

HOMEOWNER MAINTENANCE MANUAL



a reference guide on
caring for your new home

Homeowner Maintenance Manual

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welcome

Welcome to the Century Complete family and congratulations on your new home.

The information presented in this manual will help answer many of your questions, prepare you for each step of construction, and hopefully make this an easier and more enjoyable experience. Because we offer a variety of optional features which vary across communities, this manual focuses on the most common items. The exact product in your home, its specific nature and required care, may not be included.

In addition, this manual will provide important information about the care and maintenance of your new home.

The better you maintain your home after closing, the better your home will perform over time.

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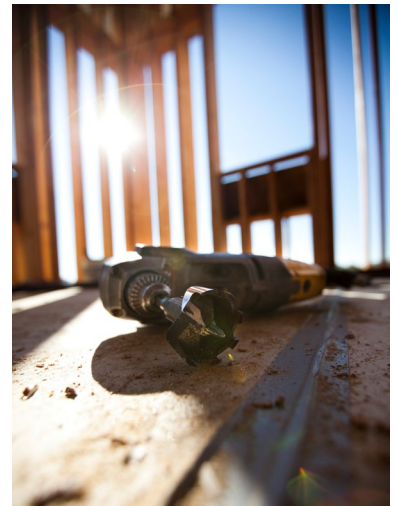
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1 construction of your home

QUALITY STANDARDS

The construction of a new home differs from other manufactured products and goods in several ways. As a consumer, you typically don't have the opportunity to watch as the products you purchase are developed and finished. Our success in personalizing your home, however, depends on effective and timely communication of your choices.

Century Complete will build your new home to the quality standards as demonstrated in our model homes and the standards of the industry. However, each new home is crafted by hand and thus is a unique product. There are over 7,800 components in a home. As careful as we try to be, we are still dealing with many different materials, manufacturers and contractors. On occasion, there may be issues that arise during the construction of your home. We have internal procedures for inspecting our homes to ensure that the level of quality meets our requirements. In addition, the county, city or an engineer conducts a number of inspections at different stages of construction.



PLANS AND SPECIFICATIONS

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 changes that can impact the final product. For instance, appliance manufacturers generally make design changes every year. **The model homes will show the appliances that were current at the time they were completed — they may be different in your home.**

In all instances, as required by your purchase agreement, any substitution of method or product that we make will be of equal or better quality than your original selection. Since such substitutions or changes may become necessary because of matters outside our control, we reserve the right to make them without notification.



TIP: Because your home is built on site, there are slight finish sizes that can vary. You should measure for window coverings in your home rather than in any model or other home with a similar plan.

Variations

Dozens of trade contractors work to deliver your home. The same individuals rarely work on every home. Please understand that the exact placement of switches, outlets, registers and other components will vary slightly from the model and other homes of the same floor plan.

The same goes for variations in natural products, in which case, no two products will be exactly alike. Natural products have inherent differences that Century Complete cannot control.

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2 caring for your home

Century Complete has constructed your home with carefully selected materials that meet industry standards. Although we build from plans and specifications, no two homes are exactly alike. When you purchased your home, you actually purchased hundreds of items and the work of 40 – 55 separate and independent trade contractors.

We recognize that it is impossible to anticipate and describe every detail needed for home maintenance. This manual focuses on items that homeowners commonly ask.

OWNER MAINTENANCE AND MANUFACTURER INFORMATION

As the homeowner, providing regular home maintenance is your responsibility and will help maintain the value of your home. 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 various mechanical systems. Natural fluctuations in temperature and humidity also affect your home, resulting in maintenance items.

If you request warranty service on a maintenance item, we will explain to you the steps you should take to care for the item.

Prompt Attention

Routine maintenance is critical. It should be consistent and prompt in order to save you from potentially serious and sometimes costly repairs down the road. In addition, neglecting or delaying routine maintenance can void applicable limited warranty coverage on all or part of your home.

Manufacturer Warranties and Care

Please take time to read all warranties and care guides provided by the manufacturers of consumer products in your home. For the most current information, you may also visit each manufacturer's website for additional warranty and maintenance information. Although much of the information may be familiar to you, some points may differ significantly from homes you have had in the past. If any detail in our guidelines conflicts with the manufacturer's recommendations, you should follow the manufacturer's recommendations.



TIP: Be sure to activate specific manufacturer's warranties by either completing the warranty information online or completing and mailing any registration cards included with their materials. This is critical so that in the event of a recall, the company can contact you and provide the needed correction.

EMERGENCY SERVICE

If you are faced with a FIRE OR LIFE-THREATENING EMERGENCY, CALL 911 IMMEDIATELY!



In the event of an emergency situation, it is very important to take immediate action to minimize the impact of the situation and contact the appropriate personnel as quickly as possible. Begin by inspecting items from your checklist. Troubleshooting tips appear in this manual for several of your home's components.

Please refer to the individual categories to review these hints found at the end of the corresponding sections. Often the appropriate action by you can solve a problem immediately or mitigate the situation until a trade technician arrives.

If your review of the troubleshooting tips fails to solve the problem, please visit [CenturyCompleteHomes.com](https://www.centurycompletehomes.com) and complete a warranty request.

WARRANTY REQUESTS

Submitting a Warranty Request

If you have a warranty request, please visit [CenturyCompleteHomes.com](https://www.centurycompletehomes.com) and complete a warranty request form.

When we receive a warranty service request, we will contact you for an inspection appointment if you are within the warranty period. Warranty inspection appointments are available Monday through Friday, 8:00 am to 4:00 pm. We inspect the items listed in your written request to confirm warranty coverage and determine appropriate action.

Generally, reported items fall into these categories:

- **Home Maintenance Item**

If the item is home maintenance, we will review the maintenance steps with you and offer any additional informational we can. Maintenance items are the homeowner's responsibility.

- **Storm Damage or Other Disaster**

Contact your homeowner's insurance agent immediately. Contain damage as much as possible without endangering yourself. It is a good idea to photograph or video the damage.

- **Warrantable Item**

Our criteria for qualifying warranty repairs are based on typical industry practices and meet or exceed those practices. If a trade contractor or Century Complete employee is required to perform repairs, we will issue a warranty work order.

WARRANTY REPAIRS

Depending on the scope of necessary work, repairs might not be performed or completed at the time of the inspection. The Customer Service Representative or Construction Manager will schedule a repair date with you. It is possible that work must occur in sequence and more than one work date might be needed, but we will review this with you when scheduling the repairs.

Our Work Hours

Century Complete understands that you might express the need for appointments outside normal business hours. We also recognize many businesses have service hours on weekends and in the evenings. However, there are many factors that make extended service hours impractical for our business. Many of the repairs require daylight for proper completion. This applies to drywall, paint and exterior work of almost any type.

We have also found that most of the numerous independent trade partners who helped us build your home — many of whom operate as small companies — are unable to work seven days a week or be available in the evening hours.

**Therefore, our business hours are:
Monday through Friday, 8:00 am until 4:00 pm**

Access to Your Home

Century Complete requires an adult (18 or older) to be present when our employees or trade partners are working in your home. If you are not available, make sure the person present is authorized to review the items of concern and sign completed work orders.

We do not accept keys, nor will we permit our trade partners to accept your key and work in your home without an adult present. While we recognize that this means processing warranty service items may, at times, take longer to address and complete, your peace of mind and security is our first concern.

Exterior Items

Exterior items can typically be inspected and repaired without an adult present, provided access is available (for instance, no locked gate). However, we will contact you prior to any visit and let you know when we will have someone on your property. Let us know if you prefer to meet with us and discuss the item(s), and we will schedule an appointment with you.

Pets

Century Complete understands that pets are members of your households. To prevent the possibility of an animal getting injured, scared by a noise, or giving in to its natural curiosity about tools and materials used for repairs, we ask that you restrict all animals to a comfortable location during any warranty visit, whether for inspection or warranty work. This policy is also for the protection of our employees and other personnel.

Your Personal Items

In all work that we perform for our homeowners, we are concerned that their personal items are protected. When warranty work is needed in your home, we ask that you remove fragile, electronic or other items that might make performing the repair difficult. Century Complete and trade personnel will reschedule the repair appointment rather than risk damaging your belongings.

Protection of Work Area

We expect all personnel who work in your home to arrive with appropriate materials to cover the work area, protecting it from damage and helping catch the dust from the repair work. Similarly, all personnel should clean up the work area, removing materials utilized during repair.

Repair personnel will routinely check the work area for any existing damage to surfaces. They will document any scratches, chips or other cosmetic damage prior to beginning repairs to avoid any later disagreement about how and when such damage occurred.

Signatures on Work Orders

Signing a work order acknowledges that a technician worked in your home on the date shown and with regard to the items listed. It does not negate any of your rights under the warranty nor does it release us from any confirmed warranty obligation.

ENERGY AND WATER CONSERVATION

Good planning and thoughtful everyday habits can save significant amounts of energy and water. In the process of conserving, you also save money as an additional benefit. Keep these hints in mind as you select and use your home's features:

Heating and Cooling

- Maintain all your home's systems in clean and good working order to prevent maintenance issues and maximize efficiency. Schedule heat and air conditioning systems inspection a minimum of once every year.
- Keep filters clean and replace them regularly.
- Learn how to use your thermostat for comfort and efficient energy use.
- During cold days, open window coverings to allow the sun to warm your home. Close them when the sun begins to set.
- During the winter, humidifying the air in your home allows the air to retain more heat and is a general health benefit. Note: If condensation develops on your windows, you have taken a good thing too far and need to lower the setting on the humidifier.
- Ceiling fans cost little to operate and the moving air allows you to feel comfortable at temperatures several degrees higher.
- On hot days, close all windows and the window coverings on windows facing the sun to minimize solar heating and reduce demands on your air conditioner.
- Plan landscaping elements that support efficient energy use:

- Deciduous trees provide shade during the summer and permit solar warming in winter.
- Evergreen trees and shrubs can create a windbreak and reduce heating costs.
- Position trees to shade the roof and still allow good air flow around the home.
- Plant shrubs and trees to shade the air conditioner without obstructing air flow around the unit.

Water and Water Heater

- Follow the steps outlined in the manufacturer’s directions for draining water from your water heater in order to remove accumulated hard-water scale that builds up inside the tank. Timing will depend on the nature of your water supply.
- Maintain the recommended temperature setting on the water heater.
- Correct plumbing leaks, running toilets, or dripping faucets ASAP.
- Keep aerators clean.

Electrical

- Use energy efficient light bulbs.
- Turn lights and other electric items off when you finish using them or leave the room.

Maintenance Tips

- Caulk during dry weather when temperatures are moderate. Check all locations such as:
 - Foundation penetrations (electrical, phone, water, cable TV, and gas line entrances).
 - Around fans, vents and siding panels.
 - Joints between door or window frames and siding.
- Check weather stripping on all exterior doors and adjust as needed.
- Ensure that door thresholds are a good fit — most are adjustable.
- Do not store items in the attic where they would compress the insulation.
- Winterize exterior pipes.

SEASONAL MAINTENANCE CHECKLIST

This checklist is provided as an overview of basic and necessary maintenance items for most homes and is a visual reminder of the importance of regular home maintenance. It’s by no means all inclusive. Some items may not be applicable for the type of home and features you have. For full details, please consult all guides, warranties and literature, as well as the specific warranties and manuals for your home’s various appliances. Appropriate maintenance will promote the longevity of the home. Failure to do so may result in denial of warranty coverage.

To request service, complete the service request form on our website at CenturyCompleteHomes.com.

HOMEOWNER MAINTENANCE SCHEDULE

Begin care of your home with organized records, including information about all of its components and your furnishings. We have listed some of the common elements of the home that need routine maintenance to ensure the home continues to function efficiently.

TASK/NOTES	FREQUENCY	J	F	M	A	M	J	J	A	S	O	N	D
Appliances	Annually												
Carpet cleaning	Annually												
Caulking (Exterior)	Seasonally												
Caulking (Interior)	Quarterly												
Change Smoke Detector/ CO Batteries	Bi-Annually												
Doors/Windows	Quarterly												
Exterior Painting	Annually												
Exterior Veneer	Seasonally												
Gutters	Seasonally												
Hose Bibs (Front & Rear)	Seasonally												
HVAC	Annually												
HVAC Filter(s)	Monthly												
Proper Yard Drainage	Annually												
Water Heater	Annually												
Weather Stripping	Seasonally												

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WINTER

- Change HVAC filter
- Apply pest control
- Ensure site/yard drains are clear/unblocked
- Check smoke and carbon monoxide detectors
- Inspect backsplash caulking in applicable rooms, and re-caulk as needed
- Inspect shower and tub caulking and re-caulk as needed
- Test GFCI receptacles
- Clean cabinets per manufacturer recommendations

SPRING

- Change HVAC filter
- Check smoke and carbon monoxide detectors
- Clean aerators on faucets and shower heads
- Clean fins on outside AC condenser unit
- Have carpet cleaned
- Inspect air conditioning for proper operation
- Ensure exterior caulking is performed where needed
- Inspect shower and tub caulking and re-caulk as needed
- Lubricate door hinges with silicone spray
- Lubricate rollers & guides on garage doors & openers
- Test GFCI receptacles
- Clean cabinets per manufacturer recommendations
- Clean dryer vent

SUMMER

- Adjust sprinkler system settings for season
- Apply pest control
- Change HVAC filter
- Check drainage swales for proper rain water flow
- Check smoke and carbon monoxide detectors
- Inspect weather-stripping on all doors

- Monitor secondary A/C condenser
- Test GFCI receptacles
- Clean cabinets per manufacturer recommendations
- Water heater maintenance per manufacturer recommendations

FALL

- Weatherproof home, caulk windows, gaps & repair stucco cracks
- Change HVAC filter
- Check smoke and carbon monoxide detectors
- Clean gutters and downspouts
- Inspect furnace for proper operation
- Inspect shower and tub caulking and re-caulk as needed
- Inspect dryer vent and clean out any lint and debris
- Monitor secondary A/C condenser
- Test GFCI receptacles
- Clean cabinets per manufacturer recommendations
- Repaint, re-caulk home every 4 years

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3 home components and topics

AIR CONDITIONING

Homeowner Care and Maintenance

The air conditioning unit is the mechanism that produces cooler air. 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.

Air Filter

Ensure to change air filters monthly.

Vents

Opening and closing the vents can adjust the airflow in your home and registers. Century Complete recommends that you contact a qualified HVAC professional to make adjustments to balance the airflow in your home.

Condenser Level

Maintain the air conditioning condenser in a level position to maintain efficient performance and prevent premature damage to the equipment.

Manufacturer's Instructions

The manufacturer's manual specifies maintenance for the condenser. Review and follow these points carefully as part of maintaining your air conditioning system.

Air Conditioner Condensation

Condensation lines will clog under normal use. It is the homeowner's responsibility to keep these lines clear. If your HVAC unit is in the attic, there is an emergency condensation drain that will drain from above a common window down the outside of your house should the primary drain become clogged. **Water draining from the emergency drain is an indication that the primary drain is not working.**



TROUBLESHOOTING TIPS

Before calling for service, check to confirm that:

- The thermostat is set to “cool” and the temperature is set below the room temperature.
- The breakers on the main electrical panel are on. (Remember if a breaker trips you must turn it from the tripped position to the off position before you can turn it back on.)

- The 220 switch on the outside wall near the air conditioner is on.
- The switch on the side of the HVAC unit is on.
- The filter is clean to allow airflow.
- The vents in individual rooms are open.
- The air returns are unobstructed.
- The air conditioner has not frozen from overuse.

Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

ATTIC ACCESS

Homeowner Care and Maintenance

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 insulation which is on top of the drywall. This can result in personal injury or damage to the ceiling below. Your limited warranty does not cover such injury or damage.

Do not compress the insulation in the attic by placing any type of material for flooring. This will render the insulation in the attic ineffective.

The attic is not a temperature-controlled environment. Any personal belongings that you put in the attic may be permanently damaged due to extreme temperatures.

BRICK/BLOCK WALLS

Homeowner Care and Maintenance

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

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.

Weep Holes

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

CABINETS

Hinges

If hinges catch or drawer glides become sluggish, clean the hinge and apply a small amount of silicone lubricant to improve 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.

CARPET

Homeowner Care and Maintenance

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.



TIP: 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. However, if you have loop carpet, also known as Berber carpet, vacuum without the beater bar. Some vacuum cleaner beater bars can snag the loops, damaging the carpet. Most manufacturers recommend cleaning the carpet yearly.

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 and is not covered under the limited warranty.

Fading

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.

Fuzzing

In loop carpets, fibers may break. Simply clip the excess fibers.

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.

Seams

There will be visible seams in the carpeting of your home. Carpet usually comes in 12-foot widths, making seams necessary in most rooms. Visible seams are not a defect unless they have been improperly made or the material has a defect, making the seam appear more pronounced than normal.

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 or lighter in these areas. Vacuuming routinely will promote the carpet pile falling in the same direction, and will help with shading issues.

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 the 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.

Static

Cooler temperatures outside often contribute to static electricity inside. You can install a humidifier to help control static build-up.

CAULKING

Homeowner Care and Maintenance

All materials used in the construction of your home have a certain degree of expansion and contraction. Different materials expand at different rates. Changes in weather, the surrounding temperature and settling are all forces contributing to the contraction, and expansion rates. These forces can cause both exterior and interior caulked seams to separate when different materials adjoin each other. This separation does not indicate improper workmanship. 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.

CONCRETE FLATWORK

Homeowner Care and Maintenance

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

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

Color

Concrete slabs will vary in color based on the surrounding environment. Century Complete provides no correction for this condition. A common condition with concrete, called efflorescence, is also not covered. There are methods to remove calcification using a ratio of tri-sodium phosphate and water, along with a brush. Consult a professional should you have questions.

Heavy Vehicles

Prohibit commercial or other extremely heavy vehicles such as moving vans, recreational vehicles and other large delivery trucks from pulling onto your driveway. We design and install concrete drives for conventional residential vehicle use only: family cars, vans, light trucks, bicycles and so on.

Ice, Snow, Chemicals and Fertilizer

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 snowstorms. Protect concrete from abuse by chemical agents such as pet urine, fertilizers, radiator overflow, repeated hosing, or de-icing agents, such as road salt that can drip from vehicles. All of these items can cause spalling (chipping of the surface) of concrete and are not covered by Century Complete.

Expansion Joints

Remove plant growth from the expansion joints as soon as it appears. Left to grow, the roots expand and will crack or damage your concrete.

Sealer

A concrete sealer, available at paint stores, will help you keep an unpainted concrete floor clean. Use only products designed to clean and seal concrete.

Spalling (Surface Chips)

Causes of spalling include repeated hosing of concrete for cleaning, animal urine, radiator overflow, fertilizer, un-cleared 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 run-off. Century Complete will correct conditions that cause water to remain longer than 24 hours, unless it is from run-off of melting ice or snow, a continuous rain, or precipitation and temperature levels that don't allow water to evaporate.

CONDENSATION**Homeowner Care and Maintenance**

When warm, moist air comes into contact with cooler surfaces, the moisture condenses. Outside we see this as dew; inside you may see it as a layer of moisture on glass windows and doors. This condensation comes from high humidity within the home combined with low outside temperatures and inadequate ventilation. Family lifestyle significantly influences these conditions.

Humidifier Operation

If your home includes a humidifier, closely observe manufacturer's directions for its use. Instructions to turn the humidifier off during air conditioning season are typical. Moderate settings in winter can maintain desired comfort levels without contributing too much moisture to your home. You may need to experiment to find the correct level for your family's lifestyle.

Temperature

Avoid setting your thermostat at extreme temperatures. Heating your home will cause the materials to dry out faster, generating more moisture into the air; drying the materials out too fast also increases shrinkage cracks and separations.

Ventilation

Develop the habit of using exhaust fans in bathrooms and over the stove. When weather conditions permit, open windows so fresh air can circulate through your home. Keep the dryer exhaust hose clean and securely connected.

COUNTERTOPS**Homeowner Care and Maintenance**

Use a cutting board to protect your counters when you cut or chop.

Laminated Countertop

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.

Mats

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

Caulking

The caulking between the countertop and the wall, along the joint at the backsplash (the section of counter that extends a few inches up the wall along the counter area), and around the sink may shrink, leaving a slight gap. Maintaining a good seal in these locations is important to keep moisture from reaching the wood under the countertop to prevent warping.

Cleaning

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

DOORS AND LOCKS**Homeowner Care and Maintenance**

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

Failure to Latch

If a door will not latch because of minor settling, you can correct this by raising or lowering the plate accordingly.

Hinges

You can remedy a squeaky door hinge by removing the hinge pin and applying a silicone lubricant. 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.

Privacy Lock Key

Keep a duplicate privacy lock key where children cannot reach it in the event a youngster locks himself 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 clog the lock.

Shrinkage

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

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 will loosen the hardware and causes the door to sag.

Sticking

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



TIP: Before planing a door because of sticking, try two other steps:

- Apply either a paste wax, light coat of paraffin, or candle wax to the sticking surface.
- Tighten the screws that hold the door jamb or door frame.

If planing is necessary even after these measures, use sandpaper to smooth the door and paint the sanded area to seal against moisture.

Warping

Century Complete will repair doors that warp in excess of the tolerances that impact the door's ability to latch correctly during the Fit and Finish period.

Weather Stripping

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

DRYWALL**Homeowner Care and Maintenance**

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

Ceilings

The ceilings in your home are easy to maintain: periodically remove dust or cobwebs as part of your normal cleaning and repaint as needed.



TIP: You can repair hairline cracks with a coat of paint and 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.

ELECTRICAL SYSTEM**Homeowner Care and Maintenance**

It is helpful to know the location of the breaker panel. During the Pre-Close Orientation, we will confirm the location of the main shut-off that controls all the electrical power to the home. It may be in the breaker panel or at another designated location. 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.

ARC Fault Interrupter (AFI)

Per building code, outlets in sleeping areas are required to have an AFI as a safety feature. Do not overload the outlets. Test on a regular basis to make sure the outlets are working properly.

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.

Breakers Tripping

Breakers trip because of 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.



TIP: If any circuit trips repeatedly, unplug all items connected to it and reset it. 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 and is considered normal.

Fixture Location

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

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 additional refrigerators, freezers or power tools will trip the GFCI breaker.

Caution: Never plug a refrigerator or food freezer into a GFCI-controlled outlet. The contents will be ruined and the limited warranty does not cover such damage.

Each GFCI circuit 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 multiple outlets.

Grounded System

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

Light Bulbs

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

Luminous Light Panels

Translucent panels covering ceiling lights are made of polystyrene plastic. To clean, gently push up, tilting the panel slightly and remove it from the fixture frame. Wash with a diluted (one to two percent) solution of mild detergent and warm water. Do not rinse; the soap film that remains reduces static electricity that attracts dust.

Bulbs for these fixtures can be purchased at home centers or hardware stores. Avoid exceeding the wattage indicated inside the fixture.



TIP: Over time, the plastic panel may yellow and become brittle and may need to be replaced if it cracks or breaks. Replacement material can be found at home centers and hardware stores. Most suppliers will cut the panel to fit, so if you need to purchase a replacement be sure to note the size you need.

Modifications

If you wish to make any modifications, contact a licensed electrician. Having another electrician modify your electrical system during the warranty period will 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, GFCI or Arc Fault. 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. Teach children to never touch electrical outlets, sockets or fixtures.

Underground Cables

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



TROUBLESHOOTING TIPS: NO ELECTRICAL SERVICE

No Electrical Service Anywhere in the Home

Before calling for service, check to confirm that the:

- Service is not out in the entire area. If so, contact the utility company.
- Main breaker and individual breakers are all in the on position.

No Electrical to One or More Outlets

Before calling for service, check to confirm that:

- The main breaker and individual breakers are all in the on position.
- The applicable wall switch is on.
- The GFCI is set (*see details on GFCIs on page 3.10*).
- The item you want to use is plugged in.
- The item you want to use works in other outlets.
- The bulb in the lamp is good.

Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

FENCING

Homeowner Care and Maintenance

Depending on the community in which your home is located, fencing may be included with your home, it may be an optional item, or it may be an item you consider adding after your move-in. When Century Complete installs fencing as part of your new home, we confirm it is in good condition during your orientation. All types of fencing require routine maintenance and staining is recommended.

Drainage

In planning, installing and maintaining fencing, allow existing drainage patterns to function unimpeded. When installing a fence, use caution in distributing soil removed to set posts to avoid blocking drainage swales. Plan enough space under the bottom of a wood fence for water to pass through.

Variation

Height and location of Century Complete installed fences will vary with lot size, topography and shape. Century Complete must meet the requirements of the Design Review process just as any homeowner would.

FOUNDATION

Homeowner Care and Maintenance

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

Cracks

Even though an engineer designed the foundation and we constructed it according to engineering requirements, surface cracks can still develop in the wall. Surface cracks are not detrimental to the structural integrity of your home. If a crack develops in a foundation wall that exceeds the standards, follow the procedures for submitting a warranty claim.

FURNACE

Homeowner Care and Maintenance

Below are some helpful furnace maintenance guidelines:

- Schedule annual service of the furnace in the fall before operation.
- Check the temperature of your supply air grates to ensure you are able to feel warmth.
- Check all visible wiring and electrical connections for signs of damage like burns, unraveling wires and loose nuts.

- Check your vent-connection pipe and chimney for rust or gaps — venting system parts can deteriorate over time.
- If you have a gas furnace as part of your heating system, make sure you have a clean and properly sized filter in place.

At the start-up of your system each fall, an inspection of the burners, combustion area, venting and even flame appearance is advised. For gas furnaces, an inspection of the air intake and winterization is needed. Detailed instructions can be found in your owner's manual.



TROUBLESHOOTING TIPS

System Not Running

- Check to make sure that your control or thermostat is set in the HEAT position. Make sure that the temperature is set warmer than the current indoor temperature. If it isn't, your system won't know to provide heating.
- Make sure that your furnace's power is on. Try turning the fan to ON using the fan switch on the control or thermostat to test for power to the furnace.
- Check the circuit breakers in your home's circuit breaker box (electrical panel) to make sure they're in the ON position.
- Check the furnace power switch to be sure it's in the ON position.

System Not Heating Enough

- Check the filter for buildup. Follow the manufacturer's recommendations on time period for changing the filters. If you don't change the filter it will eventually become so full, it will block the proper airflow and strain your furnace.
- Check all return air grilles to make sure they are not blocked. Return air grilles are larger and are located on a wall or the ceiling. They might require vacuuming or dusting to remove buildup of dust.
- Check all supply registers to make sure they are open and blowing air.
- If you still don't feel heat then the unit will need service.

Other Signs That May Indicate a Service Call May be in Order

You hear your indoor-unit fan coming on but the air from the registers isn't warm or the fan is turning on and off more frequently than usual.

NOTE: If your system control has a "Constant ON" feature, you will not always feel warmth, even though air may be blowing.

GARAGE OVERHEAD DOOR

Homeowner Care and Maintenance

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

Light Visible

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

Lubrication

Every six months, apply a lubricant such as silicone spray to all moving parts: track, rollers, hinges, pulleys and springs. Avoid over-lubricating to prevent drips on vehicles or the concrete floor. Also, check to see that all hardware is tight and operating as intended without binding or scraping.

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.

GRADING AND DRAINAGE

Homeowner Care and Maintenance

The final grades around your home have been inspected and approved for proper drainage of your lot. Our local building authorities inspect the grades of the yard to make sure they comply with the approved drainage plan. Yards drain from one to another. You and your neighbors share an overall drainage plan for the community. Use caution when installing landscaping, fencing or additions to your home to prevent causing water problems on adjacent lots.

Drainage

The final grade of your yard has been designed to provide a positive flow of water away from the foundation of your home. Maintain the slopes around your home to permit 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.

Exterior Finish Materials

Maintain the top of the grass to six inches *below* siding, stucco, brick or other exterior finish materials. Contact with the soil can cause deterioration of the exterior finish material and encourages pest infestations.

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.

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 and compacted 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.

GUTTERS AND DOWNSPOUTS**Homeowner Care and Maintenance**

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.

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.

HARDWARE**Homeowner Care and Maintenance**

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 apply lubrication or tighten screws.

HEATING SYSTEM: HEAT PUMP**Homeowner Care and Maintenance**

If your home contains a heat pump system, you should be aware of the performance characteristics unique to those systems. As with any system, read the manufacturer's literature and follow all instructions for efficient operation and maintenance of your system. Clean or replace filters once a month.

Air Circulation Across Coils

Keep the outside unit clear of any materials that would interfere with air circulation. Snow, ice, landscaping materials, trash, leaves and other accumulating items can cause inefficiency or damage the unit.

Air Conditioning and Heating

A heat pump system operates differently from a gas forced-air furnace. The same system provides both heat and air conditioning. This is possible because a refrigerant flows back and forth in the coils of the heat pump, controlled by a reversing valve.

In the heating mode, the heat pump removes heat from the outside air and transfers it to the inside air. In the cooling mode, it does just the opposite, removing heat from the inside air and discharging it outside of the home. The thermostat inside your home controls this heating or cooling activity.

Air Temperature at Vents

Do not expect dramatic temperature differences in the air coming from the vents as is common with other kinds of systems. The coils used in a heat pump system operate at lower temperatures than those common in a gas forced air system. As a result, for example, in the heat mode, air from the supply vents will typically range from 85 to 90 degrees F. The vents will not feel hot, though the air discharged is warmer than the air in the room by as much as 20 degrees.

Auxiliary Heat System

At lower outside temperatures, less heat is available for the heat pump to draw from the exterior air. Therefore, from time to time the auxiliary heat system will come on to maintain the temperature you set at the thermostat. The auxiliary system will also come on whenever the temperature at the thermostat is moved 1.5 degrees or more at one time. If the light stays on when the outside temperature is more than 30 degrees F, contact a service person.

Defrost Cycle

When the heat pump is operating in the heat mode, the coils outside may reach below freezing temperatures. Moisture in the air will condense into frost and accumulate on the coils under these circumstances. From time to time, the system will go into defrost mode to clear accumulated frost from the coils. This is a normal part of the operation of the system and will occur automatically.

During the defrost cycle; the outside fan will stop temporarily. The temperature of airflow into the home will be a bit lower during the defrost cycle. The defrost cycle can only occur once every 90 minutes and lasts no longer than 10 minutes.

Night Setback

Unless you have a night setback thermostat designed to work with a heat pump system, do not turn the thermostat down in the evenings. Adjust the temperature a fraction of a degree at a time until a comfortable, permanent setting is found.

Register Adjustment

Registers could possibly 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 airflow too much and reduce the efficiency of the system.

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.

**TROUBLESHOOTING TIPS**

No heat or auxiliary heat stays on when outside temperature is 30 degrees or above. Before calling for service, check to confirm that:

- The thermostat is set to “heat” and the temperature is set above the room temperature.
- The breaker on the main electrical panel is on. (Remember, if a breaker trips, you must turn it from the tripped position to the off position before you can turn it back on.)
- The filter is clean to allow airflow.
- The vents in individual rooms are open.
- The air returns are unobstructed.
- Snow or other materials do not block the outside unit.
- The outside coil does not have excessive ice buildup.

Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

LANDSCAPING**Homeowner Care and Maintenance**

Providing complete details on landscape design is beyond the scope of this manual. Many excellent books, videos and computer software programs are available that offer you this information. Local nurseries and landscape professionals can also assist you.



TIP: In planning your landscaping, think of proportion, texture, color, mature size, maintenance needs, soft and hard surfaces, lighting, fencing, edging and water requirements. A beautiful yard requires considerable planning and regular attention. Most homeowners take years to achieve the yard they want. Planning to install items in stages can spread the cost and work over several seasons.

Regardless of the source of your design, plan to install the basic components of your landscaping as soon after closing as weather permits. In addition to meeting your homeowner association requirements to landscape in a timely manner, well-designed landscaping prevents erosion and protects the foundation of your home.

Additions

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

Bark or Rock Beds

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

Erosion

Until your yard is established and stable, erosion will be a potential concern. Heavy rains or roof runoff can erode soil. The sooner you restore the grade to its original condition, the less damage will occur.

Erosion is of special concern in drainage swales. If swales become filled with soil runoff, they may not drain the rest of the yard, causing further problems. Correcting erosion is your responsibility. You may need to protect newly planted seed with erosion matting or reseed to establish grass in swales. It can take several years to fully establish your lawn in such challenging areas.

Hired 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 Century Complete. You will be held responsible for any damages to your neighbor's yard as a result of drainage alterations.

Natural Areas

During construction, we remove construction debris from natural areas. Removing dead wood, tree limbs, fallen trees or other natural items is your responsibility.

Planting

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

Plant Selection

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

See also "Property Boundaries" on page 3.25.

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.

Irrigation System

If Century Complete included a sprinkler system with your home, we will arrange to have the installer demonstrate the system and make final adjustments shortly after you move in. The installer will note and correct any deficiencies in the system at the same time. Whether we install or you install it yourself, keep these points in mind:

- You are responsible for routine cleaning and adjusting of sprinkler heads as well as shutting the system down in the fall. Failure to drain the system before freezing temperatures occur can result in broken lines, which will be your responsibility to repair.
- Conduct weekly operational checks to ensure proper performance of the system. Direct sprinkler heads away from the home. Trickle or bubbler-type irrigation systems are not recommended for use adjacent to your home.
- Automatic timers permit you to water at optimum times whether you are at home, away, awake, or asleep. The amount of water provided to each zone can be accurately and consistently controlled and easily adjusted with a timed system. Check the system after a power outage and keep a battery in place if your system offers that as a backup.

Stones

The soil in your area may have stones and rocks. Removing these naturally occurring elements is a maintenance activity. If Century Complete installs seed or sod, large rocks will be picked up and surface raking performed. You will need to provide continued attention to this condition as you care for your yard. In a new yard it is normal for rock to work their way to the surface after it has been final graded and raked. These rocks are your responsibility.

Trees

Trees and other plant materials that exist on the lot when construction begins and are not part of any landscaping installed by Century Complete are excluded from warranty coverage.

Utility Lines

A slight depression may develop in the front lawn along the line of the utility trench. To correct this, roll back the grass, spread topsoil underneath to level the area, and then re-lay the grass.

Before any significant digging, check the location of buried service leads by calling the local utility locating service. In most cases, wires and pipes run in a straight line from the main service to the public supply.

Waiting to Landscape

If you leave bare soil without landscaping or ground cover, it erodes. Correcting erosion that occurs after closing is your responsibility.

Weeds

Weeds will appear in your new lawn whether seed or sod is used and if your yard is left un-landscaped, it will quickly begin to show weeds. When soil is disturbed, dormant seeds come to the surface and germinate. The best control is a healthy lawn, achieved through regular care including fertilization, pest and weed control on an annual maintenance program.

MILDEW AND MOLD

Homeowner Care and Maintenance

Mildew and mold are fungi that spread through the air in microscopic spores and occur naturally in our environment, both inside and outside of the home. Mildew thrives on wet or damp surfaces where organic material is present such as dirt, wood or dust. On siding, mildew or mold may look like a layer of dirt. Cleaning mildew from your home is your responsibility.

PAINT AND STAIN

Homeowner Use and Maintenance Guidelines

Avoid abrasive cleaners, scouring pads or scrub brushes. Flat paints show washing marks more easily than gloss paints do. It is often better to touch up marks on the paint rather than washing the paint.

Exterior

Regular attention will preserve the appearance 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.

Touch up the exterior painted surfaces of your home approximately every two to three years or as often as your paint manufacturer suggests for your area and climate. Climatic conditions impact the paint used on the exterior. Over time, this finish will fade and dull a bit. Depending on the exposure to weather of each surface, the paint on some parts of your home may begin to show signs of deterioration sooner than others.

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.



TIP: Avoid having sprinklers spray water on the exterior components 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. Promptly inspect and 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 roller, applying paint only to the damaged spot. Touch-up may not match the surrounding area exactly, even if the same paint mix is used.

Wall Cracks

We suggest that you wait until after the first heating season to repair drywall cracks or other separations due to shrinkage. *See also "Drywall" on page 3.9.*

PESTS AND WILDLIFE

Homeowner Care and Maintenance

Insects such as ants, spiders, wasps, bees and animal life such as woodpeckers, squirrels, mice and snakes, may fail to recognize that your home belongs to you. Addressing concerns involving these pests and wildlife goes with being a homeowner. Informational resources include among others, the state wildlife service, animal control authorities, the county extension service, pest control professionals, Internet and public library.

PHONE JACKS AND MEDIA OUTLETS

Homeowner Care and Maintenance

Your home is equipped with telephone jacks and media outlets as shown on the selection sheets. Initiating phone service, additions to phone service, and moving phone and media outlets for decorating purposes or convenience are your responsibility.

PLUMBING

Homeowner Care and Maintenance

Your plumbing system has many parts, most of which require little maintenance. Proper cleaning, occasional minor attention, and preventive care will assure many years of good service from this system.

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. Aerators should be removed and cleaned on a quarterly basis to remove the buildup of minerals. Follow manufacturer recommendations for maintenance.

Cleaning

Follow the manufacturer's directions for cleaning fixtures. Avoid abrasive cleaners. 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.

Clogs

The main cause 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. These items should not be disposed of in your toilets and are not covered under the limited warranty.



TIP: 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.

Freezing Pipes

Provided the home is heated at a normal level, pipes may still freeze at wind chill temperatures above freezing. Set the heat at an acceptable temperature to keep the pipes from freezing 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. You may use an ordinary hair dryer to thaw pipes that are frozen. Never use an open flame. Also, you may contact a plumber for assistance to properly thaw frozen pipes.

Leaks

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

Low Flush Toilets

Where applicable, Century Communities will install low-flow, water-conserving toilets in your home. It is not uncommon that 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.

Low Pressure

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

Main Shut-Off

The water supply to your home can be shut off entirely in two locations. The first is in the garage (or at a designated location) and the second is at the meter. During the Pre-Close Orientation, we will confirm both main shut-off locations.

Outside Faucets

Outside faucets must be winterized to protect them from freezing during the winter months. It is your responsibility to make sure the outside faucets are winterized. **The Century Complete Limited Warranty does not cover outside faucets or pipes that break because they froze and weren't properly maintained.** 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.

Porcelain, Tile and Fiberglass

You can damage the surface of porcelain, tile and fiberglass 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. If the issue persists, shut the water off at the shut-off valve.

Shut-Offs

Main water shut-off is located where the water line comes into your home. 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. You should clearly mark this shutoff and keep all objects away from it so you have an unobstructed path to it in the event of an emergency. Each toilet has a shut-off on the water line under the tank. Hot and cold shut-offs for each sink are on the water lines under the sink.

Stainless Steel Sinks

Clean stainless steel sinks with soap and water to preserve their luster. When cleaning always clean in the direction of the grain. Avoid using abrasive cleaners or steel wool pads; these will damage the finish. Prevent bleach from coming into prolonged contact with the sink as it can pit the surface. An occasional cleaning with a good stainless steel cleaner will enhance the finish. Also avoid using the sink as a cutting board — sharp knives will gouge the finish.

Local water conditions affect the appearance of stainless steel. A white film can develop on the sink if you have over-softened water or water with a high concentration of minerals. In hard water areas, a brown surface stain can form appearing like rust.

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.



TROUBLESHOOTING TIPS: PLUMBING

No Water Anywhere in the Home

Before calling for service, check to confirm that:

- The main shut off inside your home is open.
- The main shut off at the street is open.
- The individual shut-offs for each water-using item are open.

No Hot Water

See “TROUBLESHOOTING TIPS: WATER HEATER” on page 3.31.

Leak Involving One Sink, Tub, or Toilet

- Check caulking and grout.
- Confirm shower door or tub enclosure was properly closed.
- Turn water supply off to that item.
- Use other facilities in your home and report problem on next business day.

Leak Involving a Main Line

- Turn water off at the meter in your home.
- Call emergency number for service.

Back Up at One Toilet

- If only one toilet is affected, corrections occur during normal business hours.
- Shut off the water supply to the toilet involved.
- Use a plunger to clear the blockage.
- Use a snake to clear the blockage.
- Contact a router service or plumber to clear the blockage.

Sewer Back Up Affecting Entire Home

- Remove personal belongings to a safe location.
- If items are soiled, contact your homeowner insurance company.

Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

PROPERTY BOUNDARIES

Homeowner Care and Maintenance

At closing, you will receive a copy of a survey that shows your lot and the location of your home on the lot. To construct the home, Century Complete established the property boundaries and corners.

During construction, some of the property stakes may be affected or covered up by installation of utility lines and other typical construction activities. If you wish to install a fence, swimming pool, add a deck or patio to your home, or otherwise establish a permanent structure, we advise that you have professional surveyors locate easements and mark property boundaries to be certain they are accurate and you have found all corners.

HOMEOWNERS ASSOCIATION

When most neighborhoods are developed, three things are determined:

- The overall character of the community.
- The shared common areas.
- Any included services.

Most communities will have a Property Owners Association (POA) or a Homeowners Association (HOA), which is the organization responsible for operating and maintaining these community features.

The HOA is formed during the community's design process. Once the HOA is created, property owners become automatic members and have certain rights and obligations. At the early stages of the community, the developer owns the majority of the home sites in the community; therefore, the developer has the majority of the votes within the HOA.

The initial board will guide and manage the HOA. The community is dependent upon the developer's financial support, leadership and decision making. As the community nears completion, so does the developer's control of the HOA. At this point, the HOA becomes self-governing. The initial board will hire an association or property manager to handle the day to day operation of the community such as ensuring the common facilities are properly maintained and the community rules are enforced. The HOA has other responsibilities to the community members. The enforcement of the Declaration of Covenants and Restrictions is one of the important responsibilities.



TIP: We urge you to read and become familiar with the Declaration of Covenants and Restrictions of your community. You were provided with these documents at the time you signed your contract and/or the closing of your home. If you have any questions regarding the Declaration of Covenants and Restrictions, please contact your HOA.

RAILINGS (INTERIOR)

Homeowner Care and Maintenance

Stained or wrought iron railings in your home require little maintenance beyond occasional dusting or polishing. Protect railings from sharp objects or moisture. Cover them during move-in so large pieces of furniture do not cause dents or scratches.

Stained railings will show variation in the way the wood grain took the stain. Some designs show joints where pieces of wood came together to form the railing.

RESILIENT FLOORING

Homeowner Care and Maintenance

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 specific floor finish.

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. If any remnants remain when installation of your floor covering is complete, we leave them to assist with such repairs.

No-Wax Flooring

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, 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.

ROOF

Homeowner Care and Maintenance

The shingles on your roof do not require any treatment or sealer. The less activity your roof experiences, the less likely it is that problems will occur.

Clean Gutters

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

Ice Dam

On occasion, depending on conditions and exposure, as rising heat from inside your home melts snow on the roof, the water runs down and when it reaches the cold eaves, it may freeze. An accumulation of this type of ice dams the subsequent runoff and the water begins to back up, sometimes working its way up and under shingles, ultimately leading into your home through windows or ceilings.

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.

Roof Leak

Where practical, place a container under dripping water. If a ceiling is involved, use a screwdriver to poke a small hole in the drywall to release the water. Be careful to move personal items from this area. Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call. If damage occurs, contact your homeowner's insurance company to submit a claim. Report the leak to Century Complete during the first available business hours. Please note: For safety reasons, roof leaks can't be repaired while it's raining.

SHOWER DOORS OR TUB ENCLOSURES

Homeowner Care and Maintenance

Shower doors and tub enclosures require minimal care. Avoid hanging wet towels on corners of doors; the weight can pull the door out of alignment and cause it to leak.



MAINTENANCE TIPS:

- Use a squeegee to remove water after a bath or shower to keep mineral residue and soap film to a minimum.
- Applying a coat of wax or Rain-X can to help prevent buildup of minerals and soap.
- Use cleaning products suggested by the manufacturer to avoid any damage to the trim and hardware.
- Check and touch-up caulking on an as-needed basis.

SIDING

Homeowner Care and Maintenance

Siding expands and contracts in response to changes in humidity and temperature. Some expansion, shrinkage and separations may be noticeable under different weather conditions. These behaviors cannot be entirely eliminated.

Wood and Wood Products

Wood or wood-product siding will require routine refinishing. The timing will vary with climatic conditions. Maintain caulking to minimize moisture entry into the siding. Note that some paint colors will require more maintenance than others and some sides of the home may show signs of wear sooner based on their exposure to the elements. Some wood siding, such as cedar, is subject to more cracking and will require more maintenance attention.

Vinyl

Vinyl siding will occasionally require cleaning. Start at the top to avoid streaking and use a cleaning product recommended by your siding manufacturer. Follow directions carefully.

Cement Based Products

Cement based siding will require repainting and caulking just as wood products do.

See also "Paint and Stain" on page 3.20 and "Wood Trim" on page 3.34.

SMOKE/CARBON MONOXIDE DETECTORS

Homeowner Care and Maintenance

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

Battery

If a smoke detector makes a chirping sound, that is a sign that the battery needs to be replaced. Follow manufacturer instructions for installing a new battery. This may also indicate that the smoke detector needs to be cleaned.

Cleaning

For your safety, clean each detector monthly by wiping or blowing out dust and debris from the unit to prevent a false alarm or lack of response in a fire. After cleaning, push the test button to confirm the alarm is working.

Locations

Smoke and carbon monoxide detectors are installed in accordance with building codes, which dictate locations. Century Complete cannot omit any smoke detector and you should not remove or disable any smoke detector.

STAIRS**Homeowner Care and Maintenance**

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.

TERMITES**Homeowner Care and Maintenance**

We treat the foundation of your home for termites and provide you with a certificate confirming that treatment. Treatment for other types of insects or animal infestations is your responsibility.

If you believe you see signs of termites or if you have any questions, contact your termite treatment company for guidance.

TILE**Homeowner Care and Maintenance****Cleaning**

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. Remember to wipe spills away promptly to avoid staining the grout.

The 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 any 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 may be voided. Check with the manufacturer before sealing your grout.

Separations

Expect slight separations to occur in the grout between tiles. 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. 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.

Tile is Brittle

Tile is relatively brittle and can be broken by a sharp blow from a heavy object, and is not covered under our warranty.

Hollow Surrounding Areas

It is not a workmanship defect for the tiles to sound hollow. We will only replace a tile that sounds hollow when the grout is cracked completely around the tile.

VENTILATION

Homeowner Care and Maintenance

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 Vents

Attic ventilation occurs through vents in the ridge or top of the roof and the soffit (the underside of the overhangs). Driving rain or snow sometimes enters the attic through these vents. Do not cover them to prevent this.

Daily Habits

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 HVAC system.
- Develop the habit of running the hood fan when you are cooking.

- Turn on the bath fans when bathrooms are in 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.

WATER HEATERS (ELECTRIC — IF APPLICABLE)

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. Refer to the manufacturer's literature for step-by-step instructions and drawings, or contact an authorized service company.

Pressure Relief Valve

At least once each year, manually operate the pressure relief valve. Stay clear of the discharge line to avoid injury. Refer to the 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.

Water Temperature

The water heater temperature is preset by the manufacturer. Century Complete nor our subcontractors alter this setting. If you require a higher water temperature, you will need to adjust it. The adjustment of the water temperature is **not a covered warranty item**. This is your responsibility.



TROUBLESHOOTING TIPS: WATER HEATER

No Hot Water

Before calling for service, check to confirm that:

- The water heater breaker on your main electric panel is in the on position. (Remember if a breaker trips, you must turn it from the tripped position to the off position before you can turn it back on).

- The temperature setting is not too low.
- The water supply valve is open.

Leaking Tank

- Once you determine that your water heater is leaking, the first thing you should do is turn off the power supply.
- Turn off the breaker for the water heater in the circuit breaker box (typically located in the garage). Water and electricity can be a dangerous combination, so it's important you do this before going forward.
- Turn off the water supply.
- If the water heater leaking is significant, turn off the water supply at the cold water shut-off valve.
- Most water heaters have a valve located above the water heater (by code they are required to be here) that will shut off the water supply.
- Then, call a plumber for assistance.

Refer to the manufacturer's literature for specific locations of these items and possibly other troubleshooting tips. Even if the trouble shooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

WATER HEATERS (GAS)

Homeowner Care and Maintenance

Before troubleshooting your gas water heater, check for the odor of gas. If you smell gas, call your gas supplier immediately and have them check for leaks.

Problem: No Hot Water

Remove the inner and outer burner access covers and check to see if the pilot light is lit.

If pilot light is not lit:

- Attempt to re-light pilot light following the instructions posted on your water heater. If the pilot light will not re-light, the problem could be a clogged pilot line, or gas is not reaching the water heater. Check with your gas supplier.

If the pilot light will light but does not stay lit when the gas valve control is released, the problem could be a defective thermocouple or perhaps a loose thermocouple connection to the gas control valve. Make sure the thermocouple connection to the control valve is tight, or consult with a licensed professional.

If pilot light is lit:

- Turn on a hot water tap and let the water run for several minutes. Check to see if burner comes on. If not, run the hot water several more minutes. If the burner still does not come on, the problem could be a defective control valve/thermostat. Check to see if the control valve knob is in the "on" setting and not set to the "pilot" position.

Problem: Insufficient Hot Water

Check the thermostat setting, it may be set too low. Check for leaking faucets. To check for other possible causes contact a plumber for assistance.

Problem: Slow Hot Water Recovery

Over time, sediment and minerals from the local water supply will accumulate in the water heater tank. Follow manufacturer guidelines for flushing the water heater to remove this buildup.

Problem: Discharge From TP/Relief Valve

The relief valve will operate if either the water temperature is too high or if the pressure in the gas water heater gets too high. If the inlet to the water heater is fed directly from the water main with no pressure relief valves or check valves between them, then when the water heater heats the water and it expands, the extra volume of water simply flows back toward the water main. If there is a blockage such as a check valve or pressure reducing valve with a defective bypass, then the increase in water volume has nowhere to go and the pressure will increase dramatically. Another possibility is that the city water pressure has increased above the setting of the relief valve.

Problem: Pilot Light Won't Stay Lit

Sometimes a draft will blow the pilot light out. Make sure the burner access covers are in place. Other possible causes are dirt in the gas line, loose thermocouple connections, or a defective thermocouple. Consult a licensed professional to inspect the unit.

Problem: Popping or Banging Noise

Scale can build up in the bottom of the tank causing all sorts of noises to occur while the gas hot water heater is heating water. Try flushing the tank.

Problem: Stinky Hot Water

Certain types of bacteria can react with the magnesium anode rod resulting in a rotten egg odor. Clean the tank using chlorine bleach or changing the anode rod to aluminum usually will solve the problem.

Problem: Leaking Tank

- Once you determine that your water heater is leaking, the first thing you should do is turn off the power supply.
 - **Gas water heater:** It should have an on/off switch or dial. Make sure it is set to “off”. Avoid closing the gas shut-off valve if possible. These valves can be finicky and susceptible to failure over time, so it is best that they be left alone.
- Turn off the water supply.
 - If the water heater leaking is significant, turn off the water supply at the cold water shut-off valve.
 - Most water heaters have a valve located above the water heater (by code they are required to be here) that will shut off the water supply.
- Then, call a plumber for assistance.

WARNING: Water heaters are typically factory-set to heat water to 125° F. When turned all the way up to maximum temperature (which can be anywhere from 160° F to 190° F) serious injuries can result from even indirect contact with the water. Always take precautions to avoid coming into contact with heated water.

WINDOWS, SCREENS AND SLIDING GLASS DOORS

Homeowner Care and Maintenance

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

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.

Sills

Window sills in your home are made of wood or a wood product. The most common maintenance activity is dusting. Twice a year, check caulking and touch-up as needed. Protect wood and wood product sills from moisture. If you arrange plants on a sill, include a plastic tray under the pot.

Sliding Glass Doors

Sliding glass doors are made with tempered glass, which is more difficult to break than ordinary glass. If broken, tempered glass breaks into small circular pieces rather than large splinters, which can easily cause injury.

Keep sliding door tracks clean for smooth operation and to prevent damage to the frame. Silicone lubricants work well for these tracks. Acquaint yourself with the operation of the sliding glass door hardware for maximum security.

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.

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.

WOOD TRIM

Homeowner Care and Maintenance

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.

WHAT IS NOT COVERED?

For the most part, items **not** covered by the warranty are:

- **Repairs or Alterations by Owner**
Century Complete is not responsible for repair of any part of your home, whether structural or not, which you (or someone you hired) have repaired, altered or attempted to repair.
- **Ordinary Wear and Tear**
The warranty does not cover damage due to ordinary use, wear and tear. This would include cuts, scratches, gauges or wear from foot traffic.
- **Major Catastrophes**
Major natural catastrophes (such as earthquakes, floods, tornadoes or hurricanes), other acts of God (such as hail, severe rainstorms, lightning or excessive winds) or war. The National Weather Bureau defines excessive wind as “wind gusts of 57 mph or greater accompanying a severe thunderstorm.” You may refer to your homeowner insurance company for coverage of damages from these causes.
- **Lack of Normal Maintenance or Abuse**
The warranty does not repair damage caused by improper home maintenance or abuse of your home.
- **Weathering of Paint and Wood**
Century Complete cannot be responsible for the fading, cracking or peeling of original exterior paint caused by exposure to the elements. Since wood is porous, it shrinks as it dries, sometimes leaving minor cracks and other slight imperfections. Due to this natural characteristic, Century Complete will not repair such items unless the condition is abnormal such that it would not meet industry structural standards.
- **Hairline Cracks**
After construction of a new home, there is a period of normal adjustment and settling that often results in hairline cracks in concrete, drywall, tile, grout and other rigid materials. Since settling is normal and unavoidable, we will not repair hairline cracks in concrete, drywall, tile, grout and other rigid materials.
- **Damage Caused by Water Beds, Pool Tables, Hot Tubs**

The floor truss framing systems and decks are NOT designed to accept the extra load placed by **water beds, pool tables, hot tubs** or other heavy items. Before installing these items to your home, you will need to check with the manufacturer and engineer regarding the loads imposed on your home by these items. Century Complete and the warranty does not cover any resulting damage caused by the addition of these or any other heavy items.

- **Consequential and Incidental Damages**

Century Complete is not responsible for consequential or incidental damages caused by a defect, including bodily injury and/or damage to your belongings, personal property or improvements, inconvenience, temporary loss of use of items or home areas, lodging, meals or other personal expenses, unless required by applicable state laws.

- **Cost of Moving Furniture or Personal Items**

Century Complete will not move or be responsible for the cost of moving furniture or personal items required for the completion of warranty repairs. This is a homeowner responsibility.

- **Cleaning of Clothing, Furniture or Personal Items**

It is the homeowner's responsibility to move or adequately cover and protect clothing and personal items prior to and during the warranty repair work. We are not responsible for any items not adequately protected that become dirty as a result of debris and dust caused by warranty repairs.

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