



Newport Builders, Inc.

HOMEOWNERS MANUAL

NEWPORT-BUILDERS.COM





Dear New Homeowner,

Congratulations on your decision to purchase a new home from Newport Builders, Inc. We share your excitement about your new residence and look forward to having you work with us to have your home built. Your home will be 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. We are very proud of the product we build and we strive to create long lasting value

The Newport Builders, Inc. *Homeowner Manual* has been designed to assist you during and 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. In addition to guiding you through the process of purchasing and building, this manual provides you with maintenance guidelines and a description of our limited warranty program, component by component.

Please take time to review this material thoroughly and remember to review the literature provided by the manufacturers of consumer products included with your home also. 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 the manufacturer's material is not repeated here. You may have to activate specific manufacturer warranties by completing and mailing the 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.

If you need clarification or additional details about any topic discussed, please give us a call. We are delighted to welcome you as part of the Newport Builders, Inc. family and are always ready to serve you.

Table of Contents

<i>An Overview of Your New Home Experience</i> _____	24
<i>Pre-Construction Sequence</i> _____	26
<i>Finalizing the Construction Contract</i> _____	26
<i>After Signing the Construction Contract</i> _____	26
<i>Blueprint Phase</i> _____	27
<i>Selections Phase</i> _____	27
<i>Loan Closing</i> _____	28
<i>Permit Phase</i> _____	28
<i>Who's Who?</i> _____	29
<i>Purchasing Your Home</i> _____	30
<i>Applying for Your Loan</i> _____	31
Loan Application Checklist _____	31
Loan Processing _____	33
Loan Approval _____	34
Contingencies _____	34

Loan Lock _____ 34

New Home Selections _____ **35**

Selection Hints _____ 35

Custom Changes _____ 36

Construction of Your Home _____ **40**

Safety _____ 40

Plans and Specifications _____ 41

Regulatory Changes _____ 41

Permitting Process (Some of the things we go through to obtain them) _____ 41

Individual Foundation Designs and Basement fixture locations _____ 42

Changes in Materials, Products, and Methods _____ 43

Natural Variations _____ 43

Quality _____ 44

Trade Contractors _____ 46

Schedules _____ 46

Closing Date Updates _____ 47

"Nothing's happening on my home!" _____ 48

Utility Companies / Cable T.V./ Telephone Company _____ 49

SPECIAL CIRCUMSTANCES _____ **50**

Winter building _____ 50

Construction Sequence _____ **52**

Foundation Phase _____ 52

Framing Phase _____ 53

Rough-in Phase _____ 53

Drywall Phase _____ 54

Trim-out Phase _____ 54

Closing Phase _____ 55

Warranty Phase _____ 56

Our Customer Wants to Know . . . _____ 57

Homeowner Orientation (The "Walk-'Thru") _____ 58

Scheduling _____ 58

Preparation and final paperwork authorizations _____ 59

Acceptance _____ 59

Completion of Items _____ 60

Future Service _____ 60

Note to Home Buyer: _____ 61

Closing on Your Home _____ 63

Date of Closing _____ 63

Moving in Belongings Prior to Occupancy Permit and/or Final Draw Payout: _____ 64

"The Final Number" _____ 64

Preparation _____ 64

Work Performed By or Materials Supplied By Buyer _____ 65

Scheduling of Homeowner "Sweat Equity" Labor: _____ 65

Utility and Community Services _____ 66

Caring for Your Home _____ **67**

Homeowner Use and Maintenance Guidelines _____ **67**

Newport Builders, Inc. Limited Warranty Guidelines _____ **68**

 Reporting Procedures _____ **69**

 Year-End Request _____ **69**

 Emergency Service _____ **69**

 Kitchen Appliance Warranties _____ **70**

 Service Processing Procedures _____ **70**

Reporting Warranty Items _____ **72**

Air Conditioning _____ **73**

Homeowner Use and Maintenance Guidelines _____ **73**

 Adjust Vents _____ **74**

 Compressor Level _____ **74**

 Humidifier _____ **74**

 Manufacturer's Instructions _____ **74**

 Temperature Variations _____ **74**

 Compressor _____ **74**

Newport Builders, Inc. Limited Warranty Guidelines _____ **75**

 Coolant _____ **75**

Alarm System _____ **76**

Homeowner Use and Maintenance Guidelines _____ **76**

Newport Builders, Inc. Limited Warranty Guidelines _____ **76**

Appliances _____ **77**

Homeowner Use and Maintenance Guidelines	77
Manufacturer's Service	77
Registration	77
Newport Builders, Inc. Limited Warranty Guidelines	77
Appliance Serial Numbers	78
Asphalt	79
Homeowner Care and Maintenance	79
Chemical Spills	79
Hot Weather	79
Nonresidential Traffic	79
Sealcoating	79
Settling	79
Newport Builders, Inc. Limited Warranty Guidelines	80
Thermal Cracking	80
Attic Access	81
Homeowner Use and Maintenance Guidelines	81
Newport Builders, Inc. Limited Warranty Guidelines	81
Brass Fixtures (Interior and Exterior)	82
Homeowner Use and Maintenance Guidelines	82
Cleaning	82
Corrosion	82
Polish	82
Tarnish	82
Newport Builders, Inc. Limited Warranty Guidelines	82
Brick	83

Homeowner Use and Maintenance Guidelines	83
Efflorescence	83
Tuck-Pointing	83
Lentils	83
Weep Holes	83
Cracks	83
Newport Builders, Inc. Limited Warranty Guidelines	84
Cabinets	85
Homeowner Use and Maintenance Guidelines	85
Cleaning	85
Hinges	85
Moisture	85
Newport Builders, Inc. Limited Warranty Guidelines	85
Alignment	85
Operation	85
Separations	85
Warping	86
Wood Grain	86
Small nicks, scratches	86
Carpet	87
Homeowner Use and Maintenance Guidelines	87
Cleaning	87
Burns	87
Crushing	87
Fading	88
Filtration	88
Fuzzing	88

Pilling	88
Rippling	88
Seams	88
Shading	88
Shedding	89
Snags	89
Sprouting	89
Stains	89
Static	89
<i>Newport Builders, Inc. Limited Warranty Guidelines</i>	90
Edges	90
Seams	90
<i>Caulking</i>	91
<i>Homeowner Use and Maintenance Guidelines</i>	91
Colored Caulk	91
Latex Caulk	91
Silicone Caulk	91
<i>Newport Builders, Inc. Limited Warranty Guidelines</i>	91
One-Time Repair	91
<i>Ceramic Tile</i>	92
<i>Homeowner Use and Maintenance Guidelines</i>	92
Cleaning	92
Grout Discoloration	92
Sealing Grout	92
Separations	92
Cracks	93

<i>Newport Builders, Inc. Limited Warranty Guidelines</i> _____	93
One-Time Repair _____	93
<i>Concrete Flatwork</i> _____	94
<i>Homeowner Use and Maintenance Guidelines</i> _____	94
Cleaning _____	94
Cracks _____	94
Expansion Joints _____	95
Heavy Vehicles _____	95
Ice, Snow, and Chemicals _____	95
Sealer _____	95
<i>Newport Builders, Inc. Limited Warranty Guidelines</i> _____	95
Color _____	95
Cracks _____	95
Level Floors _____	96
Separation _____	96
Settling or Heaving _____	96
Spalling (Surface Chips) _____	96
Standing Water _____	96
<i>Condensation</i> _____	97
<i>Homeowner Use and Maintenance Guidelines</i> _____	97
<i>Newport Builders, Inc. Limited Warranty Guidelines</i> _____	97
<i>Countertops</i> _____	98
<i>Homeowner Use and Maintenance Guidelines</i> _____	98
Caulking _____	98
Cleaning _____	98
Mats _____	98

Wax _____	98
<i>Newport Builders, Inc. Limited Warranty Guidelines</i> _____	98
Laminates _____	99
Manufactured Marble _____	99
Separation from Wall _____	99
<i>Doors and Locks</i> _____	100
<i>Homeowner Use and Maintenance Guidelines</i> _____	100
Bifold Doors _____	100
Exterior Finish _____	100
Failure to Latch _____	100
Hinges _____	100
Keys _____	100
Locks _____	100
Slamming _____	101
Shrinkage _____	101
Sticking _____	101
Warping _____	101
Weather Stripping _____	101
<i>Newport Builders, Inc. Limited Warranty Guidelines</i> _____	101
Adjustments _____	102
Panel Shrinkage _____	102
Warping _____	102
<i>Drywall</i> _____	103
<i>Homeowner Use and Maintenance Guidelines</i> _____	103
Repairs _____	103
<i>Newport Builders, Inc. Limited Warranty Guidelines</i> _____	103

Lighting Conditions _____	104
Drywall in Garage and in an Enclosed Basement Staircase _____	104
Corners and Ledges _____	104
Related Warranty Repairs _____	105
<i>Electrical Systems</i> _____	106
<i>Homeowner Use and Maintenance Guidelines</i> _____	106
Breakers _____	106
Breaker Tripping _____	106
Buzzing _____	106
Fixture Location _____	106
Grounded System _____	107
GFCI (Ground-Fault Circuit-Interrupters) _____	107
Light Bulbs _____	107
Modifications _____	107
Outlets _____	108
Owner Supplied Fixtures _____	108
Underground Cables _____	108
Ceiling fans _____	108
<i>Newport Builders, Inc. Limited Warranty Guidelines</i> _____	108
Designed Load _____	109
GFCI (Ground -Fault Circuit-Interrupters) _____	109
Power Surge _____	109
<i>Electric Water Heater</i> _____	110
<i>Homeowner Care and Maintenance</i> _____	110
Drain Tank _____	110
Element Cleaning or Replacement _____	110
No Hot Water _____	110

Pressure Relief Valve _____ 110

Safety _____ 110

Temperature _____ 111

Newport Builders, Inc. Limited Warranty _____ 111

Expansion and Contraction _____ **112**

Homeowner Use and Maintenance Guidelines _____ 112

Newport Builders, Inc. Limited Warranty _____ 112

Fireplace _____ **113**

Homeowner Use and Maintenance Guidelines _____ 113

Chimney Cleaning _____ 114

Spark Arrester _____ 114

Gas Fireplace _____ 114

Newport Builders, Inc. Limited Warranty Guidelines _____ 114

Chimney Separation _____ 114

Cracks _____ 114

Discoloration _____ 115

Downdraft _____ 115

Glass Doors _____ 115

Water Infiltration _____ 115

Foundation _____ **116**

Homeowner Use and Maintenance Guidelines _____ 116

Cracks _____ 116

Dampness _____ 116

Future Construction in Basement _____ 116

Newport Builders, Inc. Limited Warranty Guidelines _____ 117

Cracks	117
Cosmetic Imperfections	117
Leaks	117
Basement floor	117
Garage slab	117
Patios, walks, and drives	118
Concrete stoops	118
Garage Overhead Door	119
<i>Homeowner Use and Maintenance Guidelines</i>	119
30-Weight Oil	119
Lock	119
Opener	119
Safety	119
Sag	120
<i>Newport Builders, Inc. Limited Warranty Guidelines</i>	120
Light Visible	120
Gas Shut-offs	121
<i>Homeowner Use and Maintenance Guidelines</i>	121
<i>Newport Builders, Inc. Limited Warranty Guidelines</i>	121
Gas Water Heater	122
Condensation	122
Drain Tank	122
Pilot	122
Safety	123
Temperature	123
No Hot Water	123

Newport Builders, Inc. Limited Warranty Guidelines _____ **123**

Grading and Drainage _____ **124**

Homeowner Use and Maintenance Guidelines _____ **124**

 Drainage _____ 124

 Roof Water _____ 124

 Rototilling _____ 124

 Settling _____ 124

Newport Builders, Inc. Limited Warranty Guidelines _____ **125**

 Backfill Settlement _____ 125

 Erosion _____ 125

 New Sod _____ 125

 Recommendations _____ 125

 Swales _____ 126

 Winter and Early Spring Grading _____ 126

Gutters and Downspouts _____ **127**

Homeowner Use and Maintenance Guidelines _____ **127**

 Extensions or Splash-blocks _____ 127

 Ladders _____ 127

 Leaks _____ 127

 Snow and Ice _____ 127

Newport Builders, Inc. Limited Warranty Guidelines _____ **127**

 Leaks _____ 127

 Overflow _____ 127

 Standing Water _____ 128

 Dents _____ 128

Hardware _____ **129**

<i>Homeowner Use and Maintenance Guidelines</i>	129
<i>Newport Builders, Inc. Limited Warranty Guidelines</i>	129
Hardwood Floors	130
<i>Homeowner Use and Maintenance Guidelines</i>	130
Cleaning	130
Dimples	130
Filmy Appearance	130
Furniture Legs	130
Humidity	130
Mats and Area Rugs	130
Recoat	131
Separation	131
Shoes	131
Spills	131
Splinters	131
Sun Exposure	131
Traffic Paths	131
Warping	131
Wax	132
<i>Newport Builders, Inc. Limited Warranty Guidelines</i>	132
Separations	132
Color and Knot Variations	132
Heating System	133
<i>Homeowner Use and Maintenance Guidelines</i>	133
Adjust Vents	133
Avoid Overheating	133
Blower Panel	133

Combustion Air _____	133
Ductwork Noise _____	133
Filter _____	134
Furnished Home _____	134
Fuse _____	134
Gas Odor _____	134
Odor _____	134
On-Off Switch _____	134
Pilot _____	135
Registers _____	135
Return Air Vents _____	135
Temperature _____	135
Thermostat _____	135
Trial Run _____	135
<i>Newport Builders, Inc. Limited Warranty Guidelines</i> _____	136
Duct Placement _____	136
Ductwork _____	136
Furnace Sounds _____	136
Thermostat _____	136
Register Adjustment _____	136
Return Air Vents _____	137
<i>Humidifier</i> _____	138
<i>Homeowner Use and Maintenance Guidelines</i> _____	138
<i>Newport Builders, Inc. Limited Warranty Guidelines</i> _____	138
<i>Insulation</i> _____	139
<i>Homeowner Use and Maintenance Guidelines</i> _____	139

Newport Builders, Inc. Limited Warranty Guidelines _____ 139

Landscaping _____ **140**

Homeowner Use and Maintenance Guidelines _____ 140

 Addition _____ 140

 Backfill _____ 140

 Bark or Rock Beds _____ 140

 Contractors _____ 140

 First 5 Feet _____ 141

 Irrigation _____ 141

 Planning _____ 141

 Plant Selection _____ 141

 Requirements _____ 141

 Soil Mix _____ 141

 Utility Lines /Sewer and Water Lateral Lines _____ 142

 Xeriscape _____ 142

Mildew _____ **143**

Homeowner Use and Maintenance Guidelines _____ 143

Newport Builders, Inc. Limited Warranty Guidelines _____ 143

Mirrors _____ **144**

Homeowner Use and Maintenance Guidelines _____ 144

Newport Builders, Inc. Limited Warranty Guidelines _____ 144

Paint and Stain _____ **145**

Homeowner Use and Maintenance Guidelines _____ 145

Colors	145
Exterior	145
Severe Weather	145
Stain	145
Touch-Up	146
Wall Cracks	146
<i>Newport Builders, Inc. Limited Warranty Guidelines</i>	146
Cracking	146
Fading	146
Touch-Up Visible	147
Wood Grain	147
<i>Phone Jacks</i>	148
<i>Homeowner Use and Maintenance Guidelines</i>	148
<i>Newport Builders, Inc. Limited Warranty Guidelines</i>	148
<i>Plumbing</i>	149
<i>Homeowner Use and Maintenance Guidelines</i>	149
Aerators	149
Basement Construction	149
Cleaning	149
Clogs	150
Dripping Faucet	150
Extended Absence	150
Freezing Pipes	150
Gold or Brass Finish	151
Laundry Tub	151
Leaks	151
Low Pressure	151

Marble or Manufactured Marble _____	151
Outside Faucets _____	151
Porcelain /fiberglass/ and gelcoat plumbing fixtures _____	151
Running Toilet _____	152
Shut-Offs _____	152
Sprinklers _____	152
Stainless Steel _____	152
Tank Care _____	152
<i>Newport Builders, Inc. Limited Warranty Guidelines _____</i>	152
Cosmetic Damage _____	152
Exterior Faucets _____	153
Freezing Pipes _____	153
Leaks _____	153
Noise _____	153
<i>Resilient Flooring _____</i>	154
<i>Homeowner Use and Maintenance Guidelines _____</i>	154
Limit Water _____	154
Moving Furniture _____	154
No Wax _____	154
Raised Nail Heads _____	154
Scrubbing and Buffing _____	155
Seams _____	155
<i>Newport Builders, Inc. Limited Warranty Guidelines _____</i>	155
Adhesion _____	156
Ridges _____	156
Seams _____	156
Nicks or tears _____	157

Shrinkage gaps _____ 157

Flooring discoloration _____ 157

Roof _____ 158

Homeowner Use and Maintenance Guidelines _____ 158

Clean Gutters _____ 158

Leaks _____ 158

Limit Walking _____ 158

Severe Weather _____ 158

Newport Builders, Inc. Limited Warranty Guidelines _____ 158

Ice Build-Up (Ice "dams") _____ 158

Inclement Weather _____ 159

Drip edge and gutter apron _____ 159

Dimensional and dimensional-look shingles _____ 159

Rough Carpentry _____ 160

Newport Builders, Inc. Limited Warranty Guidelines _____ 160

Floor Squeaks _____ 160

Floor Deflection _____ 160

Floor Level _____ 160

Plumb Walls _____ 160

Siding _____ 161

Homeowner Use and Maintenance Guidelines _____ 161

Newport Builders, Inc. Limited Warranty Guidelines _____ 161

Smoke Detectors _____ 162

Homeowner Use and Maintenance Guidelines _____ 162

Cleaning _____ 162

Newport Builders, Inc. Limited Warranty Guidelines _____ 162

Stairs _____ 163

Homeowner Use and Maintenance Guidelines _____ 163

Newport Builders, Inc. Limited Warranty Guidelines _____ 163

Ventilation _____ 164

Homeowner Use and Maintenance Guidelines _____ 164

Newport Builders, Inc. Limited Warranty Guidelines _____ 164

Waterproofing _____ 165

Homeowner Use and Maintenance Guidelines _____ 165

Newport Builders, Inc. Limited Warranty Guidelines _____ 165

Windows, Screens, and Patio Doors _____ 166

Homeowner Use and Maintenance Guidelines _____ 166

 Cleaning _____ 166

 Condensation _____ 166

 Door Locks _____ 166

 Door Tracks _____ 166

 Invisible Glass _____ 166

 Sliding Patio Doors _____ 166

 Sticking Windows _____ 167

 Screens _____ 167

 Weep Holes _____ 167

Newport Builders, Inc. Limited Warranty Guidelines _____ 167

 Condensation _____ 167

 Infiltration _____ 168

 Scratches _____ 168

Tinting	168
Wind	168
Wood Trim	169
<i>Homeowner Use and Maintenance Guidelines</i>	169
<i>Newport Builders, Inc. Limited Warranty Guidelines</i>	169
Exterior	169
Raised Grain	169

An Overview of Your New Home Experience

Purchasing a new home is an exciting experience. The process is also complex, with many details to be decided and arranged. While Newport Builders, Inc. is building your new home, you participate by taking care of several important aspects of your purchase. The chronological list that follows outlines the events that typically take place in the purchase of a new home. Where time frames are specified, you need to observe them in order for us to finish your home on schedule.

Purchasing Your Home

The Building Construction Agreement constitutes the legal understanding regarding the purchase of your new home. Please read the Building Construction Agreement and all attachments carefully.

Applying for Your Loan

Once you have signed the Building Construction Agreement, finalizing the details for financing is next. To assist you, we may suggest lenders appropriate for your specific financial situation. Section 3, Applying for Your Loan, contains hints and information on the loan process.

Your New Home Selections

New Home Selections, Section 4 of this manual, will assist you in the exciting process of personalizing your new home with your selections.

Construction of Your Home

We will be more than happy to escort you through your home and answer any questions at the convenience of our staff and the availability of the job site. Please read Section 5, Construction of Your Home, for guidelines on safety, security, and work in progress.

Homeowner Orientation (Walk through)

The homeowner orientation has two purposes. The first is to demonstrate the features of your home and discuss maintenance and our limited warranty program. Equally important we want to confirm that we have delivered your new home at the quality level shown in our model homes and with all your selections correctly installed. For detailed information, please review Section 6, Homeowner Orientation.

Closing on Your Home

Closing on Your Home; Section 7 of this manual, describes the documents you will sign and other important details about the closing process. We have included guidelines to assist you in preparing for closing and move-in.

Caring for Your Home

Many of your responsibilities as an owner and Newport Builders, Inc.'s responsibilities under the terms of our limited warranty are discussed in Caring for Your Home, Section 8. Begin now to become familiar with the home maintenance you should provide and our warranty service commitment to you.

Your Feedback and Suggestions

Our desire to maintain open communication with you extends through the buying process and after your move-in. In an effort to improve the product and service we provide, we welcome your comments on how we've performed. Our goal is to build the best home and the best customer relationship possible. Your feedback helps us reach that goal.

As time passes, if your housing needs change, we are ready at any time to build you another home. Our office is always happy to provide you with information about where we are currently building and the products we offer.

Pre-Construction Sequence

The following is a timeline of events that will happen before we start construction of your new home. It should help you better understand the process.

Finalizing the Construction Contract

- Verify that the home you want will fit on the lot
- Review subdivision restrictions
- Review the home pricing agreement and be sure that ALL changes to standard plan/features are noted
- Review “red lined” Blueprints and be sure that ALL changes are noted
- Sign Contract, Home Pricing Agreement, Blueprint and Standard Specification sheet

After Signing the Construction Contract

- Meet with your lender to finalize your application
- Set a date to close your construction loan (30-45 days)
- Meet with your homeowner's insurance provider to apply for your “Builders Risk” insurance. It is REQUIRED that both your lender, and Newport Builders be listed as “additional insured”. A copy of this binder must be received by our office prior to applying for permits.

Blueprint Phase

- Meet for preliminary draft and make corrections (if re-drawn plans are required)
- Meet to review final plans and sign (if applicable)
- Final plan is reviewed by Newport Builders construction department
- Plan is now mass produced
- Plan to be re-bid by subcontractors (if redrawn). This may take up to 3 weeks
- Submit plan for subdivision ACC approval (this is done by homeowner only if it is NOT a Newport owned subdivision) This can take up to 30 days
- Surveyor to sketch house on lot
- Buyer to approve and sign sketch

Selections Phase

- Meet at Newport Builders office for color selection appointment
- Select all interior and exterior colors except flooring and countertops
- Sign selection sheet
- Schedule meeting with flooring supplier for flooring and countertop selections
- Schedule meeting with fireplace supplier (this is optional)
- Schedule meeting with cabinet supplier (this is optional)
- Schedule meeting with lighting supplier

Loan Closing

***** Please be sure that ALL of the following occur at your loan closing*****

- Lot is paid in full
- A check for the balance of your down payment is issued to Newport Builders (check your contract for appropriate amount)
- Ambassador Title (1254 West Blvd.) is designated as escrow agent
- Please bring a copy of your “Builders Risk” insurance. It is REQUIRED that both your lender, and Newport Builders be listed as “additional insured”. A copy of this binder must be received by our office prior to applying for permits.

All above items must be complete before permit phase starts

Permit Phase

- Submit plan to HVAC contractor for heat-calcs (only if plan has changed from standard). This may take up to 2 weeks
- Surveyor to stake lot. This may take up to 2 weeks
- Submit plan to septic contractor (if applicable)
- Submit plan for separate zoning permit (if applicable)
- Submit all of the above to municipality for building permit
- Wait approximately 2 weeks (up to 2 months for Caledonia)
- Meet with Expediter

Who's Who?

Some Names You Should Know

Two-way communication is vital to a mutually satisfactory relationship. Understanding what is happening and knowing who to contact can smooth the home-buying process. In the initial discussions and quoting phases, you will most likely be dealing primarily with your salesperson directly. Once construction begins, other key individuals become instrumental to us in delivering you a quality product in the time lines we promised. We believe that it is our responsibility to establish and maintain clear lines of communication. Please note we've put what types of questions each individual will be responsible to answer for during the construction phase. You may run into our Expediter at your home site during construction. His job entails the scheduling and quality control of the workforces on your home. He is not the main customer-service point of contact for you regarding your home. If you have any questions during the project, feel free to call one of the following individuals to receive up-to-date information.

_____ Ext. # _____
Salesperson (*Option / upgrade pricing, selection finalizations, changes to plans during construction, construction updates, other general questions*)

_____ Ext # _____
Office Manager (*Draw schedules, Change Order authorizations, final closing questions*)

_____ Ext # _____
Warranty Manager (*Scheduling of any required service on your home post-occupancy*)

Or you may leave a message for your Expediter _____

at Ext # _____

Purchasing Your Home

You will use several standard forms when you buy your new home. These include the Building Construction Agreement and specifications. All parties must sign all forms and attachments before the Building Construction Agreement becomes binding.

Building Construction Agreement

The Building Construction Agreement is the legal document that represents your decision to purchase a home. It describes your home (sometimes both a legal description and the street address), financing information, and additional legal provisions. Addendums may be attached to the Building Construction Agreement as well.

House Stake-out, Drainage plan, Erosion Control Plan

The house stake-out is typically requested once we have received a signed financial commitment from your lender. This is typically 3 weeks after you have submitted the loan application to your lender for final approval. We will ask you to review where the house will be located on your lot, note the town approved drainage plans, and town required erosion control plans. You will receive a copy of this document for your records. Please be advised: weather does impact the surveyors. They cannot have their equipment exposed to moisture (rain/snow) without significant adverse problems. Typical turnaround time once we order the survey is 2 weeks, depending on their workloads and weather.

Applying for Your Loan

The first item you'll need to take care of is the selection of a lender and completion of a mortgage application. Plan to accomplish this within three business days of signing your Building Construction Agreement. Take the completed Building Construction Agreement with you when you first visit your lender unless we have specifically instructed you that we would take the documents to your lender for you.

Your lender's job is to understand your particular financial circumstances completely. You will review all information on the application at your meeting with the loan officer. A situation rarely arises that your loan officer has not encountered in the past. Do not hesitate to discuss any questions you have regarding your assets, income, or credit. By providing complete information, you prevent delays or extra trips to deliver documents.

Loan Application Checklist

The amount of documentation and information required for a mortgage can seem overwhelming. You can facilitate the application process by collecting as much of the needed information as you can before your appointment. The checklist that follows is a general guide to assist you with the loan application. Some of the items listed may not apply to you and your lender will probably request some items that we have not mentioned, but this list will get you off to a good start.

Property Information

___ The Building Construction Agreement will include the legal description of the property and the price.

Personal Information

___ Social Security number and driver's license for each borrower.

___ Home addresses for the last two years.

___ Divorce decree and separation agreements, if applicable.

___ Trust agreement, if applicable.

Income

___ Most recent pay stubs.

___ Documentation on any supplemental income such as bonuses or commissions.

___ Names, addresses, and phone numbers of all employers for last two years.

___ W-2s for last two years.

___ If you are self-employed or earn income from commissioned sales, copies of last two year of tax returns with all schedules and year-to-date profit and loss for current year, signed by an accountant.

___ Documentation of alimony or child support, if this income is considered for the loan.

Real Estate Owned

___ Names, addresses, phone numbers, and account numbers of all mortgage lenders for the last seven years.

___ Copies of leases and two years of tax returns for any rental property.

___ Market value estimate.

Liquid Assets

___ Complete names; addresses, phone numbers, and account numbers for all bank, credit Union, 401K, and investment accounts.

___ Copies of the last three months statements for all bank accounts.

___ Copies of any notes receivable.

___ Value of other assets such as auto, households goods, and collectibles.

___ Cash value of life insurance policies.

___ Vested interest in retirement funds or IRAs.

Liabilities

___ Names, account numbers, balances, and current monthly payment amounts for all revolving charge cards.

___ Names, addresses, phone numbers, and account numbers for all installment debt: and approximate balances and monthly payments for such items as auto loans and mortgages.

___ Alimony or child support payments.

___ Names, addresses, phone numbers, and account numbers of accounts recently paid off, if used to establish credit. Please note that you will be asked to pay for a credit report and an appraisal upon signing the application.

Loan Processing

Once you have given all preliminary information to your loan officer, your lender sends verification forms to your employers, banks, and current mortgage company or landlord and also orders a credit report and appraisal. You sign a release to authorize these steps. Your lender will provide you with a Good Faith Estimate and a Truth-in-Lending Disclosure.

The Good Faith Estimate lists the costs you will incur at closing. Some of the numbers listed on this form are pro-rations, subject to change based on the actual date of the closing. Others are set fees that should remain the same.

The Truth-in-Lending Disclosure shows the total cost to you, over the term of the loan, for your specific financing. The calculation is based on the assumption that you own the home and make regular payments throughout the term of the loan.

The lender sends Verification of Employment (VOE) forms to all employers for the last two years. The employers complete, sign, and return the forms to the lender. The forms show the dates of employment, the amount of money you earned last year, and how much you have earned so far this year. The VOE documents bonuses and overtime you earned.

Verification of Deposit (VOD) forms go to each banking institution listed on your application. The institutions indicate the date you opened each account, average balances for the last three months, and the amount of money you have in each account on the day they complete the form. Any loans or overdraft accounts you have with the bank will also be shown.

Mortgage companies and landlords complete Verification of Mortgage (VOM) forms. These show the lender how much you owe, the amount of your monthly payment, and whether you make your payments by the due date.

Your credit report shows the amounts of money you owe to each of your creditors, minimum monthly payments, and your payment history. The appraisal confirms the value of the home you are purchasing for you and your lender.

Typically, several weeks pass as these reports and forms are returned to the lender. If any delays are encountered, the loan officer may contact you for assistance. The credit reporting agency may call you to verify that the information they have gathered is correct.

Once the loan processor has collected this standard documentation, you may be asked to write letters describing your assets, income, or credit. Few loans are finalized without requests for additional information just before the package is submitted to the underwriter for final approval. At this point you may become frustrated with the loan process. Please remember that your lender requests these letters to assist you in obtaining your financing. Do not hesitate to discuss your concerns with your loan officer. Perhaps he or she can provide some additional insight on what may seem to be redundant requests.

Before the processor submits your file to the underwriters for final approval, he or she will verify the final sales price. Make sure that copies of all addenda such as change orders signed after the original Building Construction Agreement was completed have been sent to the lender if it is part of the loan. This assists the lender in determining the exact loan amount. The change orders affect the total price after this point, you may have to resubmit your loan application for the higher amount or the lender may ask you to pay for the additional items in cash.

Loan Approval

During your first meeting, you and your lender determine the timing to obtain pre-qualification. You will discuss additional items that you may need to obtain final loan approval. Several weeks after your first meeting with the lender, you should receive loan approval. If any of the documents requested have not been returned to the lender in a timely manner, approval may take longer.

Contingencies

Loan approvals often carry conditions of approval. The sale of a previous home or proof of funds are two examples. Discuss any concern you may have about such conditions with your loan officer and obtain any requested documentation as soon as possible. Once all contingencies are met, the final loan can be approved.

Loan Lock

The only thing anyone knows for certain about interest rates is that they will change. Do not rely on anyone's predictions regarding rates. Locking your rate prematurely can result in extra expense if your new home is not complete in time to close within the lock period. We are happy to update you throughout the process of construction on the expected completion date. Until we reach a point in construction where factors outside our control can no longer affect the completion date, the decision to lock your loan is at best a gamble.

New Home Selections

Part of the fun of buying a new home is selecting finish materials and colors. You will make some of these choices at the Newport Builders, Inc.'s office and others at our suppliers' showrooms.

Selection Hints

Newport Builders, Inc. provides you with selection sheets that list the choices you need to make. We will also provide you with sample product upon your request at the time of your Building Construction Agreement signing. Schedule time to visit our suppliers' showrooms to make your selections as soon as possible. Make certain to **always bring your signed set of blueprints with you to the meetings with our suppliers.** Plan to **finalize your selections within 30 days of signing your Building Construction Agreement.** Your prompt completion of these selections helps prevent the delays caused by backorders.

Please be thorough and fill in all blanks completely. Costly errors arise from assumptions and incomplete selection sheets. Decorating choices that exceed the specified allowances, for example, those for floor coverings or your fireplace will require additional payment before construction begins.

You are welcome to bring cushions or swatches to showrooms to coordinate colors. View color samples in both natural and artificial light to get an accurate impression of the color. Variations between samples and actual material installed can occur. This is due to the manufacturer's coloring process (dye lots) and to the fact that over time, sunlight and other environmental factors affect the samples.

Your homeowners association and selections your future neighbors have already made may limit some of your choices for exterior finish materials. The sooner you can make your selections, the greater the number of choices you have. Driving through the area to view existing homes is one way to select exterior colors. Selections often look different on a full-size home.

We reserve the right to place a hold on your selections until your lender has approved your loan and all contingencies are released. If suppliers have discontinued any of your selections, we will contact you and ask you to make an alternate selection within five days. **Understand also that a customized choice (a choice outside of our standard samples) you may make could cause construction delay**

No verbal changes will be accepted to your signed specification sheet. Please review the specification sheet carefully, as what is detailed on these sheets is what will be installed in your new home. Please retain your selection sheets for future reference. They are useful for matching paint colors, and replacement items in your home.

Custom Changes

You may have custom features you want us to incorporate into your new home. Think, dream, and imagine, look, we will assist you in any way that we can to make these decisions as early as possible.

Please keep in mind that your new neighbors have this same opportunity and may request still other features. We will be happy to provide you with pricing on duplicating such items in your home, but make no claim that we have mentioned or offered every possible idea.

In order to deliver your home as close as possible to the target date, we order many items well in advance of installation. Once a particular item is ordered, making further changes may involve an adjustment in the planned delivery date and additional costs. By working within the boundaries of the change order schedule, you can usually avoid both. Please keep in mind: any change order after construction has begun will delay your completion by a minimum of 2 days. (Even if something as minor as a color change-regardless if the items haven't yet been ordered.) There will be a processing charge of \$100.00 each. Here is what happens when there is a change request received by our office after you have signed your final contracts / specification sheets:

Office staff sends out the blueprints, spec sheets, and color choices to the appropriate suppliers and contractors. (This is usually 12 different *packages of information*.) When you make any change to that information it creates a tremendous paper trail:

1. Homeowner requests change
2. Office personnel contacts appropriate supplier/contractor for pricing
3. Office personnel contacts homeowner to inform them of pricing
4. Homeowner ok's, office manager makes up change order
5. Office personnel faxes/mails change order form for owner approval
6. Owner signs change order form
7. Office manager types up change order field forms for: expediter, material supplier, and subcontractor.

8. Office manager awaits acknowledgement from material supplier and subcontractor. Makes follow up calls to them to make sure they have the most up to date information to avoid mistakes.
9. Office manager receives verbal acknowledgement, then files received change order field forms. (Sometimes there are 3-4 forms that are typed for one change!)

It is for the above reasons that we charge a processing fee for any change that is made. This is also why many of the builders today do not allow changes after construction has begun. **We also must adhere strictly to our policies concerning change orders in order to properly schedule and expedite your project. Please do not ask us to waive this fee as it costs us much more than this \$100 to process this change for you.**

A change that may not sound like a scheduling problem to you could actually wreak havoc on your home's schedule. In order to guarantee the shortest completion time on your home, we **have a very tightly woven schedule.**

For example: You decide to have the interior walls of your bathrooms insulated for sound after the insulators have just finished. However, the drywaller has had the drywall board delivered and received notice from our office 6 weeks earlier when he needs to be on the job and when he needs to be completed. The insulators may not be able to return to your project for a week in order to take care of your request. The drywaller now has one less week to complete his aspect of your home in order to keep the rest of your project on schedule. It's not physically possible for him to make this up, and he may have another job that is scheduled for when yours was originally set up to be complete of his aspect. If he has to pull off of your job, he may not be able to return for 4 weeks! Additionally, the trimmer has a scheduling problem, because he's committed somewhere else if the timing is delayed from when he was supposed to be at your home. And on it goes like a domino effect throughout completion. **So, something that takes only 45 minutes of work at the site could easily delay your project by 6-8 weeks!**

Please also be aware that adding windows, light fixtures, moving walls, etc. are much more costly to do once construction begins. What may have originally been a \$375 charge to add a casement window to your home at the blueprint stage could easily become \$1,200 once construction begins, due to modifications that are made structurally, extra trips to the site, and unscheduled trips to the site all add costs that are unnecessary if you are able to make your decisions at the plan stage. They will also dramatically delay your completion time.

The definition of a "Change Order" is any item that changes, adds, or deletes items from your original Building Construction Agreements.

Cutoff Points for Changes

By completing any change orders according to the schedule below, you will save unnecessary costs.

<u>Changes affecting</u>	<u>Should be made prior to</u>
(1) Foundation	Surveying, engineering and permit application
(2) Windows, doors, and	Surveying, engineering and permit application elevation
(3) Mechanical systems, appliances, lighting, hardware, interior trim and cabinets	Backfill
(4) Texture, wallpaper;	Mechanical rough-ins
(5) Floor coverings	Insulation

Funding of change orders:

All changes must be funded at the time of the authorization. The funds must be paid directly to Newport Builders, Inc. Please see your Building Construction Agreements regarding the terms of your Change Orders. There is a minimum non-negotiable processing fee of \$100 per each Change Order that is issued. All Change Orders will have an expiration date on them. If the Change Order is not authorized and funded by the expiration date, it will become null and void, and no action will be required of Builder. This is in the best interest of your project, as we are doing everything we can to keep your job on schedule and running smoothly. **Change orders will be charged at the retail cost plus a standard builder markup fee.**

Construction of Your Home

The construction of a new home differs from other manufacturing processes in several ways. By keeping these differences in mind, you can enjoy participating in the construction process and assist us in building your new home:

- < As a consumer, you rarely have the opportunity to watch as the products you purchase are created. Your new home is created in front of you.
- < You have more opportunity for input into the design and finish details of a new home than for most other products. Our success in personalizing your home depends on effective communication.
- < Because of the time required for construction, you have many opportunities to view your home as it is built, ask questions, and discuss details.

You have the opportunity to meet with us at several points in this process. The first of these is a Building Construction Agreement conference, where we review your home plans, your contracts, and go over any changes you have requested. At that time, we provide an overview of the construction process and answer your questions.

We understand that you will want to visit your new home during construction. We ask that you keep the following points in mind:

Safety

A new home construction site is exciting, but it can also be dangerous. Your safety is of prime importance to us. Therefore, we must require that you contact Newport Builders, Inc. before visiting your site. We reserve the right to require that you wear a hard hat and that a member of our staff accompany you during your visit. We also prefer that these visits occur after a major stage in the home has been completed- i.e. after the initial house framing, after insulation is complete, after drywall is sprayed, after finish trim is installed, etc. We would also like at least 2 working days' notice so a member of our staff can accompany you. Unescorted visits will not be allowed due to possible liability issues.

When requesting a visit with one of our staff, please know we will do our best to make it as convenient as possible for your schedule. Please remember that our Salespeople have scheduled open houses, as well as their own families that they'd like to spend time with in the evening hours. Please be considerate of their schedules as well.

Additionally, we ask you to observe common-sense safety procedures at all times when visiting:

- < Keep children, friends, relatives and pets off the site. (This is per your contract.)
- < Do not walk backward, even one step. Look in the direction you are moving at all times.
- < Watch for boards, cords; tools, nails, or construction materials that might cause tripping, puncture wounds, or other injury.
- < Do not enter any level of a home that is not equipped with stairs and rails.
- < Stay a minimum of six feet from all excavations.
- < Do not visit the site during the use of heavy equipment or delivery of materials.

Plans and Specifications

The building department of the city or county where your home is to be located must review and approve the plans and specifications for your home. We construct each home to comply with the plans and specifications approved by the applicable building department. Your specifications become part of our agreements with trade contractors and suppliers. **Only written instructions from Newport Builders, Inc. can change these contracts.**

Regulatory Changes

From time to time, city or county agencies adopt new codes or regulations that Call affect your home. Such changes are usually adopted in the interest of safety and are legal requirements with which Newport Builders, Inc. must comply. 'The codes and requirements in effect for each area can vary. Therefore, builders may construct the same floor plan slightly differently in two different jurisdictions or at two different times within the same jurisdiction.

Permitting Process (Some of the things we go through to obtain them)

Each home site /municipality may require different permitting information. For example: the city of Franklin has 8 different zoning areas in the same city! Each requires different information to be submitted to them.

If you're building on a piece of "raw land", (no municipal sewer and water), we may be required to obtain a grading and drainage plan for your property. Typical timeline to obtain is 3-4 weeks, depending on the workload of the engineers at the time of request.

If your property requires a mound system, septic system, or holding tanks for your sanitary needs, we will require a Sanitary Permit. This needs to be applied for through the state of Wisconsin and typically takes 4 weeks to turn around the approval.

Typically, during the time we're waiting for state approvals on your sanitary system (if needed), we have ordered a stake-out survey to be performed on your lot. An average turnaround time for that to be done is 2 weeks. Again, depending on the time of year and the surveyor's schedule, it may be more or less than that time frame.

After we have the house stake out and we have the sanitary approvals returned from the state, we can typically apply for your zoning and building permits.

Sometimes, there are additional permits that may be required before we can apply for a building permit. Some examples would be: a drive and culvert permit, Department of Transportation permit (if you're on a state highway), or a Shoreland Zoning Permit. Typical turnaround time for that permit is 3 weeks.

Many times we don't know which permits will apply to your site until after we have received your surveying information. Please know that we're on top of the situation, and that we have to "hurry up and wait" for the permitting process to be complete before we can begin construction on your new home.

Individual Foundation Designs and Basement fixture locations

Another area where variations among homes can appear is in the foundation system. The foundation design is specific to each lot. Because of variations in soil conditions among lots, your foundation may differ from your neighbors' foundation or that of the same home in another neighborhood.

There is no guarantee that the fixtures will be placed in the locations you have chosen. If you have plans to finish your basement area in the future, please let us know in advance of construction and our subcontractors will try to accommodate your requests. However, remember that the purpose of the basement is to contain the mechanical components of your home, and there are areas of the basement where the requests you make may not be possible for the workings of your home. There will be no compensation to you for a mechanical item or basement fixture that is located in a contradictory location from your prints, whatever the reason.

Changes in Materials, Products, and Methods

The new-home industry, building trades, and product manufacturers are continually working to improve methods and products. In addition, manufacturers sometimes make model changes that can impact the final product. As a result, we may use methods or materials in your home that differ from those in our other homes.

In all instances, any substitution of method or product will have equal or better quality than that shown in our other homes. Since such substitutions or changes may become necessary due to matters outside our control, we reserve the right to make them without notification to you.

Natural Variations

Dozens of trade contractors have assembled your home. The same individuals rarely work on every home in the same way and, even if they did, each one would still be unique. The exact placement of switches, outlets, registers, and so on will vary slightly from our model homes and other homes of the same floor plan.

Quality

Our company will build your new home to the quality standards demonstrated in our model homes. Each new home is a handcrafted product combining art, science, and raw labor. The efforts of many people with varying degrees of knowledge, experience, and skill come together. We coordinate and supervise these contributions to produce your new home.

From time to time during a process that takes several months and involves dozens of people, an error or omission may occur. That's why you've selected us to be your General Contractor! Our job is to supervise and sometimes correct the work that is done on the project. We have systems and procedures for inspecting our homes to ensure that the level of quality meets our requirements. We inspect every step of construction and are responsible for quality control. Our Job Superintendent-or expediter is responsible for overseeing the work done in the field, and he coordinates with our staff in the office to make sure the home is built according to the specifications in your contract. In addition, the town or city Building Inspector conducts a number of inspections at different stages of construction. Your home must pass each inspection before construction continues.

We also respect your interest and appreciate your attachment to the new home. Therefore, your input into our system is welcome. However, to avoid duplication of efforts, confusion, misunderstandings, or compounding errors, we ask that you do one of two things

- < Bring your concern up by telephone to your Salesperson.
- < If you cannot reach us by phone, and it is not an urgent concern, complete one of the "Our Customer Wants to Know" forms included at the end of this section. Simply send or fax the completed form to our office. We will note the date and time it was received and will call you within two business days with a response.

In either of these two cases, we may need to obtain more information before we can answer your question/concern. **We will deliver an acknowledgement or an answer and / or return your phone call/email within 48 hours (on weekdays.)**

During the construction process, every home being built experiences some days when it is not at its best. Homes under construction endure wind, rain, snow, foot traffic, and activities that generate noise, dust, and trash. Material scraps are a byproduct of the process. Although your new home is cleaned by each trade upon completion of their portion of the work, as well as periodically by either our Expediter or our Cleaning Crew, during your visits you will encounter some messy moments. Keep in mind that our models and the completed homes you toured also once endured these "ugly duckling" stages.

Dumpsters are initially brought onsite once the framing is complete. This is due to a lack of room near the home site during this phase. Please know we will be cleaning the scrap material after this phase of construction.

Trade Contractors

Your home is built through the combined efforts of specialists in many trades from excavation and foundation, through framing, mechanicals, and insulation, to drywall, trim, and finish work. In order to ensure you the highest possible standard of construction, only authorized suppliers, trade contractors, and Newport Builders, Inc. employees are permitted to perform work in your home.

Suppliers and trade contractors have no authority to enter into agreements for Newport Builders, Inc. For your protection and theirs, the terms of our trade contractor agreements prohibit alterations without written authorization from Newport Builders, Inc. Their failure to comply with this procedure can result in termination of their contract. See us if there are alterations or changes you wish to initiate.

Concerning change orders that may occur during the building process: Once we receive the signed authorization from you, this creates a change in our agreement with the subcontractor. That new agreement becomes contractually binding between the subcontractor and ourselves. If you change your mind after signing the authorization, you may be charged a servicing fee from the subcontractor in addition to the fee you are charged through Newport Builders, Inc. for the processing of the change order. If materials were already ordered for this change, and you then decide to change your mind, you will be charged-as a minimum-re-stocking fee.

Schedules

The delivery date for your new home's framing components begins as an estimate. Until the roof is on and we have electricity, weather can dramatically affect the framing date. Even after the home itself is past the potential for weather-related delays, weather can severely impact installation of utility services, final grading, and concrete flatwork, to mention a few examples. Extended periods of wet weather or freezing temperatures bring work to a stop in the entire region. When favorable conditions return, the trades people go back to work, picking up where they left off. Please understand that they are as eager as you are to get caught up and to see progress on your home.

In the event we run into delays caused by conditions out of our control, we may alert you via a Change Order (although we are not required contractually to do so) that will give you the approximate number of days we expect to go past the targeted completion date, Some situations that may apply to this would be utility company installation delays, weather, backordered materials, road bans, etc. We will request you sign these notices and fax them back to our office so we can be assured you received them and are up to date on the latest information we have available.

Closing Date Updates

As completion nears, more factors come under our control and we can be more precise about your closing date. Expect a firm closing date no later than 7 days before your contract completion date.

Occasionally, you may see progress at your home site that might indicate to you an earlier completion date than what we have given you. If you ask a subcontractor at the site, or our Expediter when the expected completion date is of your home, you may be given a date that is earlier than what our office has told you. Please understand that we give these parties dates that are earlier than what we are committed to you in order to help insure a timely completion of your home. We use this "buffer time" to do our detailing of the home. We want to make sure that it is up to the standards we are looking for, before we call it complete to you. **Please do not discuss your completion dates with anyone at the site, as if they find out that they have more time to finish the home than what we have instructed them, THEY TEND TO TAKE ADVANTAGE OF IT!**

We understand that you need to coordinate with moving companies, etc. for your move, however we strongly suggest that until you receive the commitment date for occupancy, you avoid finalizing arrangements. Until then, flexibility is the key to your comfort, **sanity**, and convenience. We want you to enjoy this process and avoid unnecessary stress caused by uncertainty that cannot be avoided. Do not schedule moving trucks, or give notice at your existing residence until you have confirmed with our office the expected date of occupancy. Remember that many things can impact our delivery dates, and that we strive to do our best in turning over a quality home without any sacrifice to that quality.

"Nothing's happening on my home!"

Expect several days during construction of your home when it appears that nothing is happening.

This can occur for a number of reasons. Each trade is scheduled weeks in advance of the actual work. This period is referred to as lead time. A certain period of time is allotted for completion of each trade's work on your home.

Sometimes, one trade completes its work a bit ahead of schedule. The next trade already has an assigned time slot, which usually cannot be changed on short notice. As an example for you, our drywallers have different crews. One crew is in charge of hanging the sheetrock, and a different crew performs the taping, mudding, and sanding. Typically the hanging crew finishes very rapidly (depending on the size of the home and their schedules of course), and the home may sit for a few days awaiting the tapers. This is typical in the, industry.

Our office staff is sometimes informed a certain contractor will be in your home on a certain day and sometimes he may not be able to be there-whether it be an emergency call on another site, or he has a scheduling difficulty or change order to take care of on another site.

Sometimes a certain aspect of your home has just been completed and this does not allow other contractors to enter the site due to that. Some examples of those would be, drywall spraying, staining and varnishing, and hard surface flooring installation.

Please keep in mind we do the best we can in keeping your home moving along on schedule and that days where no one is on the site are all part of the building process - *no one completes a new home faster than we do!!* **We have a contract completion date that we have every intention of adhering to, and if we don't advise you of a delay, please don't worry!!**

Progress pauses while the home awaits building department inspections. This is also part of the normal sequence of the construction schedule and occurs at several points in every home.

Utility Companies / Cable T.V./ Telephone Company

We will apply for your electric and natural gas service for your new home. If you will be using l.p. gas, you will need to establish service in your name and let us know where you would like the tank to be located outside of your home. We will coordinate the scheduling for these items.

Your cable t.v. and telephone service must be set up by you, since there are several different options to choose from for each service. Final hook-ups must be done after you have received occupancy. You usually need to be home for this installation to take place. They typically ask for 2 weeks' notice, so once you receive your occupancy date, feel free to schedule the cable company. You will be responsible to pay the cable company for their wiring services.

The electric company has been known to delay our construction completion times when we're building on a piece of "raw land" that may have some significant work that's required to install your service. We do our best to stay on top of them, but are not always successful. We need power at the home in order to keep the contractors on schedule.

Phone service should be set up approximately 4 weeks before your move-in week. The phone company will need to set up a time with you to have someone home to let them in and make the final connection.

SPECIAL CIRCUMSTANCES

Winter building

Contrary to what some people think, building in the winter time is possible! Not only is it possible, but we do quite a bit of business during the winter. There are some challenges that confront us during this time of year, and we like to let our homeowners know as many of them as possible.

1. **Mound systems:** (If applicable) occasionally during the fall and early winter time, our mound contractor may not be able to fully complete the system before your occupancy. When this happens, he is able to install holding tanks in order for you to receive an occupancy permit. In the spring, he will return to complete the system. If this occurs, you will need to have the holding tanks pumped (usually monthly, sometimes more often depending on the lifestyle and number of people in the home) periodically. A typical charge for this service can range from \$65-\$90 per pumping. This cost is borne by the homeowner. When the spring arrives, it may be too wet to finish the installation. He also finishes his systems based on the order of when he put in the holding tank systems. Please be patient. He works for many other builders besides Newport Builders, Inc. and will get to your project as soon as it is possible for him to do so.
2. **Heating your house:** Heat is needed to help keep the moisture out of the home, help the drywall tape and compound dry properly, help thaw the frost in the foundation floor areas. There may be days that the windows are open and the furnace is running. This is not an oversight-the windows need to be open in order to help the moisture escape from inside the home. If this is not done, severe warping can occur of the drywall wall-board, wood trim, etc. Occasionally, we use l.p. gas with l.p. heaters for temporary fuel when natural gas is either not available, or has not yet been hooked up. This fuel has a high level of moisture in it, and will almost always require us to leave windows open when operating the heaters. **Please do not shut the windows on the home if you see them open.** Call our office if you have any questions on this issue. We understand that you are paying the bills for the utilities and we do keep this in mind when we're building the home. The amount of money that will be incurred for your utilities during the build time varies depending on the temperatures we experience during the process.

3. **Wells:** If your property requires a private well be installed as your water source, there are some things we want to inform you of.

It is not possible to tell you what depth the well will be. Many people think that by asking the neighboring properties what depth their wells are will determine the depth of theirs, however that actually has very little to do with it. The water veins run very erratic in many parts of the state. One property could be 100' deep and the house next door could go to 300'!

Rotary rigs vs. "pounding" rigs: Some people feel pounding rigs are more cost effective to use than the rotary rigs. In fact, we've found the reverse to be true. Rotary rigs are much faster (typical time on a jobsite is 1-2 days instead of 1-11/2 weeks!). Since they don't spend as much time on the site, they are typically much more cost effective to use as a subcontractor. As shavings are coming out of the hole, they are evaluated by the rig operator in order to determine how the water quality is. We have chosen our subcontractor on the basis of his excellent reputation, his extensive experience, and the cost effectiveness of his operation. We may occasionally use a pounding style rig if we know of possible complications on the site (high sulfur content, etc.) but we are not required to do so.

Construction Sequence

Although the specific sequence of construction steps varies and overlaps, generally we build your home in the following order: (Don't be alarmed if you see these steps out of this sequence! In the real world application of home building, many times we do these in different order to keep the project on schedule!!)

Foundation Phase

- Install culvert (if applicable)
- Install stone construction driveway
- Install silt fencing
- Dig foundation
- Order recertification survey (may not be required until foundation walls)
- Install form-a-drain
- Wait for inspection
- Pour footings
- Set wall forms
- Pour walls
- Strip forms
- Brace foundation
- Order recertification survey (some municipalities require this on footings)
- Allow cement to cure (minimum 1-2 weeks)
- Apply foundation insulation
- Wait for inspection
- Backfill foundation
- Install steel I-Beams
- **Homeowner to sign draw**

Framing Phase

- Install bolted sill plate and 1st floor deck
- Install 1st floor walls
- Install 2nd floor deck / walls (if applicable)
- Set roof trusses
- Install roof sheathing
- Install windows and doors
- Shingle roof

Rough-in Phase

- HVAC rough – in
- Plumbing rough – in
- Electrical, phone and cable rough – in
- Installation of secondary low – voltage electric including alarms, and audio wiring
- **Homeowner to sign draw** (this may fluctuate)
- Wait for framing inspection
- Install siding.
- Install insulation
- Wait for inspection
- Set up basement floor (sometimes we will do this prior to rough-in phase)
- Wait for inspection
- Pour basement floor
- Build basement stairs
- Set furnace and beginning duct work

Drywall Phase

- Provide temporary heat (if needed)
- Stock/hang drywall
- Insulate attic
- Tape/mud drywall
- Spray primer/texture coat
- Spray finish coat of latex
- **If you have already signed a "By Owner Painting Agreement" with your salesperson, you may now do your painting per the conditions agreed upon.** ***NOTE*** although this may seem like a great opportunity to do some wallpapering, this is strictly forbidden until after closing. Wallpaper is very easy to damage, and very hard to fix.
- **Homeowner to sign draw**
- **Homeowner to call local phone company to set appointment to install service. It may take 2 – 4 weeks to get an appointment!**

Trim-out Phase

- Install hard surface flooring where applicable
- Deliver doors, trim, and cabinets to site
- Install cabinets
- Measure countertops
- **If you have already signed a "By Owner Appliance Agreement" with your salesperson, you should soon receive a call from your superintendent to deliver your dishwasher and any other BUILDER INSTALLED appliances to the jobsite.** ***Please Note*** although it may seem like a great idea to have all your appliances delivered at this same time, this is strictly forbidden. You must schedule a 2nd delivery to deliver all items that are not built-in for a time after you have taken possession of your new home.
- Hang interior doors
- Install countertops

- Install trim
- **Deliver lights (buyer responsibility only for those lights NOT from Northern Lights) The superintendent will call at an appropriate time to arrange delivery.**
- Complete furnace and AC installation
- Install mirrors, shower doors (if applicable), and bathroom accessories
*****Please note*** If buyer opts to supply their own bathroom accessories (towel bars etc.) they will be installed by the homeowner after buyer has closed with builder and taken occupancy of home.**
- Install light fixtures
- Install plumbing fixtures
- **Homeowner to sign draw**
- Install carpeting
- **Homeowner to sign final draw**
- Touch up drywall *****Please note*** If buyer has opted to do some of their own painting, builder is responsible for drywall repairs but buyer is responsible for touching up paint.**

Closing Phase

- Obtain occupancy permit
- Builder to do final cleaning
- **Homeowner to meet for final walk through**
- Closing date will be set after walk through to allow for final punch list items to be completed.
- **Homeowner to close on house**
- **You may now move in!**

Warranty Phase

- Newport Builders has 30 days to complete walk through items (weather permitting)
- Homeowner to submit any major repairs needed 90 days after closing
- Homeowner to submit service request 9 months after closing

Submit to: Newport Builders

Warranty Department

8338 Corporate Dr. Suite 300

Racine, WI 53406

Fax (262) 632-8430

Or e-mail monica@newport-builders.com

Homeowner Orientation (The "Walk-'Thru")

Your homeowner orientation is an introduction to your new home and its many features, as well as a pre-occupancy checkup we perform with you to make sure that your new home measures up to the expectations we have promised. Anything that doesn't meet with your satisfaction will be taken care of either prior to your occupancy, or if there needs to be parts ordered, within 30 working days of your occupancy (weather permitting). Our goal is to deliver a defect-free home to your family.

Typically, you will be given your final "Authorization of Draw Proceeds" form to sign so we can request funding from your lender for the final draw. We do this in order to speed up your actual occupancy date, since it can sometimes take up to a week or more to receive the final funding from your lender. In the event there is anything that doesn't meet with your satisfaction, we will note it on the Walk Thru forms and we will all sign it. Minor quality disputes or questions do not warrant not signing the final draw authorization form. Your assurance that the item will be addressed is the Walk Thru form and we are held to that signed agreement.

Scheduling

We schedule the orientation with you as your home nears completion. The "Walk Thru" is before you have had your Closing with our Office Manager to go over your final totals and settlement statement. Appointments are available Monday through Friday, generally from 8 a.m. until 4:30 p.m. Your Expediter and Salesperson will typically be doing your orientation and will meet you at your new home. The orientation usually occurs one week before closing so we have time to take care of any items that may be on your list. Expect your orientation to take approximately 30 minutes to one hour.

The primary goal of this meeting is to make sure there isn't any surface damage or other readily noticed damage to the home that we may have missed. Past experience has shown that the orientation is most beneficial when buyers are able to focus all their attention on their new home and the information we present. Although we appreciate that friends and relatives are eager to see your new home, it would be best if they visit at another time. Similarly, we suggest that children, friends, relatives and pets not accompany you at this time. We worry about possible liability issues, as the house is still officially "ours" until the final draw payment and occupancy permits have been received by us.

Please take some time to review the "Caring for your New Home" section of this manual a day or two before your Walk Thru date. This will help refresh your memory on what are acceptable parameters of quality for your home's quality. If the item that is in question falls within these parameters, no action will be taken.

Preparation and final paperwork authorizations

Allow enough time. By arranging your schedule so you can use the full amount of time allotted, you will derive maximum benefit from the orientation. If you have questions about home maintenance or the limited warranty coverage, make note of them to bring up at the orientation.

Acceptance

In addition to introducing you to your new home, the orientation is also an opportunity for you and Newport Builders, Inc. to confirm that the home meets the quality standards shown in our model homes and that we have completed all selections and changes. We note any details that need attention on the orientation forms.

Cosmetic surface damage caused during construction is readily noticeable during the orientation. Such damage can also occur during the move-in process or through daily activities. Therefore, ***after we correct any items noted during the orientation, repair of cosmetic surface damage is your responsibility. This includes paint touch-up. Our limited warranty excludes cosmetic damage to items such as:***

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

Completion of Items

Newport Builders, Inc. takes responsibility for resolving any items noted. We will complete most items before your move-in. If work needs to be performed in your new home after your move-in, construction personnel are available for appointments Monday through Friday, 8 a.m. to 4 p.m. Under normal circumstances, you can expect us to resolve all items within 30 working days (weather permitting). We will inform you of any delays caused by back-ordered materials. Please note that we will correct only those items listed. No verbal commitments of any kind will be honored by Newport Builders, Inc.

Future Service

Newport Builders, Inc. responds to warranty items according to the terms and conditions of the limited warranty agreement. For more details, review Section 8, Caring for Your Home.

Note to Home Buyer:

At your closing, you will receive:

- < A copy of your Occupancy Permit
- < 2 copies of your survey to help you with your final grading/landscaping
- < A **list of emergency phone numbers** for critical trade contractors, such as heating, electric and plumbing, who might be needed after hours or on weekends.
- < Copy of completed walk through form
- < 3 month warranty form to send in for major repairs before your 1 year point
- < 9 month warranty form to send in at your 1 year period
- < A copy of your color selection sheet, filled in with the colors you have chosen (for future reference).

Please read carefully. Your signature on your pre-occupancy walk through documents will acknowledge the following:

- 1) your understanding and acceptance of the policies highlighted here and detailed in your homeowner's manual;
- 2) that you have inspected your new home and listed defects for correction by Newport Builders, Inc.; and
- 3) you have received copies of both pages of this form.

Timing

Newport Builders, Inc. is responsible for resolving items noted. We will correct many of these items immediately. However, some of the corrections may require the services of a trade contractor or we may need to order parts or materials. You should

expect completion of these items within 30 business days of closing (weather permitting) unless we inform you of other scheduling.

Cosmetic Items

Newport Builders, Inc. corrects readily noticeable cosmetic defects listed during this inspection. ***This is your only opportunity to obtain service on such items***, Repair of subsequent cosmetic damages (such as chips, dents, scratches) are your responsibility. Therefore, take careful note of such items as:

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

Defects in items such as these are readily detectable during the orientation. These items are also most likely to be damaged during the move-in process. As a ***result, later warranty claims on cosmetic damages to these items are not accepted.***

Warranty Service

Submit any new major items for which you wish to request service in writing to Newport Builders, Inc. approximately 90 days after closing. ***We accept reports all emergency items by phone.***

Closing on Your Home

Newport Builders, Inc. recognizes that timing is vitally important in planning your move and locking in your loan. We can specify an exact delivery date when construction reaches a point at which weather and other factors are unlikely to affect completion of your home. This occurs 1 week before closing. Until then, many factors can influence the schedule:

- < Weather can delay getting the foundation in and can affect framing, roofing, and exterior finish.
- < Material shortages may also affect the construction schedule.
- < If you are delayed in responding to a request from your lender, this can affect work progress.
- < Change orders signed after the original Building Construction Agreement has been completed can add to the schedule.

Preparation for closing:

- *Telephone*-You will need to set up telephone service approximately 2 weeks before your closing. You will need to be at the home when the phone company comes to hook up your service, so this needs to be scheduled once you are moved in.
- *Cable t. v.*-You'll need to inform them approximately 7 days before your closing. You'll need to be at the home for this also, so please schedule your cable to be installed after you are occupying your home as well.

Date of Closing

The closing, or settlement, takes place shortly after your walk-through. We set this appointment with at least three days' notice. Typically, the closing process takes from 45 minutes to an hour. Many times we can fax the closing statements to you ahead of time for your review.

Moving in Belongings Prior to Occupancy Permit and/or Final Draw Payout:

Under no circumstances can we allow you to move some of your possessions into the home either before the Building Inspector has given us the Occupancy Permit, or before we have received the Final Draw payout that releases us from any further liability on your home. Please know that we do this for your benefit as well as ours. In the event there is any theft, damage, etc. to your possessions, there is no way to pinpoint who to hold responsible.

We are officially responsible for the home until we have been released from that by payment in full for all aspects of the Construction Agreements as well as any overages from site overruns, selections, etc. We do not want to end the process in an uncomfortable dispute over who damaged some of your antiques, appliances, etc. right before you move in.

"The Final Number"

The final cost figure is available near to the actual closing. Although a reasonably close estimate may be determined before the date of closing, the proration of several items included is affected by the closing date and cannot be calculated until that date is known.

Preparation

Plan to bring a **cashier's check or money order** made out to Newport Builders, Inc. if there is a balance due to us upon occupancy. In your planning, be sure to allow time to arrange for and obtain these funds. If there is a refund due to you, Newport Builders/Newbrook Homes, Inc will issue that to you within 10 working days of receipt of final payment on the final draw from your lender / Title Company.

Work Performed By or Materials Supplied By Buyer

Scheduling of Homeowner "Sweat Equity" Labor:

In the event that you have requested to perform some aspect of the labor required to build your home and it has been contractually agreed to between us, there are some challenges you need to be informed of.

Scheduling of Homeowner labor can be difficult, especially since our Expediter schedules the tradesmen at least 6 weeks in advance. We must be mindful that they work for other builders as well, and we sometimes need to wait our turn.

Most Homeowners work full time jobs, and have a difficult time fitting in to our normal workday hours. We will do our best to accommodate your schedule with ours. If you're doing your work in the evening, please be advised you'll need to provide your own lighting, ladders, etc. and may need a generator if we don't have power at the home yet. **Please do not bring children or other non-contract parties to the home site.** This is part of your Building Construction Agreement.

The most common aspect families want to be involved in would be interior painting. It's easiest for the Homeowner to paint when there is no trim installed on the windows or base. However, in the interest of keeping your home on schedule we may not be able to do that, as our trim carpenter may have other commitments that we would be interfering with.

We will try to schedule you during the time you request and will confer with you regarding how much time you need allotted to perform your aspect of construction. Please know that you may run into some contractors, and may need to move to other areas of the home if they're in the area you want to work on.

Please DO NOT SEND THE TRADESMEN AWAY FROM YOUR SITE if they are in your way. It is much easier to adjust the time for you to come in, than it is for us to get them back to your home on our time table. If they leave, you may be looking at a 4-6 week delay on your home! None of us want that to happen.

All preparation work, materials, labor, clean up for your requested phase must be taken care of by you, the Buyer.

Utility and Community Services

(This page is for you to fill in important phone numbers and dates you may need to track)

	Phone #	Date Contacted/Notes
Gas	_____	
Electric	_____	
Telephone	_____	
Water	_____	
Sewer	_____	
Trash Collection	_____	
Recycling	_____	
Cable TV	_____	
Post Office	_____	
Newspaper	_____	

Caring for Your Home

Newport Builders, Inc. has constructed your home with quality materials and the labor of experienced craftsmen. Before 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.

We recognize that it is impossible to anticipate and describe every attention that may be needed for proper care but please remember, a home is one of the last hand-built products left in the world. Once we have assembled the natural and manufactured materials, 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 require no care or 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.

Periodic maintenance is necessary because of a number of factors, such as normal wear and tear, climatic conditions, the inherent characteristics of various materials used in your home (such as wood) and normal service required by mechanical systems. Over time, natural variations in temperature and humidity can also impact your home.

Many times a minor adjustment or repair done immediately by you saves a more serious, time consuming, 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.

Homeowner Use and Maintenance Guidelines

We are proud of the homes 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 affect your home.

We recognize that it is impossible to anticipate and describe every attention needed for good home care, but 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 Newport Builders, Inc. limited warranty guidelines. This manual may discuss some components that 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. The information contained in that material is not repeated here. Although much of the information may be familiar to you, some points may differ significantly from homes you have had in the past.

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

Newport Builders, Inc. 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, Newport Builders, Inc. provides you with a limited warranty. In addition to the information contained in the limited warranty itself, this manual includes details about one-year material and workmanship standards. The purpose is to let you know what our quality standard is for the typical concerns that can come up in a new home. The manual describes our standards for each item and what we will do to remedy items that do not meet our standards.

Our criteria for qualifying warranty repairs are based on typical industry practices-as well as the "Construction Industry Quality Standards" manual put out by the Metropolitan Builders Association of Greater Milwaukee. 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.

Please read through this information, as well as the service procedures discussed on the following pages. If you have any questions regarding the standards or procedures, contact our office.

Our warranty service system is designed to accept written reports of nonemergency items twice during your warranty period. 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 reports accepted by phone.

Reporting Procedures

All service requests must be put in writing.

Year-End Request

Near the end of the third month and the ninth month of your materials and workmanship warranty, you should submit a warranty service request. We will also be happy to discuss any maintenance questions you may have at that time.

Emergency Service

As defined by the limited warranty, emergency includes situations such as:

- < Total loss of heat when the outside temperature is below 45 degrees F.
- < Total loss of electricity. (Check with the utility company before reporting this circumstance to Newport Builders, Inc. or 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 entire water supply to be shut off.**
- < Gas leak. (Contact your utility company or plumber if the leak is at the furnace or water heater supply lines.)

**During business hours, call Monica in our office: (262) 632-7373 Ext. #105
or you can e-mail her at any time: monica@newport-builders.com**

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

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, including:

- < 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 may contact you for an inspection appointment. Warranty inspection appointments are available Monday through Friday, 8 a.m. to 4 p.m. Please understand and respect our subcontractors' hours. Appointments for after 4 p.m. will not be made. Some of our contractors may choose Saturdays to help accommodate your schedules, but they are not required to do so. 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 Friday, 8 a.m. to 4p.m. We intend to complete warranty work orders within 30 work days of the inspection (weather permitting) unless you are unavailable for access. If a back-ordered part or similar circumstance causes a delay, we will let you know. In some cases, our subcontractor who performed the initial service may need to service the item himself. In those cases, we may recommend that you call the contractor directly, merely to simplify the appointment process. That way, you and the contractor can arrange a time between yourselves of when he can come out to service the item.

Please check this manual before requesting service to make sure that the item you're requesting service for does not fall under the home maintenance category. This will help to expedite the service call process. If the item is home maintenance, we may review the maintenance steps with you and offer whatever informational assistance we can. Newport Builders, Inc. 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 do not know whom to contact, call our office and we will guide you.

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

Emergency During our business hours (Monday through Friday, 8 a.m. until 5 p.m.), call our main office, (262) 632-7373.

After business hours or on weekends or holidays, contact the trade or appropriate utility company directly using the emergency numbers you receive at your orientation. There are also emergency contact numbers on your furnace and well.

Nonemergency Mail or fax your written list of items to our office.

262-632-7373 (Office) or 262-632-8430 (Fax)

8338 Corporate Dr. Suite 300

Racine, WI 53406

Attn: Monica - Warranty Manager

Storm, wind, damage Contact your homeowner's insurance agent immediately. Contain damage as much as possible without endangering yourself. In extreme

or other natural situations, photograph the damage.

disasters

Hours Office: Monday through Friday, 8 a.m. until 5 p.m.

Inspection appointments: Monday through Friday, 8 a.m. until 4 p.m.

Work appointments: Monday through Friday, 8 a.m. until 4 p.m.

Questions? Call the main office during normal business hours, (262) 632-7373.

Air Conditioning

Homeowner Use and Maintenance Guidelines

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

Your air conditioning system 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, blinds, 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 results, close the drapes on these windows.

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

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 nullify this cooling. By the time the air conditioning unit has cooled the walls, carpet, and furniture, you may well have lost patience. **Your air conditioning unit is spec'd to cool your home 15 degrees cooler than the outside temperature. Please understand in very hot conditions where the temperature is 100 degrees outdoors, the coolest temperature your unit is calculated to achieve for indoor temperature is 85 degrees.**

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

Compressor Level

Maintain the air conditioning compressor in a level position to prevent inefficient operation and damage to the equipment. Your compressor will drop when settling occurs up against your foundation walls. This is not defective workmanship, it is merely related to the natural settling that occurs with new construction.

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.

Manufacturer's 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.

Temperature Variations

Temperatures may vary from room to room by several degrees F. This is due to such variables as floor plan, orientation of the home on the lot, type and use of window coverings, and traffic through the home. If you want the most effective temperature control system on your new home, a zoned heating and cooling system should be chosen. Please see your Salesperson for more details.

Compressor

The air conditioning compressor must be in a level position to operate correctly. If it settles during the warranty period, Newport Builders, Inc. will correct this one time only.

Newport Builders, Inc. Limited Warranty Guidelines

The air conditioning system should maintain a temperature of 78 degrees F, or a differential of 15 degrees from the outside temperature, measured in the center of each room at a height of live feet above the floor. Lower temperature settings are often possible, but neither the manufacturer nor Newport Builders, Inc. guarantees this.

Coolant

The outside temperature must be 70 degrees F or higher for the contractor to add coolant to the system. **If your home was completed during 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 your walk through, your call to remind us is welcome in the spring.**

Nonemergency

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.

Alarm System

Homeowner Use and Maintenance Guidelines

If your home selections included prewire for an alarm system through Newport Builders, Inc, we will have completed before closing. If you have contracted another company to install, we ask that you arrange for the final connection after your move-in. The alarm company will demonstrate the system and instruct you in its use. We recommend that you test the system each month.

Newport Builders, Inc. Limited Warranty Guidelines

Newport Builders, Inc. will correct wiring that does not perform as intended for the alarm system.

Appliances

Homeowner Use and Maintenance Guidelines

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

Manufacturer's 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.

Newport Builders, Inc. Limited Warranty Guidelines

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

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 or your closing date if Newport Builders, Inc. supplied.

Purchase Date:

Closing Date:

<i>Appliance</i>	<i>Manufacturer</i>	<i>Model #</i>	<i>Serial #</i>	<i>Service Phone #</i>
Range				
Range Hood				
Cooktop				
Oven				
Microwave				
Dishwasher				
Disposal				

Asphalt

Homeowner Care and Maintenance

Asphalt is a flexible and specialized surface. Like any other surface in your home, it requires protection from things that can damage it. Over time, the effects of weather and earth movement will cause minor settling and cracking of asphalt. These are normal reactions to the elements and do not constitute improperly installed asphalt or defective material. Avoid using your driveway for one week after it is installed, by keeping people, bicycles, lawn mowers, and any other traffic off of it.

Chemical Spills

Asphalt is a petroleum product. Gasoline, oil, turpentine, and other solvent or petroleum products can dissolve or damage the surface. Wash such spills with soap and water, and then rinse them thoroughly with plain water.

Hot Weather

Avoid any concentrated or prolonged loads on your asphalt, particularly in hot weather. High heeled shoes, motorcycle or bicycle kickstands, trailers, or even cars left in the same spot for long periods can create depressions or punctures in asphalt.

Nonresidential Traffic

Avoid nonresidential traffic such as heavy trucks on your driveway; it was designed for residential use only.

Sealcoating

Exposure to sunlight and other weather conditions will fade your driveway, allowing the surface gravel material to be more visible. This is a normal condition and not a material or structural problem. You do not need to treat the surface of your asphalt driveway. However, if you choose to treat it, wait a minimum of 12 months and use a dilute asphalt emulsion, rather than the more common coal tar sealant.

Settling

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

Newport Builders, Inc. Limited Warranty Guidelines

We will perform any asphalt repairs by overlay patching. Newport Builders, Inc. is not responsible for the inevitable differences in color between the patch and the original surface. Sealcoating can eliminate this cosmetic condition and is your responsibility.

Thermal Cracking

Your driveway will exhibit thermal cracking, usually during the first 12 months. These cracks help your driveway adapt to heating and freezing cycles. Cracks should be evaluated in the hottest months of July or August. We will repair cracks that exceed 1/2 inch in width.

Attic Access

Homeowner Use and Maintenance Guidelines

The attic space is neither designed nor intended for storage. We provide access to this area for maintenance of 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. Your limited warranty does not cover such injury or damage.

There may be no attic access into the garage area although you may sometimes be able to access from the main house attic. Final placement of attic access area is per the discretion of Newport Builders, Inc.

Newport Builders, Inc. Limited Warranty Guidelines

Newport Builders, Inc. and the local building department inspect the attic before your closing to confirm insulation is correct.

Brass Fixtures (Interior and Exterior)

Homeowner Use and Maintenance Guidelines

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

Cleaning

Initial care of these products requires only periodic cleaning with a mild, nonabrasive soap and buffing with a soft cloth.

Corrosion

Unless you have ordered solid brass fixtures, the brass on your fixtures is a coating on top of a base metal. Water having a high mineral content is corrosive to any brass-coated or solid.

Polish

When peeling, spotting, or discoloration occurs, you can sometimes restore the beauty of the metal by completely removing the remaining coating and hand-polishing the item with a suitable brass polish. Applying a light coat of wax and buffing with a soft cloth helps maintain the gloss.

Tarnish

Like sterling silver, brass will gradually tarnish and eventually take on an antique appearance.

Newport Builders, Inc. Limited Warranty Guidelines

During the walk through we will confirm that brass fixtures are in acceptable condition. Newport Builders, Inc. does not warrant against corrosion damage to the external surfaces or internal workings of plumbing fixtures, since so many factors impact the finish on these items. This limitation includes solid brass or brass-coated fixtures.

Brick

Homeowner Use and 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.

Efflorescence

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

Tuck-Pointing

Face brick and stone may require tuck-pointing (repairing the mortar between.) Otherwise, no regular maintenance is required. Small hairline cracks will occur in the mortar and in the bricks/stones themselves during the first year and beyond. This is not defective workmanship, but is merely settling cracks that may have occurred. If you have questions on whether or not the types of cracks appearing are warranted or not, please notify our office and we'll perform all inspection for you.

Lentils

The metal "headers" that are installed over windows and doorways are typically steel. If you want those painted, please be sure to request that be done, as it is not included standard in our packages.

Weep Holes

You may notice small holes or ropes in the mortar along the lower row of bricks. These holes allow moisture that has accumulated behind the brick or stone to escape. Do not fill these weep holes or permit landscaping materials to cover them.

Cracks

At the 1 year warranty period, we repair masonry cracks in the mortar or bricks that exceed 3/16 inch. If there are no excess bricks on the premises, we will try to obtain bricks from your selection. However, masonry items are frequently discontinued, weather can fade them, and dye lots vary. There is no guarantee that the replaced bricks will match exactly. Newport Builders, Inc. reserves the right to caulk cracked areas versus replacing of masonry.

Newport Builders, Inc. Limited Warranty Guidelines

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

Cabinets

Homeowner Use and Maintenance Guidelines

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

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 every 3 to 6 months to avoid excessive build-up. Avoid paraffin-based spray waxes and washing cabinets with water, as both will damage the luster of the finish.

Hinges

If hinges catch or drawer glides become sluggish, you can apply a small amount of silicone lubricant to improve their performance

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. During the walk through we will confirm that all cabinet parts are installed and that their surfaces are in acceptable condition. If the following items need adjustment or repair, this will be done one time during the warranty year.

Newport Builders, Inc. Limited Warranty Guidelines

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 1/8 inch (*locations behind appliances are accepted, from this repair*).

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.

Small nicks, scratches

Readily noticeable nicks or scratches in the cabinetry will be touched up with wood putty or stain products. Nicks or scratches that are visible only under certain lighting conditions or from only certain angles are not warranted.

Carpet

Homeowner Use and Maintenance Guidelines

Refer to the various manufacturers' recommendations for additional information on the care of your floor coverings. Or, you may obtain this information from our flooring supplier.

Cleaning

You can add years to the life of your carpet with regular care. Carpet wears out because of foot traffic and dirt particles that get trampled deep into the pile beyond the suction of the vacuum. The dirt particles wear down 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 maintains 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. Have your carpet professionally cleaned regularly, usually once a year.

Some problem conditions that may occur with your new carpet and our suggested remedies are presented below.

Burns

Take care of any kind of burn 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. You can delay this process by frequently removing soil with vacuuming, regularly changing air filters in heating and air conditioning systems, keeping humidity and room temperature from getting too high, and reducing sunlight exposure with window coverings.

Filtration

If interior doors are kept closed while the air conditioning is operating, air circulation from the closed room flows through the small space at the bottom of the door. This forces the air over the carpet fibers, which in turn act as a filter, catching particulate pollution. Over time, a noticeable stain develops at the threshold. There is no warranty for this type of occurrence.

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. If this occurs, clip off the pills. If they cover a large area, seek professional advice.

Rippling

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

Seams

Carpet usually comes in 12-foot widths, making seams necessary in most rooms. Visible seams are not a defect. The more dense and uniform the carpet texture, the more visible the seams will be. Carpet styles with low, tight naps (e.g. berber) 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. You can see examples of how carpet seams diminish after they have been vacuumed and have experienced traffic in the model homes.

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, which makes the pile all go in 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 off the snag. 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 off the sprout. Do not attempt to pull it, because other fibers will come out in the process.

Stains

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

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

Static

Cooler temperatures outside often contribute to static electricity inside. To avoid the problem, look for carpets made with anti-static. You can also install a humidifier to help control static build-up.

Newport Builders, Inc. Limited Warranty Guidelines

During your walk through, 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.** Newport Builders, Inc. 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 (more noticeably with berbers and tightly knit plush styles.) Newport Builders, Inc. will repair any gaps or fraying.

Caulking

Homeowner Use and Maintenance Guidelines

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

Colored Caulk

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

Latex Caulk

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

Silicone Caulk

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

Newport Builders, Inc. Limited Warranty Guidelines

During the walk through we confirm that appropriate areas are adequately caulked. Caulking is commonly used around shower doors, areas of the soffit fascia, etc.

One-Time Repair

We will touch up interior caulking **one time** during your materials and workmanship period. We suggest that this be performed with your 9-month service.

See also [Countertops](#), [Expansion and Contraction](#), [Stairs](#), and [Wood Trim](#).

Ceramic Tile

Homeowner Use and Maintenance Guidelines

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

Cleaning

Ceramic tile is one of the easiest floor coverings to maintain. 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

Clean grout that becomes yellowed or stained 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 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 and shrinkage of wood members as they dry out-and it is not considered a defect. 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.

Cracks

Sometimes the ceramic tile itself will show hairline cracks. This is typically during the first year and is due to minor settling that goes on in the home. This is not a defect in materials or workmanship.

Newport Builders, Inc. Limited Warranty Guidelines

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

One-Time Repair

Cracks appearing on the tiles or in grouting of ceramic tiles at joints or junctions with other materials are commonly due to shrinkage. Newport Builders, Inc. will repair grouting, if necessary, one time during the first year-and at our one year visit only. We may also choose to use caulk in order to provide a more flexible joint. 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 responsibility.

Concrete Flatwork

Homeowner Use and Maintenance Guidelines

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

Movement of the basement slab or any concrete slab results in cracking. Expect cracks to occur. This is not defective material or workmanship! Minimize this movement by following Newport Builders, Inc. 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. We recommend sweeping 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 the cracking. Maintaining drainage away from all concrete slabs will minimize cracking from this cause. As cracks occur, you can 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. Our goal in installing these expansion joints is the expectation that the expansion related cracks will take place in the "scored" areas. That doesn't always happen, though. Sometimes, as the concrete shrinks during the curing process, moisture can penetrate under the concrete and lift the expansion joint. When this occurs, fill the resulting gap with a gray silicone sealant, which you can purchase at most hardware stores.

Heavy Vehicles

Do not permit heavy vehicles such as moving vans or concrete trucks to drive on your concrete work. We design and install your exterior surface concrete for residential use only.

Ice, Snow, and Chemicals

Driving or parking on snow creates ice on the drive, which magnifies the effects of snow on the concrete surface. Remove ice and snow from concrete slabs as promptly as possible after snow storms. 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.

Sealer

A concrete sealer, available at paint stores, will help you keep an unpainted concrete floor clean. Do not use soap on unpainted concrete. Instead, use plain water and washing soda or, if necessary, a scouring powder. We recommend waiting at least one year after occupancy before painting/sealing your concrete. This is so the concrete can continue the curing process and evaporating the excess moisture.

Newport Builders, Inc. 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. The limited warranty coverage is for one year unless the requirements of your loan state otherwise.

Color

Concrete slabs vary in color. No correction is provided for this condition.

Cracks

If concrete cracks reach 3/16 inches in width or vertical displacement, Newport Builders, Inc. will patch or repair them one time during the warranty year. Subsequently, concrete slab maintenance is your responsibility. Cracks that are less than this measurement are not

warranted. At some times of the year the cracks will be wider than others, again due to weather. **The patched area will be visible.** 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 probably crack as well.

Level Floors

Concrete floors in the habitable areas of the home will be level to within 1/4 inch within any 32inch measurement with the exception of an area specifically designed to slope toward a drain. Such an area would be your basement floor, where a small area will pitch to the floor drain.

Separation

If Newport Builders, Inc. installed your finish concrete, we will correct separation of concrete slabs from the home if separation exceeds one inch one time during the warranty year.

Settling or Heaving

If Newport Builders, Inc. installed your finish concrete, will repair slabs that settle or heave in excess of 2 inches or if such movement results in negative drainage (toward the house) or hazardous vertical displacement one time during the warranty year.

Spalling (Surface Chips)

Causes of spalling include repeated hosing of concrete for cleaning, animal urine, radiator overflow, fertilizer, uncleared snow and ice, ice-melting agents, and road salts from vehicles. *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 runoff. Newport Builders, Inc. will correct conditions that cause water to remain longer than 24 hours unless it is from roof run-off of melting snow or ice.

Condensation

Homeowner Use and Maintenance Guidelines

Condensation on interior surfaces of the windows and frames comes from high humidity within the home combined with low outside temperatures and inadequate ventilation. Family lifestyle significantly influences these conditions. If your home includes a humidifier, closely observe manufacturer's directions for its use, especially during periods of cooler temperatures. Failure to comply with these suggestions for use may result in mold growth!

See also Ventilation.

Newport Builders, Inc. Limited Warranty Guidelines

Condensation results from a family's lifestyle and Newport Builders, Inc. has no control over this. The limited warranty coverage excludes condensation.

Countertops

Homeowner Use and Maintenance Guidelines

Use a cutting board to protect your counters when you cut or chop. Protect the counter from heat and from 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 do not set lighted cigarettes 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. This is most likely to happen on an exterior wall, however does also happen due to settling of the home and can happen to interior wall countertops as well. This is not a defect-it is a common part of the home settling process. Maintaining a good seal in these locations is important to keep moisture from reaching the wood under the laminates and to prevent warping.

Cleaning

Avoid abrasive cleaners that will damage the luster of the surface. This is especially important when it comes to any solid surface (i.e. Corian) countertops you may have chosen.

Mats

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

Wax

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

See also Ceramic Tile.

Newport Builders, Inc. Limited Warranty Guidelines

During your walk through we confirm that all countertops are in acceptable condition. We repair noticeable surface damage such as chips, cracks, and scratches noted on the orientation list. ***Repair of surface damage that occurs during or after your move-in is one of your home maintenance responsibilities. No surface damage will be warranted after your initial orientation.***

Laminates

Laminated countertops will have one or more discernible seams. Newport Builders, Inc. will repair gaps or differential at the seams that exceed 1/16 inch.

Manufactured Marble

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

Separation from Wall

Separation of countertops from walls, backsplash, and around sinks results from normal shrinkage of materials. Newport Builders, Inc. will re-caulk these areas one time during the materials and workmanship warranty. We prefer to do this at the one year visit to allow for as much settling of the home as we can. *Subsequent caulking will be your home maintenance responsibility.*

Doors and Locks

Homeowner Use and Maintenance Guidelines

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

Bifold Doors

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

Exterior Finish

To ensure longer life for your exterior wood doors, plan to refinish them at least once a year. Stained exterior doors with clear finishes tend to weather faster than painted doors. Treat the finish with a wood preserver every three months to preserve the varnish and prevent the door from drying and cracking. Reseal stained exterior doors whenever the finish begins cracking or crazing.

Failure to Latch

If a door will not latch because *of* minor settling, you can correct this by making a new opening in the jamb for the latch plate (remortising) 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 him or herself in a room. The top edge of the door casing is often used as a place to keep the key. A small screwdriver or similarly shaped device can open some types of privacy locks.

Locks

Lubricate door locks with graphite or other waterproof lubricant. 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 loose the hardware 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 may shrink and expand in response to changes in temperature and humidity. *Touching up the paint or stain on unfinished exposed areas 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 planning a door because of 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 doorjamb 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.

Weather Stripping

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

Newport Builders, Inc. Limited Warranty Guidelines

During the walk through we confirm that all doors are in acceptable condition and correctly adjusted. Newport Builders, Inc. 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: Newport Builders, Inc. will make such adjustments your one year visit, if necessary. Any adjustments afterward is considered maintenance on the home and is your responsibility.

Panel Shrinkage

Panels of wood doors (raised panel style) shrink and expand in response to changes in temperature and humidity. Although touching up the paint or stain on unfinished exposed areas is your home maintenance responsibility, Newport Builders, Inc. will repair split panels that allow light to be visible.

Warping

Newport Builders, Inc. will repair doors that warp in excess of 1/4 inch.

Drywall

Homeowner Use and Maintenance Guidelines

Slight cracking, nail pops, or seams may become visible in walls and ceilings. These are the result of the normal settling of the house, shrinkage of the wood and normal deflection of the framing members to which the drywall is attached. This is not defective workmanship.

Repairs

With the exception of the one-time repair service provided by Newport Builders, Inc., care of drywall is your maintenance responsibility. Most drywall repairs can be easily made. This work is best done when you re-decorate the room.

Repair hairline cracks with a coat of paint. You can repair slightly larger cracks with spackle or caulk. To correct a nail pop, reset the nail with a hammer and punch. Cover it with spackle, which is available at paint and hardware stores. Apply two or three thin coats. When dry, sand the surface with fine-grain sandpaper, and then paint. You can fill indentations caused by sharp objects in the same manner.

Newport Builders, Inc. Limited Warranty Guidelines

During the walk through, we confirm that drywall surfaces are in acceptable condition. *At the time of your one year warranty request*, Newport Builders, Inc. 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 drywaller completed your home.

If we were contracted to paint the home for you we will touch-up paint the areas repaired using the leftover paint which we would have turned over to you upon occupancy. If you have not kept the leftover paint, or there is none remaining due to homeowner touch-ups the homeowner is responsible to get more paint locally and touch up themselves. If you painted the home after occupancy, touch up of paint in the repaired area is your responsibility. 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. We will be

waiting until your one year visit to do all drywall repairs since more hairline cracks and screw pops may appear after 90 days.

If you requested that an area of the room be left "untextured" for you to apply wallpaper or other faux-finishing to the walls, please be advised you are responsible for any overspray scraping that may be required due to the spraying of the ceilings. It is nearly impossible to not get some spray on the "do not spray" areas.

Lighting Conditions

Newport Builders, Inc. does not repair drywall flaws that are only visible under particular lighting conditions. Light fixtures that "wash" light upward on a ceiling will highlight the variations of the ceiling surface. That is usual and customary, and is not considered a defect in workmanship or materials.

Drywall in Garage and in an Enclosed Basement Staircase

Newport Builders, Inc. is required by code to hang and tape the drywall in your attached garage per fire code regulations. As a courtesy, we spray texture the walls of your garage to give you a more "finished" look. There is no warranty for cracks, screw pops, etc. of any kind in the garage due to temperature fluctuations that occur in the unheated space of your garage.

Your enclosed basement staircase may have been drywalled and sprayed as a courtesy to you that goes above and beyond state code requirements. There is no warranty for cracks, finish discrepancies, screw pops. etc. of any kind in the enclosed basement staircase area. This area is from when you open the door to go down the stairs all the way to the bottom of the staircase. An exception to this rule is when we have been contracted to finish off your lower level / basement area as living space and this living space is directly attached to the basement staircase.

Corners and Ledges

In some corners and plant ledge areas, it may appear "darker" than other areas of the drywall. This is the result of when the drywaller applies the sand textured spray to the walls and ceiling, the sand will sometimes accumulate in these areas. This is usual and customary, and is not considered a defect in workmanship or materials. The outside corners of your walls are more susceptible to "nicking" and chipping of the corner bead. This bead is the metal strip that the drywallers put where two walls come together and create an outside corner. Newport Builders, Inc. will repair any outside corner nicks or chips only at the pre-occupancy walk through, and not at any time after that.

At the one year warranty visit, the drywaller is **not responsible** to repair these outside corners, since they could have easily occurred after occupancy by bumping boxes, furniture, etc. into the areas. Additionally, he is not responsible to repair any holes or gouges that were not noted on your preoccupancy walk through sheets. However, if you have some areas that need attention and would like these areas to be addressed at your one year visit, please let us know and we will be happy to give you a quote on how much the drywaller will charge to take care of these items for you. You will be responsible to pay the drywaller directly and payment is due at the time the repair is being done.

It is your responsibility to note what areas need attention at the drywaller's visit to your home. You must also sign off on his work when he completes it. He will charge a trip charge to you in order to come back out to your home if you forgot to show him some other areas you feel need attention.

Please note: It is not uncommon for some hairline cracks or nail pops to reoccur after he has repaired them. Each home is different, and some homes may show more settling than others. There are no repeat visits that are figured into your new home, and any subsequent repairs are to be made by you. Please feel free to call if you need further advice on how to perform these tasks.

Related Warranty Repairs

If a drywall repair is needed as a result of poor workmanship (such as blisters in tape) or other warranty-based repair (such as a plumbing leak), Newport Builders, Inc. completes the repair by touching up the repaired area with the same paint that was on the surface when the home was completed by the drywaller. If more than one-third of the wall is involved, and if we were contracted to do the painting of the home for you, we will repaint the wall corner to corner with the paint being supplied by you. 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 will not match the surrounding area.

Clean up after repairs:

Some residual drywall dust may appear on your furniture after the drywallers leave. They will do their best to clean up after themselves, but the drywall dust sometimes takes a bit of time to settle.

Electrical Systems

Homeowner Use and 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 appliance, 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 an electrician. If the circuit remains on, one of the items you unplugged is defective and will require repair or replacement.

Buzzing

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

Fixture Location

Our electricians will be installing the fixtures in the areas most common in the industry. If you have special requests regarding these locations, please be sure to mention them during your walk-thru meeting (if contracted to have one) with our electrician during the rough electrical phase. If you decide to move them after the rough-in is complete there will be a significant additional charge as well as a delay in your completion time. Please ask our electricians for their input as to fixture location if you have any questions.

Grounded System

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

GFCI (Ground-Fault Circuit-Interrupters)

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

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

Each GFCI 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 GFCI breaker trips during normal use, it may indicate a faulty appliance and you will need to investigate the problem. One GFCI breaker can control up to three or four outlets.

Light Bulbs

You are responsible for replacing all burned-out bulbs. You are also responsible to provide all bulbs with any light fixtures you may be supplying yourselves. Please drop off the bulbs along with the fixtures, marking on the bulb package in black magic marker to which fixture they should coordinate. There is no Warranty on bulbs.

Modifications

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

Outlets

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

If there are small children in the home, install safety plugs to cover unused outlets. This also minimizes the air infiltration that sometimes occurs with these outlets. If air infiltration is a problem in your outlets, you can purchase at your local hardware store foam type insulation behind the cover plate to cut down on this. Teach children to never touch electrical outlets, sockets, or fixtures.

Owner Supplied Fixtures

Light fixtures supplied by owners will be inspected prior to installation and owners will be notified of any broken fixtures or missing parts immediately.

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.

Ceiling fans

If you are having ceiling fans installed, you are responsible to have them purchased and delivered with the rest of your fixtures. Please have clearly marked in black magic marker which room gets which fan, and which way you would like the blades of the fan to show. (Some are two-sided.) Also make sure to mark which bulbs coordinate with which fixture. It is not possible in all cases to save the boxes that the fans originally came in. The electricians will assemble and install the fans and fixtures for you.

Newport Builders, Inc. Limited Warranty Guidelines

During the walk through we confirm that light fixtures are in acceptable condition and that all bulbs are working. Newport Builders, Inc.'s limited warranty excludes any fixture you supplied. In the event your fixture gets broken Buyer is responsible to get new fixture for Builder to install, and Buyer will be reimbursed for the cost verified by receipt for the fixture only.

Designed Load

Newport Builders, Inc. 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, Newport Builders, Inc. will repair or replace them.

GFCI (Ground -Fault Circuit-Interrupters)

Newport Builders, Inc., is not responsible for food spoilage that results from your Plugging refrigerators or freezers into a GFCI outlet.

Power Surge

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

Electric Water Heater

Homeowner Care and Maintenance

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

Drain Tank

Review and follow the manufacturer's timetable and instructions for draining several gallons of water from the bottom of the water heater. This reduces build-up of chemical deposits from the water, thereby prolonging the life of the tank as well as saving energy dollars. Also drain the tank if it is being shut down during periods of freezing temperatures. Carefully follow the instructions in the manufacturer's literature.

Element Cleaning or Replacement

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

No Hot Water

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

Pressure Relief Valve

At least once each year, manually operate the pressure relief valve. Stay clear of the discharge line to avoid injury. See manufacturer's literature for diagrams and detailed instructions.

Safety

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

Temperature

Temperature settings on an electric water heater will produce approximately the temperatures listed here: Hot - 120° F / A - 130° F / B - 140° F / C - 150° F / Very Hot - 160° F

The recommended setting for operation of a dishwasher is B, or 140 degrees. Higher settings can waste energy dollars and increase the danger of injury from scalding. Hot water will take longer to arrive at sinks, tubs, and showers that are farther from the water heater. Please keep this in mind when locating the preferred spot for your water heater in your basement.

Newport Builders, Inc. Limited Warranty

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

Expansion and Contraction

Homeowner Use and Maintenance Guidelines

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

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

Some **floor squeaks** may appear in areas where there were none before. Please note that this is normal and will change with the fluctuations in temperature and humidity.

Newport Builders, Inc. Limited Warranty

Newport Builders, Inc. provides one-time repairs to many of the effects of expansion and contraction. See individual categories for details.

Fireplace

Homeowner Use and Maintenance Guidelines

Most of us feel a fireplace is an excellent way to create a warm, cozy atmosphere. However, without sufficient information, your use of the fireplace can result in heat (and dollars) being wasted. To help prevent that, consider the following points.

Look upon burning a fire as a luxury that adds much to the atmosphere but just a little to the heat in a home. About 10 percent of the heat produced by a fire is radiated into the house. In many older homes, the air used by the fireplace for combustion is replaced with cold outside air drawn in through cracks around doors and windows. However, your home is constructed so tightly that this does not happen. We install a fresh air vent to supply the fireplace with combustion air and reduce the amount of heated air the fire draws from your house.

Close the damper and cold air vent when not in use. Leaving these open is equivalent to having an open window in the house. If the fire is still burning, but you are finished enjoying it, use glass doors to prevent heated air from being drawn up the chimney until your damper can be closed.

One caution on the use of glass doors - do not close them over a roaring fire especially if you are burning hard woods (such as oak or hickory) because this could break the glass. Also, when closing the doors over a burning fire, open the mesh screens first. This prevents excessive heat build-up on the mesh, which might result in warping or discoloration.

Your objective in building a fire should be a clean, steady, slow-burning fire. Begin with a small fire to allow the components of the fireplace to heat up slowly. Failure to do so may damage the fireplace and void the warranty. Start the fire by burning kindling and newspaper under the grate; two to three layers of logs stacked with air space between, largest logs to the rear, works best. One sheet of paper burned on top of the stack will help the chimney start to draw. Any logs 6 inches in diameter or larger should be split.

Do not burn trash in the fireplace and never use any type of liquid fire starter.

Remove old ashes and coals from under the grate when completely cool. A light layer is desirable as an insulator and will help to reflect heat.

Please remember, especially in the case of **natural burning inserts** they will be a "cold spot" in your home.

Chimney Cleaning

Creosote and other wood-burning by-products accumulate inside the flue over a period of time. This build-up can be a fire hazard. The way you use your fireplace and the type of wood you burn determine the frequency of your chimney cleanings. For instance, burning soft woods or improperly seasoned woods necessitates more frequent cleaning. Hire a qualified chimney sweep for this cleaning.

Spark Arrester

If the spark arrester becomes clogged, the diminished air flow will affect the performance of the fireplace and may be a fire hazard. Have the arrester cleaned professionally when needed.

Gas Fireplace

Newport Builders, Inc. offers direct-vent gas fireplaces. Read and follow all manufacturer's directions.

A slight delay between turning the switch on and flame ignition is normal. The flames should ignite gently and silently. If you notice any deviation from this and any gas smell, immediately shut off the switch and report it to the gas company.

Excessive winds can cause a downdraft, which can blow out the pilot, requiring you to relight it before using the fireplace.

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

Newport Builders, Inc. Limited Warranty Guidelines

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

Chimney Separation

Separation of a brick chimney from a newly constructed home may occur. Newport Builders, Inc. will repair separation from the main structure in excess of 1/2 inch in 10 feet. Caulking is acceptable in most cases.

Cracks

Normal shrinkage of mortar results in cracks in masonry. Newport Builders, Inc. will repair cracks that exceed 1/8 inch in width. The repair consists of pointing or patching and the mortar color will be matched as closely as possible, but expect some variation.

Exterior masonry may have chips, irregular surfaces, and color variations, which occur during manufacturing, shipping, or handling. Unless such conditions affect the structural integrity of the home, no repair is provided. Hairline cracks may occur and are normal in the liner of the fireplace unit.

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 continuous malfunction if caused by a construction or design defect.

Glass Doors

During the orientation we confirm that glass fireplace doors, when included with the home, are in acceptable condition. There is no further warranty on the glass doors after occupancy is issued.

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 and Maintenance Guidelines

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 in this manual. Concrete is subject to several natural changes. The first is shrinkage in the hardening process, which creates shrinkage cracks, the type most common in concrete work, especially in flat slabs. Shrinkage cracks themselves do not affect the integrity of the surface. Concrete is subject to the elements and is attacked by certain chemicals. A certain amount of surface dusting is also normal.

Cracks

Cracks will develop in the wall. Cracks are caused by settling of tile house, shrinkage of concrete, and expansion and contraction and may occur continually throughout the life of the house. 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, first please make sure your foundation is properly backfilled to insure water flow away from the foundation walls. In 9 out of 10 cases, this is the problem. If your foundation is properly backfilled, 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. Dampness is evident by "wet spots" on the walls or floor of your foundation. There is no warranty against dampness.

Additionally, you may encounter water in the basement during the construction process both before and after the floor has been poured. This can be from many different causes. We want to assure you that it will not degrade the integrity of your basement floor to be under water! Concrete is mostly water anyway, and this will not detract from your warranty, etc. Newport Builders, Inc. recommends you run a dehumidifier for at least the first couple years in your new home.

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. Newport Builders, Inc. does not warrant that you will be able to obtain such a permit because of the possibility that building codes may change.

Newport Builders, Inc. Limited Warranty Guidelines

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. Newport Builders, Inc. will seal cracks that exceed 1/8 inch in Width. Unless structural danger exists, repairs should be made approximately a year after occupancy to permit normal settling through the stabilization period. Exterior repairs will not be made except in the case of major structural damage.

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

Newport Builders, Inc. will correct conditions that permit water to enter the basement, provided you have complied with the drainage, landscaping, and maintenance guidelines. Repairs, when made, seldom match in color and some variation is to be expected.

Basement floor

Shrinkage cracking is to be expected and requires no repair unless on or both of the following conditions exists:

- a. If the two surfaces of the crack are mismatched in height by more than 3/16"
- b. If the shrinkage occurs non-uniformly (e.g. all in one crack rather than several) and exceeds 3/16" average width.

If this occurs, we will use a latex filler, surface patching or other methods as required, grinding surfaces smooth in case of mismatch. Owner is cautioned repair will not match in color and a hairline crack may reappear.

Garage slab

Shrinkage cracking is again to be expected and requires no repair unless the cracks are in excess of 1/4" in width, or 1/4" in vertical displacement. We will repair those cracks which exceed the minimum using the same process as described above under "basement floor."

Patios, walks, and drives

Except as may be otherwise covered by the contract, no warranty against settling can be extended for floating slabs installed on soil which is less than 95% compacted. Cracks in excess of 1/3" in width or vertical displacement on a surface which is 95% compacted shall be repaired. It should be noted that floating slab type concrete should not be installed until at least the end of the first year, if possible. **Any type of repair will be visible!!!!**

If a repair is required, the minimum section will be removed from the walk, drive, or patio at the blind or open joint. In the event of pitting, scaling, or spalling, and chert pops, Newport Builders, Inc. will correct using a latex filler or grind to remove defect to meet acceptable tolerances. Owner is cautioned that the latex repair will not match in color. Do not use salt or other chemicals on your concrete.

Concrete stoops

Hairline cracks with no vertical displacement do not require repair. Any other cracks beyond the acceptable tolerance would be corrected using a latex filler. Keep in mind, the color will not match, and in most cases **the repair is much more noticeable than the original crack**. Most often, cracks on stoops are caused by homeowners using salt or other chemicals on their stoops during the winter months.

Garage Overhead Door

Homeowner Use and 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 operating as intended without binding or scraping. Avoid over-lubricating to prevent drips on vehicles or the concrete floor.

Lock

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

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. Be familiar with the steps for manual operation of the door in the event of a power failure.

If Newport Builders, Inc. installed a door opener as one of your selections, during the walk through we demonstrate the electric eye that provides a safety stop in the event someone crosses through the opening while the overhead door is in motion. Use care not to place tools or other stored items where they interfere with the function of the electric eye.

Safety

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

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

Sag

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

Newport Builders, Inc. Limited Warranty Guidelines

The garage door should operate smoothly and with reasonable ease. The door can become misaligned and require adjustment, which Newport Builders, Inc. 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 air tight. 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 and 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 walk through. If you suspect a gas leak, leave the home and call the gas company immediately for emergency service.

Newport Builders, Inc. Limited Warranty Guidelines

The gas company is responsible for leaks up to the meter. Newport Builders, Inc. will correct leaks from the meter into the home.

Gas Water Heater

Homeowner Use and 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 to 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. 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, which 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

Vacuum the area around a gas-fired water heater to prevent dust from interfering with proper flame combustion. Avoid using the top of a heater as a storage shelf.

Temperature

The recommended thermostat setting for normal everyday use is normal. Higher settings can result in wasted energy dollars and increase the danger of injury from scalding. Hot water will take longer to arrive at sinks, tubs, and showers that are farther from the water heater.

No Hot Water

If you discover that 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.

Newport Builders, Inc. Limited Warranty Guidelines

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

See also Plumbing.

Grading and Drainage

Homeowner Use and Maintenance Guidelines

The grades around your home have been inspected and approved for proper drainage of your lot.

Drainage

Typically, the grade around your home should slope 1 foot in the first 10 feet, tapering to a 2% 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. Although we replaced the soil, it does not return to its original density. Some settling will occur, especially after prolonged or heavy rainfall or melting of large 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. ***This is essential to protect your foundation. Failure to do so can result in major structural damage and will void your warranty.***

Newport Builders, Inc. Limited Warranty Guidelines

We established the rough grade to ensure adequate drainage away from the home. Maintaining this drainage is your responsibility. If you alter the drainage pattern after closing, or if changes in drainage occur due to lack of maintenance, the limited warranty is void. You are also responsible to abide by the town approved survey and drainage plan for your yard. You will be provided with a copy of this at your closing. Make sure if you hire a subcontractor to perform your finish landscaping, you give him a copy of this document! If not, they may be required by the town to rip out everything they may have already done and comply with the town's requirements.

Backfill Settlement

Backfilled or excavated areas around the foundation and at utility trenches should not interfere with the drainage away from your home.

Erosion

Newport Builders, Inc., is not responsible for weather-caused damage to un-landscaped yards after the rough grade has been established or the closing date, whichever occurs last. All erosion control measures that were installed during the construction process must remain intact until you have planted your yard and "stabilized" it. This is entirely the homeowner's responsibility upon occupancy.

New Sod

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

Recommendations

Newport Builders, Inc. recommends to you that you wait at least 6 months to one year before installing finish landscaping. This is due to the settling and changes your property will be undergoing-the most dramatic of these happening during this first year. It is for this same reason we recommend you postpone any hard-surface driveways, sidewalks, or decks. In some cases, the municipality may require hard-surface drives or walks installed before an occupancy permit can be issued. Please note: these areas will settle underneath! The degree of settling will depend on the weather conditions during the time of construction. E.g. if it was extremely dry with very little rain during construction, once the first good hard rain occurs, the soil will drop dramatically. If there was a lot of rain during construction, the drop will be less significant. Newport Builders, Inc., is not

responsible to fill in settled areas after occupancy. This is entirely the homeowner's responsibility.

Swales

Newport Builders, Inc. does not alter drainage patterns to suit individual landscape plans. Typically, a lot receives water from and passes water on to other lots, so changes in grade often affect adjacent or nearby lots. Newport Builders, Inc. advises against making such changes. After heavy rain or snow, water may stand in swales up to 48 hours.

Winter and Early Spring Grading

Due to weather conditions, especially during winter and early spring, the rough grade may not have been established at the time of closing. Proper grading of the home after occupancy is taken by the Homeowners is completely the Homeowner's responsibility.

Gutters and Downspouts

Homeowner Use and Maintenance Guidelines

Check gutters periodically and remove leaves or other debris. Materials that accumulate in gutters can slow water drainage from the roof, cause overflows, and clog the downspouts. Placement and number of downspouts are per the discretion of the subcontractor.

Extensions or Splash-blocks

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

Ladders

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

Leaks

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

Snow and Ice

Clear excess snow from downspouts as soon as possible to allow the gutter to drain and to prevent damage. Severe ice or snow build-up can damage gutters, and such damage is not covered by the limited warranty.

Newport Builders, Inc. Limited Warranty Guidelines

Gutters over 3 feet long 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.

Dents

Newport Builders, Inc. will not repair any dents or physical damage to the gutters and downspouts unless it is noted on the pre-occupancy inspection.

Hardware

Homeowner Use and Maintenance Guidelines

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

Newport Builders, Inc. Limited Warranty Guidelines

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

Newport Builders, Inc. will repair hardware items that do not function as intended.

Hardwood Floors

Homeowner Use and Maintenance Guidelines

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

Cleaning

Sweep on a daily basis or as needed. Never wet mop a hardwood floor. Excessive water causes wood to expand and can possibly damage the floor. When polyurethane finishes become soiled, damp-mop with a mixture of one cup vinegar to one gallon of warm water. When damp mopping, remove all excess water from the mop. Check with the hardwood company if your floor has a water-based finish.

Dimples

Placing heavy furniture or dropping heavy or sharp objects on hardwood floors can result in dimples. There is some slight imperfections that are to be expected with wood flooring, especially due to the natural product we are dealing with.

Filmy Appearance

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

Furniture Legs

Install proper floor protectors on furniture placed on hardwood floors. Protectors will allow chairs to move easily over the floor without scuffing. Regularly clean the protectors to remove any grit that may have accumulated.

Humidity

Wood floors respond noticeably to changes in humidity in your home. Especially during winter months the individual planks or pieces expand and contract as water content changes. This is entirely normal and is to be expected. The same reason attributes to occasional squeaks from the individual planks expanding and contracting. There is no way to eliminate this condition-again due to the fact we are dealing with a natural product that expands and contracts. A humidifier helps but does not eliminate this reaction.

Mats and Area Rugs

Use protective mats at the exterior doors to help prevent sand and grit from getting oil tile 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

If your floors have a polyurethane finish, you may want to have an extra coat of polyurethane applied by a qualified contractor within six months to one year. If we have installed a prefinished wood plank flooring, the finish shouldn't need to be refinished for at least 3-5 years-depending on the wear and tear during occupancy. The exact timing will depend on your particular lifestyle. If another finish was used, refer to the manufacturer's recommendations.

Separation

Expect some shrinkage around heat vents or any heat-producing appliances, or during seasonal weather changes.

See also Warping.

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. High heeled shoes, as a rule should not be worn while walking on your hardwood flooring.

Spills

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

Splinters

When floors are new, small splinters of wood can appear. Again, this is entirely normal and is due to the natural characteristics of wood.

Sun Exposure

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

Traffic Paths

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

Warping

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

Wax

Waxing and the use of products like 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 luster.

Newport Builders, Inc. Limited Warranty Guidelines

During the walk through we will confirm that hardwood floors are in acceptable condition. We will correct any readily noticeable cosmetic defects listed during the orientation. You are responsible for routine maintenance of hardwood floors.

Separations

Shrinkage will result in separations between the members of hardwood floors. If these exceed 1/8 inch, Newport Builders, Inc. will fill them one time. Newport Builders, Inc. is not responsible for removing excess filler that appears on the surface if the boards expand due to subsequent changes in humidity and expel the filler. Gaps in between the planks are to be expected in hardwood flooring, and will change depending on the humidity in the home and different weather conditions. (You'll see less gapping in the summer due to the expansion of the wood with the humidity vs. winter time.) Be very careful not to over-humidify your home! Doing so can void the warranty on your flooring!

Color and Knot Variations

We will install the grade of hardwood as specified by the project. Remember again, this is a natural product. The stain color, plank lengths and knot variations **will not be uniform. This is part of the appeal of hardwood flooring.**

Heating System

Homeowner Use and Maintenance Guidelines

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

Adjust Vents

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

Avoid Overheating

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

Blower Panel

You need to position the blower panel 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 tight, the fan will not come on.

Combustion Air

Furnaces we install in basements or in closets over crawl spaces include combustion air vents.

Never cover 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 (year-round if you also have air conditioning). A clogged filter can slow air flow 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.

If you have a permanent, washable, removable filter, you need to clean this monthly. Use water only to clean the filter, tap to dry or air dry, and leave unit off for a brief period. Do not use soaps or detergents on the filter.

Furnished Home

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

Fuse

Some furnaces have a fuse directly above the on-off switch. This fuse is an S 10, S 12, or S 15 fuse. It absorbs any spikes in the line such as close electrical strikes or power surges. Unlike old fuses that burn out and clearly indicate that they are blown, these fuses, similar to automobile fuses, have a spring that depresses when tripped. Unless you have examined these quite carefully before, it may be hard to determine if the fuse has blown. We suggest that you buy some extra fuses of the same size to have on hand.

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 done only 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 model, it does not have a pilot or an on-off switch.)

Pilot

On models with manually lit pilots, lighting the furnace pilot involves several steps. First, remove the cover panel to expose the pilot. Then rotate the on-off pilot knob to pilot. When the knob is in this position, you can depress the red button. 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 any gas to dissipate from the furnace area and repeat the entire process. If the pilot stays lit, rotate the on-off pilot knob to the on position. Reinstall the cover panel. You can find these instructions on a sticker on the furnace and in the manufacturer's literature.

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. Registers in the rooms farther away from the furnace will usually need to be opened wider.

Return Air Vents

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

Temperature

Depending on the style of home, temperatures can normally vary from floor to floor as much as 10 degrees or more on extremely hot or cold days. The furnace blower will typically cycle on and off more frequently and for shorter periods during severe cold spells. For the most effective comfort controls to your system a zoned heating and cooling system should be installed. Please see us for details.

Thermostat

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

Trial Run

Have a trial run early in the fall to test the furnace. (The same applies to air conditioning in the spring.) If service is needed, it is much better to discover that before the heating season.

Newport Builders, Inc. Limited Warranty Guidelines

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

Adequacy of the system is determined by its ability to establish a temperature of 70°F, as measured in the center of the room, 5 feet above the floor. In extremely cold temperatures (10° below or colder), the system should be able to maintain a temperature differential of 80° from the outside temperature. Your central air unit is specified to maintain a temperature differential of 10° from the outside temperature. Please note: **on extremely hot days, this is the most you can expect from your central air conditioning.**

Duct Placement

The exact placement of heat ducts may vary from those positions shown in similar floor plans and is up to the discretion of and engineered by the subcontractor.

Ductwork

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

Furnace Sounds

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

Thermostat

Thermostats are calibrated to plus or minus 5°.

Register Adjustment

Registers will require adjustment from time to time to maximize your family's comfort. Do not completely close off more than one supply register at a time. This can restrict the air now too much and reduce the efficiency of the system. A good technique is to completely open all the vents, then gradually move the temperature setting up until the coolest room is comfortable. Once the coolest room is comfortable, gradually close the vents in the warmer rooms until all rooms are comfortable as well. Reverse the process for air conditioning.

Return Air Vents

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

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

Humidifier

Homeowner Use and Maintenance Guidelines

Operate a humidifier only with the furnace, not with the air conditioner. If you notice condensation on windows, the humidifier should be adjusted to a lower setting. By not running your humidifier at the proper settings, you run the risk of causing your wood trim to change dramatically, as well as causing damage behind the drywall and in the attic space of your home. Clean the moisture pad according to the manufacturer's instructions and suggested timetable. Maintenance is key to the operating of your humidifying system.

Newport Builders, Inc. Limited Warranty Guidelines

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

Insulation

Homeowner Use and Maintenance Guidelines

The effectiveness of blown insulation is diminished if it is uneven. As the last step in all work done in your attic (for example, the installation of a TV antenna), you should confirm that the insulation lays smooth and even. Do not step on drywall ceilings, because this can result in personal injury or damage to the drywall.

Electrical outlets normally emit noticeable amounts of cold air when outside temperatures are low, as do **fireplaces**.

Newport Builders, Inc. Limited Warranty Guidelines

Newport Builders, Inc. will install insulation to meet or exceed the building codes applicable at the time of construction and outlined as part of your Building Construction Agreement.

Landscaping

Homeowner Use and Maintenance Guidelines

Addition

Before installing patio additions or other permanent improvements, consider soil conditions in the design and engineering of your addition.

Backfill

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

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

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

See also Grading and Drainage.

Bark or Rock Beds

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

Contractors

You are responsible for changes to the drainage pattern made by any landscape, concrete, deck, or pool contractor. Discuss drainage with any company you hire to do an installation in your yard. Do not permit them to tie into existing drainage pipes without approval from Newport Builders, Inc.

First 5 Feet

Place no plants of any type or sprinkler heads within 5 feet of your home.

Irrigation

Make provisions for efficient irrigation. Conduct weekly operational checks to ensure proper performance of the system. Direct sprinkler heads away from the home. Trickier or bubbler type irrigation systems are not recommended for use adjacent to the structure. Regularly drain and service sprinkler systems.

Planning

Locate plants and irrigation heads out of the way of pedestrian or bicycle traffic and car bumpers. Space groups of trees or single trees to allow for efficient mowing and growth. Group plants with similar water, sun, and space requirements together.

See also [Xeriscape](#).

Plant Selection

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

Requirements

Check with your local building department and homeowners association before designing, installing, or changing landscaping for any regulations that they require you to follow (including fence installation).

Soil Mix

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

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

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

Utility Lines /Sewer and Water Lateral Lines

A depression-the degree of which will depend upon the weather conditions during construction- may develop in the front lawn along the line of the utility trench or sewer and water trenches. To correct this, roll back the sod, spread top soil underneath to level the area, and then relay the sod. This is another reason why we recommend waiting at least 6 months to a year for finish landscaping to be done.

Xeriscape

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

Mildew

Homeowner Use and Maintenance Guidelines

Mildew is a fungus that spreads through the air in microscopic spores. They love moisture and feed on surfaces or dirt. On siding, they look like a layer of dirt. Cleaning mildew from your home is your responsibility. Solutions that remove mildew are available from local paint or home improvement stores. Wear protective eyewear and rubber gloves for this task; the chemicals that remove mildew are unfriendly to humans.

Newport Builders, Inc. Limited Warranty Guidelines

We will remove any mildew noted during the orientation. Newport Builders, Inc. warranty excludes mildew, since lifestyle of the occupants so greatly impacts it.

Mirrors

Homeowner Use and Maintenance Guidelines

To clean your mirrors, use any reliable liquid glass cleaner or polisher available at most hardware or grocery stores. Avoid acidic cleaners and splashing water under the mirror; either can cause the silvering to deteriorate. Avoid getting glass cleaners on plumbing fixtures as some formulas can deteriorate the finish.

Newport Builders, Inc. Limited Warranty Guidelines

We will confirm that all mirrors are in acceptable condition during the orientation. Newport Builders, Inc. will correct scratches, chips, or other damage to mirrors **noted during the preoccupancy inspection / walk through only.**

Paint and Stain

Homeowner Use and Maintenance Guidelines

Due to changes in the formula for paint (such as the elimination of lead to make paints safer), 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 show washing marks more easily than gloss paints do. Often, homeowners prefer the results obtained by touching up rather than washing.

Colors

Your selection sheets are your record of the paint and stain color names that are applied by Newport Builders, Inc.

Exterior

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

When you repaint the exterior of your home, begin by resetting popped nails and removing blistered or peeling portions of paint with a wire brush or putty knife. Sand, spot with primer, and 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.

Severe Weather

Hail and wind can cause a great deal of damage in a severe storm, so inspect the house after such weather. Promptly report damage caused by severe weather to your insurance company.

Stain

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

Touch-Up

When doing paint touch-ups, 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.

We provide samples of the paint used on your home, if we supplied it, and will leave any leftovers for you. 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 and cooling season to repair drywall cracks or other separations due to shrinkage.

See also Drywall.

Newport Builders, Inc. Limited Warranty Guidelines

During your walk through we will confirm that all painted or stained surfaces are in acceptable condition. Newport Builders, Inc. will touch up paint as indicated on the walk through list. **YOU are responsible for all subsequent touch-up, except painting we perform as part of another warranty repair. Because painting of exterior surfaces is so dependent on weather conditions, Newport Builders, Inc. does not warrant exterior paint. Any touchups after occupancy are your responsibility.**

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. Newport Builders, Inc. limited warranty excludes this occurrence. **Once you move in, any additional painting is your responsibility.**

Touch-Up Visible

Paint touch-up is almost always visible under certain lighting conditions. This is an acceptable industry standard.

Wood Grain

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

Phone Jacks

Homeowner Use and Maintenance Guidelines

Your home is equipped with telephone jacks as shown on the blueprints or added at electrical walk through. Initiating phone service, additions to phone service, and moving phone outlets for decorating purposes or convenience are your responsibility.

Newport Builders, Inc. Limited Warranty Guidelines

Newport Builders, Inc. will correct outlets positioned so that a phone cannot be installed due to a cabinet or countertop that is part of the original home.

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

Plumbing

Homeowner Use and Maintenance Guidelines

We want to draw your attention to a water-saving regulation that went into effect in 1993, which prohibits the manufacture of toilets that use more than 1.6 gallons of water per flush. In the search for a balance among comfort, convenience, and sensible use of natural resources, the government conducted several studies. The 1.6-gallon toilet turned out to be the size that overall consistently saves water.

As a result of implementing this standard flushing twice is occasionally necessary to completely empty the toilet bowl. Even though you flush twice on occasion, rest assured that overall you are saving water and we have complied with the law. Similarly, flow restrictors are manufactured into most faucets and all shower heads and cannot be removed. We apologize for any inconvenience this may cause, but it is certainly out of our control.

Aerators

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

See also Dripping Faucet.

Basement Construction

If you perform any construction in your basement, ensure that the plumbing lines in the basement or crawl space are not isolated from the heating source without insulation being added.

Cleaning

Follow manufacturer's directions for cleaning fixtures. Avoid abrasive cleansers. Most notably if you have the polished brass fixtures. They remove the shiny finish and leave 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 the fixtures with a dry cloth to prevent water spots. Care for brass fixtures with a good quality brass cleaner, available at most hardware stores. Any problems with the finish on the fixtures not noted on the orientation will not be warranted by Newport Builders, Inc. If this particular problem occurs, it would be handled through the manufacturer's warranty, and it is the homeowner's responsibility to submit it to the manufacturer.

Clogs

The main causes of toilet clogs are domestic items such as disposable diapers, excessive amounts of toilet paper, sanitary supplies, Q-tips, dental floss, and children's toys. Improper garbage disposal use also causes many plumbing clogs. Always use plenty of cold water when running the disposal. This recommendation also applies to grease; supplied with a steady flow of cold water. The grease congeals and is cut up by the blades. If you use hot water, the grease remains a liquid, then cools and solidifies in the sewer line. Allow the water to run 10 to 15 seconds after shutting off the disposal:

You can usually clear clogged traps 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; pulling out the rod attached to the plunger, and lifting 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 removing the faucet stem, changing the washer, and reinstalling the faucet stem. The shower head 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 plan to be away for an extended period, you should 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. Drain the tank by running 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 its 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° F Set the heat at 65° F if you are away during winter months. Keep garage doors closed to protect plumbing lines running 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. Use an ordinary hair dryer to thaw pipes that are frozen. Never use an open flame.

Gold or Brass Finish

Avoid using any abrasive cleaners on gold or antique brass fixtures. Use only mild detergent and water or a cleaning product recommended by the manufacturer.

Laundry Tub

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

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-our plumber.

Low Pressure

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

Marble or Manufactured Marble

Marble and manufactured marble will not chip as readily as porcelain enamel but can be damaged by a sharp blow. Avoid abrasive cleansers or razor blades on manufactured marble; both damage the surface. Always mix hot and cold water at manufactured marble sinks; running only hot water can damage the sink.

Outside Faucets

Outside faucets are freeze-proof, but in order for this feature to be effective, you must remove hoses 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 Newport Builders, Inc. does not warrant sillcocks against freezing.

Porcelain /fiberglass/ and gelcoat plumbing fixtures

You can damage these surfaces with a sharp blow from a heavy object or by scratching. Do not stand in the bathtub wearing shoes unless you have placed a protective layer of newspaper over the bottom of the tub. If you splatter paint 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

Your main water shut-off is located near your meter. You use this shut-off for major water emergencies such as a water line break or when you install a sprinkler system or build an addition to your home. Each toilet has a shut-off on the water line under the tank.

Sprinklers

You should routinely inspect sprinkler heads and provide seasonal service to maintain proper functioning.

Stainless Steel

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

Avoid exposing the toilet to blows from sharp or heavy objects, which 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.

Newport Builders, Inc. 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.

Cosmetic Damage

Newport Builders, Inc. will correct any fixture damage noted on the walk through list. **Repairing chips, scratches, or other surface damage noted subsequent to the orientation list is your responsibility.**

Exterior Faucets

Newport Builders, Inc. will repair leaks at exterior faucets noted on the walk through list. Subsequent to the walk through, 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 F if you are away during winter months. Keep garage doors closed and drain these lines in the winter to protect plumbing lines that run through this area.

Leaks

Newport Builders, Inc. will repair leaks in the plumbing system during the one year warranty period only. If a plumbing leak caused by a warranted item results in drywall or floor covering damage, Newport Builders, Inc. will repair or replace -at their discretion--items that were part of the home as originally purchased. We do not make adjustments for secondary damages (for example, damage to wallpaper, drapes, and personal belongings). Insurance should cover these items.

Noise

Changes in temperature or the flow of the water itself will cause some noise in the pipes. This is normal and requires no repair. Newport Builders, Inc. will repair persistent water hammer. Expect temperatures to vary if water is used in more than one location in the home.

Resilient Flooring

Homeowner Use and Maintenance Guidelines

Although resilient floors are designed for minimum care, they do have maintenance needs. Follow any manufacturer's specific recommendations for care and cleaning. Some resilient floors require regular application of a good floor finish. This assures you of retaining a high gloss. However, avoid using cleaning or finishing agents on the new floor until the adhesive has thoroughly set. This will take about two weeks.

Limit Water

Wipe up spills and vacuum crumbs instead of washing resilient floors frequently with water. Limit mopping or washing with water; excessive amounts of water on resilient floors can penetrate seams and get under edges, causing the material to lift and curl.

Moving Furniture

Moving appliances across resilient floor covering can result in tears and wrinkles. Install coasters on furniture legs to prevent permanent damage. If you damage the resilient floor, you can have it successfully patched by professionals. We leave any remnants of floor covering materials for this reason, however we are not required to over-order to insure that there is material left over. Whatever happens to be left over (if any) we will leave you and it is your responsibility to take care of the goods.

No Wax

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

Raised Nail Heads

Raised nail heads are the result of movements of the floor joist caused by natural shrinkage and deflection. We have used special nails and glued the underlayment to help minimize this movement. If a nail head becomes visible through resilient flooring after your 1 year period, place a block of wood over it and hit the block with a hammer to reset the nail.

Scrubbing and Buffing

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

Seams

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

Newport Builders, Inc. Limited Warranty Guidelines

All resilient flooring is subject to normal manufacturing tolerances and most particularly to dye lot variations affecting color, texture, and pattern. From time to time, patterns are taken off the market, which makes it impossible to exactly duplicate a material when none is available. The most common problem occurring when partial replacement is called for in repair is the inability to match closely in color due to variation from dye lot to dye lot.

In the replacement or correction of resilient flooring, the owner must be prepared to accept a variation in dye lot when the pattern is still in existence and is cautioned that a seam may show. When a repair is made, the smallest possible area should be repaired. Although we will attempt to match colors as closely as possible, the owner should note that wax or vinyl dressing build up on the existing areas, light variations, atmospheric conditions, and other chemical reactions will produce a color variation, even within the same dye lot. The owner can minimize this variation by removing any build up and thoroughly cleaning the floor according to the flooring manufacturer's recommendations.

The nature of resilient flooring makes possible permanent deformation of the surface when subject to high loads which can be exerted either by furniture with improper floor protectors or no protectors at all. High heeled shoes will also make permanent impressions on this material. Newport Builders, Inc.'s warranty does not cover these types of occurrences.

Burns, scratches, scuffs, cuts, stains, and indentations on resilient flooring are not covered by the warranty unless noted prior to occupancy.

We will confirm that resilient floor covering is in acceptable condition during your walk through. Newport Builders, Inc. limited warranty does not cover damage to resilient floors caused by moving furniture or appliances into the home. Any damage not noted during the orientation will not be warranted. We can assist you in contacting professionals who can repair such damage if it occurs in your home. Newport Builders, Inc. is not responsible for discontinued selections. Occasionally, we will leave leftover resilient flooring "scraps" in the event a repair may be needed in the future. This is not always the case, as in some instances there is no leftover material. Newport Builders, Inc. is not required to leave leftover materials.

Adhesion

Resilient floor covering should adhere. Newport Builders, Inc. will repair lifting or bubbling and nail pops that appear on the surface during the one year warranty period. Some types of vinyl flooring does not use glue on the entire underlying surface. This is called "perimeter glue" flooring. When repairs are made in the middle of a room, (in an area where there is no glue used), it is typical that the repair is much more readily noticeable, since it needs to be glued in order to secure the vinyl to the subfloor beneath. Owner must be acceptable to this, as it is the only way to make the repair. In the case of a nail head, or bump under the flooring, the repair is sometimes made by making a "slit" in the vinyl, removing the foreign object, and then sealing the "slit." This lessens the problem of taking an entire square of flooring out, thus making the repair less noticeable.

Ridges

Newport Builders, Inc. has sanded and filled the joints of underlayment to minimize the possibility of ridges showing through resilient floor coverings. Ridging is measured by centering a 6-inch straight edge perpendicular to the ridge with one end tight to the floor. If the opposite end of the straight edge is 1/8 inch or more from the floor, Newport Builders, Inc. will repair this condition.

Seams

In the natural settling and shrinkage process, some mismatch of the subfloor may exhibit and mirror itself as ridges or depressions showing on the surface goods. This can be minimized by the customer in his selection of an embossed pattern in a darker color. In particular, lighter solid colors and/or smooth vinyl surfaces mirror any minor variations of the sub surfaces to which they are applied and emphasize this ridging.

Seams will occur and are sealed at the time of installation. Newport Builders, Inc. will correct gaps in excess of 1/16 inch where resilient flooring pieces meet or 1/8 inch where

resilient flooring meets another material. Newport Builders, Inc. will correct curling at seams unless caused by excessive water.

Nicks or tears

If a nick or tear is noted during the walk through process, Newport Builders, Inc. will repair typically cutting out an area approximately the size of one "square" of the pattern you have selected, seaming in a new piece, and sealing the repaired area. **Newport Builders, Inc. will not replace an entire floor due to small nicks or tears.**

Shrinkage gaps

Gaps shall not exceed 1/16" in width in vinyl to vinyl joints. However, where dissimilar materials abut, larger gaps may appear. Newport Builders, Inc. will correct to meet the standards listed in "Seams" above. If the floor shrinks from the baseboards that exceeds the 1/16" standard, base shoe may be used along the baseboard area affected. Newport Builders, Inc. is not required to then apply base shoe to the entire room.

Flooring discoloration

Certain conditions and substances such as heat, oil, fertilizers, asphalt, from driveways, and driveway sealers with an asphalt or coal tar base, and some carpet dyes can cause permanent stains--especially in high traffic areas. **The owners are cautioned that the use of certain latex or rubber backed throw rugs can cause discoloration of the resilient flooring due to a chemical reaction that occurs.**

This is not a defect, nor is it the builder's responsibility, but it is the owner's responsibility to protect these areas with door mats or proper rugs at each entrance. There are certain instances in which discoloration may be warranted by the manufacturer. Owner should contact the manufacturer for a determination under their warranty.

Roof

Homeowner Use and Maintenance Guidelines

The shingles 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 quickly drain precipitation from the roof.

Leaks

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

Limit Walking

Limit walking on your roof. Your 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 shingle in the yard or shingle edges lifted on the roof.**

Newport Builders, Inc. Limited Warranty Guidelines

Newport Builders, Inc. will repair roof leaks other than those caused by severe weather, such as hail damage, wind damage, or some action you have taken, such as walking on the roof. Roof repairs are made only when the roof is dry. Newport Builders, Inc. will not repair shingle blow-offs due to windy conditions. This would be handled per your Homeowner's Insurance. Please note that sometimes your shingles may appear "lifted" after the initial installation during cooler months. This is typical, and the shingles will "lay down" after they've been heated up by the sun.

Ice Build-Up (Ice "dams")

Ice build-up may develop in the eaves during extended periods of cold and snow. Damage that results from this is excluded from warranty coverage. Your insurance may cover this damage.

Inclement Weather

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

Drip edge and gutter apron

Sometimes it may appear that the drip lines / gutter apron areas of the roof are wavy or uneven. This is usual and customary, as they come in small pieces and are very prone to hot weather "bowing." There is no warranty for this condition.

Dimensional and dimensional-look shingles

These products have distinct color and pattern variations that are natural and often times requested. When put on the roof, they will have an "erratic" pattern. This is normal, and there is no warranty that the "shadow lines" of the shingles will be aligned. In fact, the reason for this particular request is to give dimension to the roof; and not to have a "uniformity" that a different style of shingle can better give you.

Rough Carpentry

Newport Builders, Inc. Limited Warranty Guidelines

Floor Squeaks

Some floor and stair squeaks are unavoidable, EVEN WITH TJI's. Although Newport Builders, Inc. does not warrant against floor squeaks, a reasonable effort will be made to correct them. If there is a squeak in the floor during the pre-occupancy walk through, it may disappear when you put your furniture in the room. In the case of two-story's second story floor squeaks, these prove to be more challenging, and in some cases cannot be avoidable. Newport Builders, Inc. does not come out during the construction phase of your home to adjust for squeaks. This is because as other areas of construction occur, the loads on different areas of the floor will change resulting in the elimination of that particular squeak. During the walk-thru phase we will be checking for squeaks. Newport Builders, Inc. does not warrant against squeaks once your furnishings are moved into place post-occupancy.

Floor Deflection

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

Floor Level

Floors will be level to within 1/4 inch within any 32-inch distance as measured perpendicular to any ridge or indentation. Newport Builders, Inc. will correct floor slope that exceeds 1/240 of the room.

Plumb Walls

Newport Builders, Inc. will correct walls that are out of plumb more than 1/2 inch in an 8-foot distance or walls that are bowed more than 1/4 inch in any 32-inch measurement.

Siding

Homeowner Use and Maintenance Guidelines

Vinyl, aluminum, wood, and cement board siding expands and contracts in response to changes in humidity and temperature. Slight waves are visible 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.

Hardie Plank/Smart Board siding will require timely refinishing. See your manufacturer's specifications and warranty. Additionally, when Hardi-Plank/Smart Board is chosen as an option and the same material is used for soffits, the vents will be cut into the soffits and will be white as a standard. Any additional painting would be optional and will require additional maintenance. Colored nails may be used, and colored caulk for the seamed areas.

See also [Paint](#) and [Stain and Wood Trim](#).

Newport Builders, Inc. Limited Warranty Guidelines

Newport Builders, Inc. 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 during the first year of occupancy if the separation allows water to enter the home. Newport Builders, Inc. will correct delaminating siding.

Smoke Detectors

Homeowner Use and 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 test button to confirm the alarm is working.

Newport Builders, Inc. Limited Warranty Guidelines

Newport Builders, Inc. does not represent that the smoke detectors will provide the protection for which they are installed or intended. We will test smoke detectors during the orientation to confirm that they are working and to familiarize you with the alarm. You are responsible for obtaining fire insurance and to maintain and test your smoke detectors monthly.

Stairs

Homeowner Use and Maintenance Guidelines

No known method of installation prevents all vibration or squeaks in a staircase. 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.

Newport Builders, Inc. Limited Warranty Guidelines

Although Newport Builders, Inc. does not warrant against stair vibration and squeaks, a reasonable effort will be made to correct them one time during the warranty period.

Ventilation

Homeowner Use and Maintenance Guidelines

Homes today are built more tightly than ever. This saves energy dollars but creates a potential concern. Condensation, cooking odors, indoor pollutants, radon, and carbon monoxide may all accumulate. We provide mechanical and passive methods for ventilating homes. Your attention to ventilation is important to health and safety.

Building codes require attic and crawl space vents to minimize accumulation of moisture. Attic ventilation occurs through vents in the soffit (the underside of the overhangs) or on gable ends. Driving rain or snow sometimes enters the attic through these vents. Do not cover them to prevent this. Instead, cover the insulation in front of the vent. When you do this, precipitation that blows in safely evaporates and ventilation can still occur.

Homes with crawl spaces usually include two or more vents. Open crawl space vents for summer months and close them for winter months, pulling insulation over them. Failure to close these vents and replace insulation may result in plumbing lines freezing in the crawl space. This occurrence is not covered by your warranty.

Your daily habits can help keep your home well ventilated:

- < Do not cover or interfere in any way with the fresh air supply to your furnace.
- < Develop the habit of running the hood fan when you are cooking.
- < Ditto the bath fans when bathrooms are in use (15 min. before and after use).
- < Air your house by opening windows for a time when weather permits.

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

Newport Builders, Inc. Limited Warranty Guidelines

Newport Builders, Inc. warranty guidelines for active components (for example, exhaust fans) are discussed under the appropriate headings (such as electrical systems, heating system, and so on).

Waterproofing

Homeowner Use and Maintenance Guidelines

We do not spray your foundation walls with an asphalt waterproofing material. If you would like a waterproofing system applied as an upgrade (ie: Watchdog etc.) there will be an additional charge. This may be a good idea if you are going to finish off your basement as living space at a later date. Although we make every effort to assure a dry basement, during times of excessive moisture, you may notice some dampness. Over time, natural compaction of soils in the backfill areas will usually eliminate this condition. Careful maintenance of positive drainage will also protect your basement from this condition.

Newport Builders, Inc. Limited Warranty Guidelines

Newport Builders, Inc. will correct conditions that allow actual water to enter the basement during the first year of occupancy, unless the cause is improper installation of landscaping or failure to adequately maintain drainage. **It is the Homeowner's responsibility to make sure the foundation walls are kept properly backfilled once occupancy is issued to them.**

Windows, Screens, and Patio Doors

Homeowner Use and Maintenance Guidelines

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

Cleaning

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

Condensation

Condensation on interior surfaces of the window and frame is the result of high humidity within the home and low outside temperatures. Your family's lifestyle controls the humidity level within your home. If your home includes a humidifier, closely observe the manufacturer's directions for its use. This happens quite a bit during the first year of occupancy-especially with right combinations: dew point outside, temperatures outside and inside.

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 door frame. 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, your family will be accustomed to opening something before going through.

Sliding Patio Doors

You may notice water accumulating in the track of your sliding patio doors during storm events that are accompanied by wind-driven rain. Since the patio door needs to be "raised up" in order to operate properly on the track, this is something that cannot be avoided. If your patio

doors face a direction that is susceptible to forceful winds, make sure you take proper precautions to protect your flooring.

Sticking Windows

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

Screens

There is some slack in the screen frame where it fits into the window. This is to allow for easy installation and removal. **NO SCREEN KEEPS OUT ALL INSECTS, AND IS NOT MEANT TO KEEP CHILDREN CONTAINED IN YOUR HOME.**

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

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.

Newport Builders, Inc. Limited Warranty Guidelines

We will confirm that all windows and screens are in acceptable condition during the walk through. Newport Builders, Inc. will repair or replace broken windows or damaged screens noted on the walk through list. There is no warranty for ripped, torn or bent screens after the initial walk through. 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; Newport Builders, Inc. provides no corrective measure for this condition.

Condensation that accumulates between the panes of glass in dual-glazed windows

indicates a broken seal. Newport Builders, Inc. will replace the window if this occurs during the warranty period. If after the one year warranty period, please consult your manufacturer's warranty for what step to take next.

Infiltration

Some air and dust will infiltrate around windows, especially before the installation of landscaping in the general area. Newport Builders, Inc. warranty excludes this occurrence. Our typical windows are rated to 20 mph standard. **NO WINDOWS, NO MATTER HOW EXPENSIVE, WILL KEEP WIND OUT WHEN THEY EXCEED THEIR RATED WIND STANDARD. YOU WILL FEEL INFILTRATION, AND MAY NOTICE LEAKS, DURING A DRIVING RAIN THAT IS ACCOMPANIED BY EXCESSIVE WINDS. NEWPORT BUILDERS, INC. PROVIDES NO CORRECTIVE MEASURE FOR THIS CONDITION, AS IT IS USUAL AND CUSTOMARY.**

Scratches

Newport Builders, Inc. confirms that all window glass is in acceptable condition at the walk through. Minor scratches on windows can result from delivery, handling, and other construction activities: Newport Builders, Inc. will replace windows that have scratches readily visible from a distance of 4 feet. Newport Builders, Inc. does not replace windows that have scratches visible only under certain lighting conditions.

Tinting

If you add tinting to dual-glazed windows, all warranties are voided. Damage can result from condensation or excessive heat build-up between the panes of glass. Refer to the manufacturer's literature for additional information.

Wind

Your windows are specified to handle 20 mile per hour winds without uncomfortable drafting. Please understand, no matter what the window manufacturer, that wind will penetrate the windows. This of course makes sense, since it is an operable part of the home.

If your home faces the north or west, you may notice more discomfort on windier days/nights. There is no warranty for drafting of the windows, unless it is occurring during winds of less than 20 miles per hour.

Window treatments can help tremendously, as it helps to stop the air flow from penetrating the room space as rapidly.

See also Ventilation.

Wood Trim

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

See also [Expansion and Contraction](#).

Newport Builders, Inc. 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 will require no action. Newport Builders, Inc. will correct readily noticeable construction damage such as chips and gouges listed during the orientation.

Exterior

Newport Builders, Inc. 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 allows water to enter the home.

Raised Grain

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

Puttying of nail holes

Newport Builders, Inc. will put putty in all the nail holes of your home.

