House to be constructed in accordance with the terms of the Contract Documents. In addition, Owner shall hold harmless the Company and Company Affiliates, its agents, owners, directors, employees, successors and assigns, from any actions, claims, costs, judgments, liabilities or losses in connection with the discovery of radon gas and/or petroleum products, toxic materials, hazardous materials, hazardous waste, radioactive material or any other regulated substance, as such are defined and are governed by any federal, state or local laws, ordinances, or regulations governing regulated materials. IT IS THE INTENT OF THE OWNER THAT THIS SHALL CONSTITUTE A FULL AND COMPLETE WAIVER OF ALL CLAIMS, KNOWN AND UNKNOWN, AGAINST THE COMPANY, THAT IN ANY WAY RELATE TO RADON OR OTHER SUCH MATERIALS ON THE LOT OR IN THE HOUSE.
 - u. Mold is an organic substance found both in and outdoors. Mold can result from many things, including, but not limited to, moisture inside a building, the products used to construct the building, existing property conditions, items brought into the building after construction is complete, and use of the building. Exposure to some molds has been alleged to be associated with a wide range of physical, cognitive and psychiatric symptoms. Such mold may be found at the Lot or in the House without the knowledge of the Company. Owner agrees that this Agreement is not made contingent upon nor subject to a mold test or inspection for the presence of mold on the Lot or in the House to be constructed in accordance with the terms of the Contract Documents. The Parties to this Agreement agree and recognize that Company makes no warranties with respect to the current or future existence of mold on the Lot or in the House. Moreover, the Parties to this Agreement agree and recognize that Owner expressly waives any and all warranties, whether express or implied, with respect to the current or future existence of mold on the Lot or in the House. In addition, Owner shall hold harmless the Company, its agents, directors, employees,

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successors and assigns, from any actions, claims, costs, judgments, liabilities, losses or damages, whether suffered in person or in property, in connection with the discovery at any time now or in the future of mold, or any substance related thereto, on the Lot or in the House. IT IS THE INTENT OF THE OWNER THAT THIS SHALL CONSTITUTE A FULL AND COMPLETE WAIVER OF ALL CLAIMS, KNOWN AND UNKNOWN, AGAINST THE COMPANY, THAT IN ANY WAY RELATE TO MOLD ON THE LOT OR IN THE HOUSE.

9. ARBITRATION OF DISPUTE

The Owner shall promptly contact the Company's warranty department regarding any disputes involving this Agreement. If discussions between the parties do not resolve such dispute, either party may, upon written notice to the other party, submit such dispute to arbitration with each party hereto selecting one arbitrator, who shall then select the third arbitrator. The arbitrators shall proceed under the construction industry rules of the American Arbitration Association. The award of the majority of the arbitrators shall be final, conclusive and binding upon the parties. The expenses of the arbitrators shall be shared equally, but each party shall bear its own fees and costs. If any party commences litigation in violation of this warranty, such party shall reimburse the other parties to the litigation for their costs and expenses including attorneys' fees incurred in seeking dismissal of such litigation.

10. EXCLUSIVE WARRANTY

THE COMPANY AND OWNER AGREE THAT THIS WARRANTY, AND THE 10-YEAR QUALITY BUILDERS WARRANTY® (IF APPLICABLE) AS DESCRIBED IN THE GENERAL PROVISIONS TO REAL ESTATE PURCHASE AGREEMENT WHICH IS PART OF THE CONSTRUCTION DOCUMENTS COMPRISING THIS TRANSACTION, ARE IN LIEU OF ALL WARRANTIES OF HABITABILITY OR WORKMANLIKE CONSTRUCTION OR ANY OTHER WARRANTIES, EXPRESS OR IMPLIED, TO WHICH OWNER MIGHT BE ENTITLED, EXCEPT AS TO CONSUMER PRODUCTS. NO EMPLOYEE, TRADE CONTRACTOR, OR AGENT OF THE COMPANY HAS THE AUTHORITY TO CHANGE THE TERMS OF THIS LIMITED WARRANTY AGREEMENT.

DATED the _____ day of _____,
_____.

Owner _____ Company _____

Owner _____

Warranty Emergency Contacts

Should you encounter an emergency warranty situation, as outlined in the homeowner's manual, such as loss of heat, water, or power, you may contact our subcontractors responsible for these particular items at the emergency numbers below.
If an emergency occurs we ask that you notify both *Rainey Homes* and the appropriate subcontractor immediately.

Rainey Homes Emergency Number:
Arizona (602) 872-6418
Utah 801-336-7678

Heating/Cooling:

Utah- Angler's HVAC: 801-643-5890 / 801-643-5897
Arizona- REEis Inc: 480-405-7375

Plumbing:

Utah-Durrant and Slate Plumbing: 801-876-6161
Arizona-Whitton Plumbing 480-291-1111

Maintenance Schedule

Item	Monthly	Quarterly	Semi-Annually	Annually	Comment
Clean/test smoke alarms	X				
Test/reset all GFIs	X				
Clean/change furnace filter	X				
Operate heat system			X		early in the fall
Operate A/C system			X		early in the spring
Inspect drainage			X		
Seal concrete cracks			X		
Inspect exterior paint or stain			X		
Touch up caulk			X		
Touch up grout			X		
Lube garage overhead door and tighten bolts			X		
Drain some water from bottom of water heater				X	or as directed by the manufacturer's literature
Clean gutters			X		
Operate pressure relief valve on water heater				X	
Clean window weep holes				X	or as needed
Chimney cleaning				X	or as needed

Suggestions Notes

Rainey Homes
259 East 500 South
Bountiful, Utah 84010

Dear Homeowner,

We want our Homeowner Manual to be responsive to the needs of our homeowners. If you have suggestions on ways to make this manual more useful, topics we should add or information we should clarify, please record your thoughts below and mail or fax them to us. We revise this material once each year and will add your comments to the revisions file for our next edition!

Thank you,

Joe Rainey
President
Rainey Homes
