



Homeowner Manual:

by Pfeifer Homes, Inc.

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1. National Association of Home Builders
2. Carol Smith, A National Customer Relations Expert
3. Home Builders Association of Greater Kansas City
4. Our office Staff

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GREEN CERTIFIED BUILDER



February 11, 2015

Mr. & Mrs. Stanfield
Lee's Summit, MO

Congratulations on your decision to purchase a new home from Pfeifer Homes, Inc. We share your excitement about your new residence and look forward to having you work with us during construction of your new home.

The Pfeifer Homes, Inc. Homeowner Manual has been designed to assist you during and after the purchase of your home. The information presented here will answer many questions and make this exciting time easier by preparing you for each step of your new home experience. In addition to guiding you through the process of purchasing and building, this manual provides you with maintenance guidelines and a description of our limited warranty program, component by component.

Please take time to review this material thoroughly. We suggest that you bring this manual to all meetings. As we progress, you will add items to it. When complete, your manual will provide a useful record of information about your new home.

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

Sincerely,

Pfeifer Homes, Inc.

Introduction

Pfeifer Homes, Inc.

Welcome to Pfeifer Homes,

With over 35 years of home building experience, Troy Pfeifer has teamed up with his son, Justin Pfeifer, who graduated with a Bachelor of Science Degree in Construction Management from Pittsburg State University. Together they are an innovative forward thinking team that will combine diverse design build technologies, comprehensive energy efficient green build strategies and value engineering into every home they build. Their “Design Build Advantage” system provides you, the customer, with the peace of mind that your new home will include enhanced environmental air quality and improved Energy / water efficiency all wrapped with state of the art thermal and air barriers into a value engineered design that will fit your lifestyle and budget.

Professional Team

In order to provide the highest level of service and customer satisfaction, Pfeifer Homes has formed a team of experienced industry professionals to assure that your home is constructed with quality and precision. Our team has combined over 50 years of site superintending and project management experience. Together they will provide daily direction to ensure that your new home is done right, on time and in budget. To complement the build team, our professional decorator will guide you through the selection process by assisting you with color and texture coordination to ensure your home personifies your personality and tastes. Then to complete the project, our proactive warranty team will be in communication with you at your scheduled walkthrough periods to ensure that your home is performing as intended and according to the construction standards contained in your Home Owner’s Manual.

Professional Designations

You will have peace of mind knowing that with over 35 years building experience Troy Pfeifer has kept up with the latest available education opportunities being offered by the National Association of Home Builders. He has earned and maintained the Certified Graduate Builder, Graduate Master Builder and Certified Green Professional designations as well as being a licensed contractor in all local jurisdictions.

Justin has been busy as well. While working in the industry as he grew up, he earned his Bachelor of Science Degree in Construction Management with an emphasis in Residential Construction from Pittsburg State University. While getting his degree he also earned his OSHA 30 Hour Safety Certificate, is licensed in all the local jurisdictions and is pursuing his own professional designations.

Consequently with 2 generations of nationally certified professionals managing Pfeifer Homes Inc., you can rest assured that your new home will include the latest in available technologies and building practices.

Awards

As president of Pfeifer King Building Corporation, Troy and his partner Randy King have earned over 20 prestigious awards. As early as 1991, Pfeifer King captured the attention of both the public and its competitors with a second place trophy for Parade of Homes' American Dream Award. By word-of-mouth, their reputation for quality-minded professionalism quickly spread. To date, Pfeifer King has earned over 16 Pick of the Parade and American Dream Awards, as well as the 1998, 2003, 2005, 2007, and 2011 Distinctive Plan and Design Award, the 2007 Kansas City Home & Garden's Home of the Year - Gold Award and the 2010 Better Homes and Gardens Gold Award for Best Green Home! Pfeifer Homes has continued the award winning homes tradition with a Pick of the Parade and Distinctive Plan and Design award in 2011. They also recently earned

three American Dream awards in spring of 2013. This recognition, from peers and the public alike, truly marks the pinnacle of Pfeifer Homes Inc. building achievements and highlights the quality of home they build for each and every customer.

What Happens Next?

An Overview of Your New Home Experience

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

Purchasing Your Home

The purchase agreement and various addenda constitute the legal understanding regarding the purchase of your new home. Please read the purchase agreement and all attachments carefully. As with any legal agreement, you may wish to have your attorney review them. Once all the paperwork is signed, we suggest you insert those documents in Section 2 of this manual, Purchasing Your Home.

Applying for Your Loan

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

Your New Home Selections

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

Construction of Your Home

We invite you to tour your new home with us at several points during construction. We also expect and welcome your casual visits to the site. Please read Section 5, Construction of Your Home, for guidelines on safety, security, and work in progress. Please bring this manual to all our meetings.

Homeowner Orientation

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

Closing on Your Home

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

Caring for Your Home

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

Your Feedback and Suggestions

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

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

Purchasing Your Home

You will use several standard forms when you buy your new home. These include the purchase agreement and several addenda. All parties must sign all forms and attachments before the purchase agreement becomes binding.

Purchase Agreement

The purchase agreement is the legal document that represents your decision to purchase a home. It describes your home (both a legal description and the street address), financing information, homeowner's association information, if applicable, and additional legal provisions. Several exhibits are typically attached to the purchase agreement. The features of the community determine the specific items, but the list below is typical.

Addenda

- Exhibit A:**
1. Builder provided addendum to real estate contract:
 2. Materials and Specifications list materials and methods to be used in construction of your home:
 3. Allowance Schedule lists categories and amounts included in the price of your home for finish materials you select.
 4. Blueprints of your home (normally completed after the contract is signed).

Exhibit B: Pfeifer Homes, Inc. Limited Warranty, a specimen copy for your study, with the actual warranty executed at the sign off walkthrough before closing.

Exhibit C: Homeowner Association Documents, where applicable.

Applying for Your Loan

The first item you'll need to take care of is the selection of a lender and completion of a mortgage application.

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

Loan Application Checklist

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

Property Information

___ The purchase agreement will include the legal description of the property and the price.

Personal Information

___ Social Security number and drivers license for each borrower.

___ Home addresses for the last two years.

___ Divorce decree and separation agreements, if applicable.

___ Trust agreement, if applicable.

Income

___ Most recent pay stubs.

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

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

___ W-2s for last two years.

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

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

Real Estate Owned

- ___ Names, addresses, phone numbers, and account numbers of all mortgage lenders for the last seven years.
- ___ Copies of leases and two years of tax returns for any rental property.
- ___ Market value estimate.

Liquid Assets

- ___ Complete names, addresses, phone numbers, and account numbers for all bank, credit union, 401K, and investment accounts.
- ___ Copies of the last three months statements for all bank accounts.
- ___ Copies of any notes receivable.
- ___ Value of other assets such as auto, household goods, and collectibles.
- ___ Cash value of life insurance policies.
- ___ Vested interest in retirement funds or IRAs.

Liabilities

- ___ Names, account numbers, balances, and current monthly payment amounts for all revolving charge cards.
- ___ Names, addresses, phone numbers, & account numbers for all installment debt & approximate balances and monthly payments for such items as auto loans and mortgages.
- ___ Alimony or child support payments.
- ___ Names, addresses, phone numbers, and account numbers of accounts recently paid off, if used to establish credit.

Please note that you may be asked to pay for a credit report and an appraisal upon signing the application.

Loan Processing

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

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

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

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

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

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

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

Typically, several weeks pass as these reports and forms are returned to the lender. If any delays are encountered, the loan officer may contact you for assistance. The credit reporting agency may call you to verify that the information they have gathered is correct. Once the loan processor has collected this standard documentation, you may be asked to write letters describing your assets, income, or credit. Few loans are finalized without requests for additional information just before the package is submitted to the underwriter for final approval. At this point you may become frustrated with the loan process. Please remember that your lender requests these letters to assist you in obtaining your financing. Do not hesitate to discuss your concerns with your loan officer. Perhaps he or she can provide some additional insight on what may seem to be redundant requests.

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

Loan Approval

During your first meeting, you and your lender determine the timing to obtain prequalification. This allows us to start the home even though final approval is still pending. You will discuss additional items that you may need to obtain final loan approval. Several weeks after your first meeting with the lender, you should receive loan approval. If any of the documents requested have not been returned to the lender in a timely manner, approval may take longer.

Contingencies

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

Loan Lock

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

New Home Selections

Part of the fun of buying a new home is selecting finish materials and colors. You will make these choices at various supplier showrooms with the assistance of your Interior Design team.

Selection Hints

The decorator will provide you with a selection sheet that lists the choices you have made. Schedule time to visit any supplier showrooms to make your selections as soon as possible. Plan to finalize your selections before the completion of framing of your new home. Your prompt completion of these selections helps prevent the delays caused by backorders.

Please be thorough. Our selection sheets are very detailed. Fill in all blanks completely. Costly errors arise from assumptions and incomplete selection sheets. Decorating choices that exceed the specified allowances, such as those for floor coverings, countertops, or light fixtures, will require additional payment. Although such amounts can be credited to you at closing and subsequently added to your mortgage, they are not refundable.

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

Your homeowners association and selections your future neighbors have already made may limit some of your choices for exterior finish materials. The sooner you can make your selections, the greater the number of choices you have. Selections often look different on a full-size home.

If suppliers have discontinued any of your selections, we will contact you and ask you to make an alternate selection within five days. Upon completion of this form, double-check all color numbers and names and sign and date each page.

Please retain your selection sheets for future reference. They are useful for matching paint colors, tile grout, and replacement items in your home.

Selections

Items selected through the professional decorator, Sarah Twenter, are outlined below: This selection process **will need to be completed before the framing of your home is complete** to assure that there will be no delays due to decorating selection.

Sarah Twenter
816-525-7856 Office

Appointment Date with Sarah Twenter _____

Blinds / Drapes	Tile - Floor
Cabinets (Formica Color, Wood Type, Finish Color)	Tile – Shower
Solid Surface or Granite Tops	Tile - Wall
Carpet / Vinyl (Location/Selections)	Vanities - (Marble Color / Bowl Style)
Hardwood Floors (Stain Color)	Wallpaper
Fireplace Hearths (Brick / Tile)	Woodwork (Color / Enamel/Stain)
Paint - Exterior (Base Color / Front Trim Color)	
Paint - Interior	

All **Cabinet Selections** will be done with the following cabinetmaker immediately following the completion of framing of your home. You will be notified to schedule your walk through with the cabinetmaker at this time. Final selections need to be complete within one (1) week following your cabinet walk through to assure that there will be no delays due to cabinet selection.

Appointment Date with Brandon Johnson _____

Brandon Johnson
Johnsons Custom Cabinets
1005 Industrial Drive
Pleasant Hill, MO
816-540-3755 Office

All **Lighting Fixtures** will need to be selected from Wilson Lights before the completion of the Insulation stage: This selection process will need to be completed before the Insulation of your home is complete to assure that there will be no delays due to lighting selection.

Appointment Date with Wilson Lights _____

Layne Crawford
Wilson Lights
10530 Marty
Overland Park, KS 66212
913-642-1500 Office
913-208-8910 - Mobile (Jason Tyler – Outside Sales Rep)

The following walk throughs will take place at your new home site at a time to be determined by Pfeifer Homes, Inc. Superintendent and the homeowner:

- Electrical Walk Through
- Structured Wiring Walk Through
- Security System Walk Through (if applicable)
- Trim Walk Through
- Exterior Deck Walk Through (if applicable)
- Exterior Drive, Walk and Patio Walk Through
- Homeowner Orientation before Closing
- Attachment “A” Walk Through day of Closing.

For all other **Optional** custom selections and upgrades refer to the supplier list located at the end of this section.

Custom Changes

The possibilities for your new home far exceed the popular ideas we suggest on our option and upgrade lists. In addition to the available options, you may have custom features you want us to incorporate into your new home. Think, dream, imagine, look. We will assist you in any way that we can to make these decisions as early as possible.

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

In order to deliver your home as close as possible to the target date, we order many items well in advance of installation. Once a particular item is ordered, making further changes may involve an adjustment in the planned delivery date and additional costs. By working within the boundaries of the change order schedule, listed on the next page, you can usually avoid both.

Reminder of “Change Order” Policy you signed at Contract

Without invalidating this contract, Buyer may order changes in the work within the general scope of the Building Documents. However, no changes are to be made except upon a prior written “Change Order” (written or electronic approval by buyer) consisting of the change, any additional cost or credit, and the additional number of days to be added to the completion date, if any.

- a. Any additional costs shall be paid at the time of signing the change order, unless agreed otherwise by the parties. If the change reduces the cost, Buyer will receive a credit, but Builder’s supervision and overhead expenses and profit will not be reduced.
- b. Buyer(s) understands that all change orders must be done directly with Builder. If the Buyer(s) has discussed the change with a supplier or subcontractor directly, then Buyer(s) need to notify Builder of the change so Builder can provide the written addendum and cost of the change.
- c. Buyer(s) is allowed to pay allowance overages for light fixtures and appliances directly to the current Pfeifer Homes Vendors. But all other allowance upgrades will be amended in writing by Builder and paid directly to Builder at the time of signing/electronic approval of the addendum.
- d. Either Buyer may sign/electronically approve the change order on his or her own behalf and on behalf of the other, and the approval shall be binding on both Buyers.

Cutoff Points for Changes

By completing any change orders according to the schedule below, you will save additional costs and avoid adding days to the construction schedule.

Changes Affecting	Should Be Made Prior To or During
1. Foundation	Prior to Permit Application
2. Windows, Doors & Elevations	Prior to Foundation
3. Garage Doors	Prior to Foundation
4. Fireplace	Prior to Framing
5. Drywall	Prior to Framing
6. Mechanical Systems	Prior to Completion of Framing
7. Plumbing & Fixtures	Prior to Completion of Framing
8. Exterior Brick	Prior to Completion of Framing
9. Insulation	Prior to Completion of Framing
10. Concrete Patio	Prior to Completion of Framing
11. Exterior Decks	Prior to Completion of Framing
12. Cabinets/Formica/Hardware	During Cabinet Walkthrough
13. Light Fixtures	Prior to Insulation
14. Interior Brick	Prior to Sheetrock
15. Vanity Tops	Prior to Sheetrock
16. Floor Coverings	Prior to Sheetrock
17. Wall/Floor Tiles	Prior to Sheetrock
18. Interior/Exterior Paint Stain & Enamel	Prior to Sheetrock
19. Hardware	Prior to Sheetrock
20. Electrical Wiring	During Electrical Walkthrough
21. Mirrors/Shower Doors	Prior to Interior Painting
22. Landscape Design	Prior to Finals

SWEAT EQUITY

You can go to the grocery store and purchase the ingredients for a delicious Italian dinner and then return home and painstakingly create the desired meal in your own kitchen. If that sounds like a lot of work, an alternative is to invite some friends for a potluck meal, with each family providing part of the meal. Still another possibility is to go to a restaurant where your menu selection is prepared and presented to you.

Home building offers you similar choices. There is the do-it-yourself approach. You collect all the house parts and assemble them yourself. Just as the meal you prepare sometimes costs less than the same meal purchased in a restaurant, you might save a bunch of money building your own home. This savings is called sweat equity, an investment in the form of work instead of dollars.

Then there's the potluck approach. Of course, with a potluck dinner, communication mishaps can result in having two salads and no dessert. The family bringing the garlic bread might arrive late. Somehow the gathering ends up with two bottles of White Zinfandel and no Chianti. Often the more cooks you have in the kitchen, the more opportunity you have for mix-ups. With a dinner, everyone laughs and enjoys the company. After all, you have no codes to meet for a potluck dinner. With a new home, unpredictability and confusion can be more serious and more costly - in time, dollars and peace of mind.

In exchange for savings in dollars, buyers who contribute materials or labor take certain risks and responsibilities that normally belong to the builder. These initially include administrative chores and delivery responsibilities. The tasks which grow from there to include scheduling, insurance, coordinating with other trades, warranty of their own work, damaging work completed by previous trades, and failure to meet code requirements, are legitimate concerns.

While there may be some benefits to providing your own labor or materials in some areas, there are some major responsibilities and risks that you will assume when you make this decision.

We frequently hear that Home Depot, Lowe's, and etc.... have the same light fixture for less money. Buying through a volume purchase discount store on the surface looks like a money savings, but most of the time this is not even close to the truth. When we purchase fixtures from our suppliers you know that the fixture is delivered to the job on time, pre-assembled, light bulbs included, correct chain and wire length installed and a service technician if any of these items are not correct and a one year service warranty if the fixture needs replaced. The superstores hand you a box with what you hope is an unbroken fixture, no on the job service or service warranty...And you still need to buy the bulbs, chain and deliver to the job by the schedule date. Oh yea, don't forget to pre-assemble the fixture upon delivery... Now multiply this by 25 or so fixtures in your home and you can easily see why the buyers that have tried this vow "Never to do that again."

Pfeifer Homes, Inc. selects the products they install in homes based on cost and past performance. The home buyer who chooses from a warehouse is making a decision without the benefit of a track record. While design and price may be attractive, if performance and durability cannot be relied on, the savings is deceiving. Since neither the builder nor the trade contractor supplies the item, neither will warrant it. When it breaks, prematurely wears out, or does not perform, the homeowner is on their own.

Buyer A - supplied the sink for their wet bar at a savings of \$86. Without realizing the significance of changing their minds at the last minute - and excited by the appealing variety at the discount lumber yard showroom - they bought an oval bar sink instead of the square one they said they were getting. Unfortunately the hole for the square sink had been cut using the template they originally supplied. Material and labor for the replacement countertop come to \$232. This cost was paid by the home buyers.

Buyer B - Thought they could save by installing their own central vacuum system. They arrived late on Friday and worked all weekend. On Monday the building inspector failed the home's rough frame inspection due to the holes cut by the buyers for tubes, wires and practice. Unfamiliar with the codes, the buyers inadvertently committed many violations. The insulation company had to be rescheduled while a carpenter was brought in to do repairs. Re-inspection was requested and a re-inspection fee paid. Rescheduling insulation meant rescheduling the drywallers, who went to another job in the interim. While the builder waited for them to complete that job, the home sat with nothing happening. The lender saw no reason to stop the construction loan interest from accruing during this time. The buyers paid the extra costs.

Buyer C - Who is in the business of installing heating and air conditioning systems, felt he would have a superior system for less if his company did that part of the construction. The assumption that a commercial heating contractor could make the transition to residential work added nearly three weeks to what should have taken three days. The cost in aggravation to the buyer and the builder was even more significant, especially when the buyer became angry that the original closing date had to be delayed.

Seven weeks after move-in, the water heater that Buyer D had supplied stopped heating water. The manufacturer claimed the problem was in the installation. The plumber who installed it claimed the problem was a defective part. The homeowner went without hot water while everyone pointed fingers and argued about who was responsible. The buyer had saved \$121 dollars by ordering, picking up, and delivering his own water heater. He and his family went without hot water for six days in return.

Diners seldom enter a restaurant with a plastic sandwich bag of veggies to contribute to the chef's minestrone or their own organically raised oregano for the spaghetti sauce. Can you image the reaction if a customer requested a couple of dollars be taken off the bill because he brought his own bread sticks? By selecting a restaurant, diners indicate their confidence in the chef and the staff. That chef and staff have an obligation to make the dining experience as enjoyable as they possibly can. Quality of the food, service, and atmosphere must all come together to please the customer. Good communication, training, and control are essential to successfully accomplish this.

The choice to cook at home, host a potluck, or go to a restaurant is yours. Indeed our world has a place for all three styles of dining...and home building. With us as your builder, we will strive for excellence; we will work hard to provide you with an enjoyable experience and a home you will love. As part of that process, we respectfully ask that you select from our suppliers. Our experience has been that what you might save by supplying parts or labor, costs all of us too much - in time, in dollars, and in peace of mind.

Pfeifer Homes, Inc. Homeowner Manual

NO#	SELECTION ITEM	SUPPLIER	CONTACT NAME	ADDRESS	TELEPHONE #
1.	Address Plaques - Brass or Silver (Special Order)	Eligius Bronze	Julie	3509 E Truman Road Kansas City, MO 64127	816-241-7350 Office
2.	Appliances	Factory Direct Appliances	Bjorn Birkestrand	3401 NE Ralph Powell Rd Lee's Summit, MO	816-525-0200 Office
3.	Brick Colors / Style	Canyon Stone		550 E Highway 56 Ste B Olathe, KS 66062	913-254-9300 Office
4.	Cabinets and Related Products	Johnson Custom Cabinets	Brandon Johnson	1005 Industrial Dr Pleasant Hill, MO	816-540-3755 Office 816-277-5877 Mobile
5.	Carpet	Pro Source Wholesale Floor	Marsha Oldham	1150 SE Century Dr Lee's Summit, MO	816-524-8998 Office
6.	Ceiling Fans	Wilson Lighting	Layne Crawford	10530 Marty Overland Park, Ks 66212	913-642-1500 Office
7.	Central Vac	Absolute Audio	Scott Nichols	1550 SW Market St #110 Lee's Summit, MO 64081	816-525-8998 office 816-935-9825 Mobile
8.	Counter Tops – Granite / Quartz / Corian	Evolve Granite	Alexis Beaven		913-254-1800 Office 913-488-2031 Mobile
9.	Doors Exterior	Morgan Wightman Supply	Jim Wells	6010 Equitable Rd Kansas City, MO	816-483-2550 Office 816-564-7674 Cell
10.	Doors Interior	Morgan Wightman Supply	Jim Wells	6010 Equitable Rd Kansas City, MO	816-483-2550 Office 816-564-7674 Cell
11.	Door Bell	Wilson Lighting	Layne Crawford	10530 Marty Overland Park, Ks 66212	913-642-1500 Office
12.	Door Knobs and Deadbolts	Morgan Wightman Supply	Jim Wells	6010 Equitable Rd Kansas City, MO	816-483-2550 Office 816-564-7674 Cell
13.	Doors - Shower	Fountain Glass	David DeLaFluente	524 N Lindenwood Olathe, KS	913-764-6014 Office 913-863-6146 Mobile
14.	Doors - Storm	Fountain Glass	David DeLaFluente	524 N Lindenwood Olathe, KS	913-764-6014 Office 913-863-6146 Mobile
15.	Faux Painting	Creative Walls	Shawna & Suzanne	Lee's Summit, MO	816-820-9311 Shawna 816-765-6814 Suzanne
16.	Fireplaces - Masonry	Consult W/Pfeifer Homes for Current Subcontractor			

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NO#	SELECTION ITEM	SUPPLIER	CONTACT NAME	ADDRESS	TELEPHONE #
17.	Fireplaces - Metal (Wood/Top Vent/Direct Vent)	Midwest Fireplace	David LaPine	1351 A.W. 56 Hwy Olathe, KS 66061	(913) 764-5575 Office (913) 915-4108 Mobile
18.	Fireplaces - Wood Stoves	Consult W/Pfeifer Homes for Current Subcontractor			
19.	Garage Doors	Renner Overhead Door	William Dahms	2110 Campbell Street Kansas City, MO	816-413-1650 Office 816-918-7484 Mobile
20.	Garage Door Openers	Renner Overhead Door	William Dahms	2110 Campbell Street Kansas City, MO	816-413-1650 Office 816-918-7484 Mobile
21.	Glass - Specialty	Fountain Glass	David DeLaFluente	524 N Lindenwood Olathe, KS	913-764-6014 Office 913-863-6146 Mobile
22.	Glass – Leaded	The Leaded Glass Studio		11100 Winner Road Independence, MO 64052	816-461-7895 Office
23.	Heating/Cooling	A & D Heating and Cooling		Greenwood, MO	816-537-7952 Office
24.	Home Theaters	Absolute Audio	Scott Nichols	1550 SW Market St #110 Lee’s Summit, MO 64081	816-525-8998 office 816-935-9825 Mobile
25.	Intercom’s	Absolute Audio	Scott Nichols	1550 SW Market St #110 Lee’s Summit, MO 64081	816-525-8998 office 816-935-9825 Mobile
26.	Iron Centers	Morgan Wightman Supply	Jim Wells	6010 Equitable Road Kansas City, MO	816-483-2550 Office 816-564-7674 Mobile
27.	Jacks - Cable TV	Absolute Audio	Scott Nichols	1550 SW Market St #110 Lee’s Summit, MO 64081	816-525-8998 office 816-935-9825 Mobile
28.	Jacks - Phone	Absolute Audio	Scott Nichols	1550 SW Market St #110 Lee’s Summit, MO 64081	816-525-8998 office 816-935-9825 Mobile
29.	Landscaping	New Beginnings Landscape	Ed Porras	P.O. Box 1759 Raymore, MO 64083	(816) 761-2596 Office (816) 716-8774 Mobile
30.	Light Fixtures – Exterior / Interior / Indirect	Wilson Lighting	Layne Crawford	10530 Marty Overland Park, Ks 66212	913-642-1500 Office
31.	Light – Can Lights / Stair Lights	Arrow Circle Electric	Randy Reed	7801 Blue Ridge Blvd Kansas City, MO 64138	816-373-4888 Office 816-373-1699 Fax
32.	Mirrors	Fountain Glass	David DeLaFluente	524 N Lindenwood Olathe, Ks	913-764-6014 Office 913-863-6146 Mobile
33.	Music Systems	Absolute Audio	Scott Nichols	1550 SW Market St #110 Lee’s Summit, MO 64081	816-525-8998 office 816-935-9825 Mobile

Pfeifer Homes, Inc. Homeowner Manual

NO#	SELECTION ITEM	SUPPLIER	CONTACT NAME	ADDRESS	TELEPHONE #
34.	Plumbing Fixtures	Consult W/Pfeifer Homes for Current Supplier			
35.	Security Systems	Absolute Audio	Scott Nichols	1550 SW Market St #110 Lee's Summit, MO 64081	816-525-8998 office 816-935-9825 Mobile
36.	Stair Parts Interior	Morgan Wightman Supply	Jim Wells	6010 Equitable Rd Kansas City, MO	816-483-2550 Office 816-564-7674 Cell
37.	Stone - Natural Stack Stone Retaining Wall	Keith Scott and Co.	Mike Zellars	34802 E 58 Highway Pleasant Hill, MO	816-809-1396 Mobile
38.	Tile – Walls and Floors	Pro Source Wholesale Floor	Marsha Oldham	1150 SE Century Dr Lee's Summit, MO	816-524-8998 Office
39.	Trim Lumber Interior	Morgan Wightman Supply	Jim Wells	6010 Equitable Road Kansas City, MO	816-483-2550 Office 816-564-7674 Mobile
40.	Vanity Tops – Cultured Marble Granite / Quartz / Corian	Complete Home Concepts Evolve Granite	Consult w/Decorator for these Selections Alexis Beaven		913-254-1800 Office 913-488-2031 Mobile
41.	Windows	Morgan Wightman Supply	Jim Wells	6010 Equitable Road Kansas City, MO	816-483-2550 Office 816-564-7674 Mobile
42.	Wood Floors – Site finished Pre-engineered	Acme Floor Co Kenny's Hardwood Flooring Pro Source Wholesale Floor	Bradd Benware Chase Siebert Marsha Oldham	10100 Marshall Dr Lenexa, KS 66215 3303 Main Street Grandview, MO 64030 1150 SE Century Dr Lee's Summit, MO	913-963-3956 Mobile 913-888-3200 Office 816-765-0400 Office 816-524-8998 Office

Construction of Your Home

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

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

You have the opportunity to meet with us at several points in this process. The first of these is a preconstruction conference, where we review your home plans, Investment Analysis and any other changes you have requested and any photos. At that time, we provide an overview of the construction process and answer your questions. You will also have scheduled walkthroughs and selection meetings with our superintendent or subcontractors, their meetings are scheduled with you as outlined in “construction sequence” at the end of this section. Also refer to New Home Selection (Section 4) for a schedule of your selections.

We understand that you will want to visit your new home between construction reviews and walkthroughs. Whether you are on site for a routine meeting or a casual visit, we ask that you keep the following in mind.

Safety

A new home construction site is exciting, but it can also be dangerous. Your safety is of prime importance to us. Please observe common-sense safety procedures at all times when visiting:

- Keep older children within view and younger children within reach, or make arrangements to leave them elsewhere when visiting the site.
- Do not walk backward, even one step. Look in the direction you are moving at all times.
- Watch for boards, cords, tools, nails, or construction materials that might cause tripping, puncture wounds, or other injury.
- Do not enter any level of a home that is not equipped with stairs and rails.
- Stay a minimum of six feet from all excavations.
- Give large, noisy grading equipment or delivery vehicles plenty of room. Assume that the driver can neither see nor hear you.
- Do not walk under workers (i.e. roofers), tools or materials will sometimes be accidentally dropped.

Quality

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

From time to time during a process that takes several months and involves hundreds of people, an error or omission may occur. We have systems and procedures for inspecting our homes to ensure that the level of quality meets our requirements. We inspect every step of construction and are responsible for quality control. In addition, the county, city, or an engineer conducts a number of inspections at different stages of construction. Your home must pass each inspection before construction continues.

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

- Bring your concern up at one of the scheduled construction walkthroughs or reviews.
- Between those meetings, please contact your assigned project manager or send us a message through our online system.

During the construction process, every home being built experiences some days when it is not at its best. Homes under construction endure wind, rain, snow, foot traffic, and activities that generate noise, dust, and trash. Material scraps are a by-product of the process. Although your new home is cleaned at various stages of the work, during your visits you will encounter some messy moments. Keep in mind that the completed homes you toured also once endured these Ugly duckling stages.

Plans and Specifications

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

Regulatory Changes

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

Individual Foundation Designs

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

Changes in Materials, Products, and Methods

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

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

Natural Variations

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

Trade Contractors

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

For your protection and our contractors, the terms of our trade contractor agreements prohibit alterations without written and signed change orders. Their failure to comply with this procedure can result in termination of their contract.

Schedules

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

Delivery Date Updates

We will update you on the estimated delivery date at each of our construction meetings on or after sheetrock installation. You are also welcome to check your Published Schedule in our online system for the target date. If you have any further questions, please contact your field superintendent. As completion nears, more factors come under our control and we can be more precise about that date. Expect a firm closing date no later than 30 days before delivery.

We suggest that, until you receive this commitment, you avoid finalizing arrangements for your move. Until then, flexibility is the key to comfort, sanity, and convenience. We want you to enjoy this process and avoid unnecessary stress caused by uncertainty that cannot be avoided. Review the Loan Lock heading in Section 3, Applying for Your Loan, for additional suggestions on this topic.

"Nothing's Happening"

Expect several days during construction of your home when it appears that nothing is happening. This can occur for a number of reasons. Each trade is scheduled days or weeks in advance of the actual work. This period is referred to as lead time. Time is allotted for completion of each trades work on your home. Sometimes, one trade completes its work a bit ahead of schedule. The next trade already has an assigned time slot, which usually cannot be changed on short notice, or the next trade is running a little late.

Progress pauses while the home awaits building department inspections. This is also part of the normal sequence of the construction schedule and occurs at several points in every home. If you have questions about the pace of work, please contact our superintendent.

Construction Sequence

Although the specific sequence of construction steps varies and overlaps, generally we build your home in the following order:

1. FOUNDATION

Excavation
Pour Footings & Foundation Walls
Waterproof & Set Drain Tile
Pre-Construction Conference (2hrs)
Ground Rough Plumb
Backfill
Pour Flatwork
Set Beams

2. FRAMING STAGE

**Buyer Meets With Decorator
(Needs to be completed by end of Framing)**
Buyer Selects Appliances (2 hrs)
Rough-In Home
Shingle Roof
Top Rough HVAC
Buyer Selects Light Fixtures
Electrical Walkthrough (2 hrs)
Structured Wiring Walkthrough (1 hr)
Security System Walkthrough (If Applicable)
Central Vac Pre-Plumb Walkthrough (If Applicable)
Top Rough Plumbing
Electrical Pre-Wire
Cabinet Selections

3. SHEETROCK STAGE

Stock Sheetrock
Hang Rock
Tape and Mud Sheetrock
Texture Ceilings
Sand Walls
Trim Walkthrough (2 hrs)
Exterior Deck Walkthrough (1 hr)
Driveway, Walk & Patio Walkthrough (1 hr)

4. TRIM STAGE

Paint Ceilings
Install hardwood floors
Install Cabinets
Install Trim
Paint and Stain Interior
Interior & Exterior Masonry
Paint Exterior

5. FINAL STAGE

Install Solid Surface Tops
Install Marble Tops
Install Vinyl & Tile Floors
Deliver Appliances & Light Fixtures
Final Electrical/Structured Wiring
Final HVAC
Final Plumbing
Install Guttering
Install Shower Doors & Mirrors
Hardware Cabinets
Finish Central Vac and Security (If Applicable)
Lay Carpet
Landscaping Walkthrough (1 hr)
Hang Wallpaper
Install Base Shoe & Door Hardware
Paint Touch Up
Buyer Walkthrough and Orientation (2-3 hrs)
Sod
Sign Off Walkthru (normally day of closing) (1 hr)

6. WARRANTY

60-90 Day Walk Through (1-2 hrs)
11th Month Walk Through
Includes: One Time Repair (1-2 hrs)

Homeowner Orientation

Your homeowner orientation is an introduction to your new home and its many features and is a meeting that goes beyond the traditional walk-through to include a detailed demonstration of your home and review of information on its maintenance.

Scheduling

We schedule the orientation with you as your home nears completion. Appointments are available Monday through Friday, 8 a.m. to 2 p.m. We meet at your new home. The orientation occurs several days before closing. **Expect your orientation to take approximately two to three hours.**

Orientation Forms

We have included copies of the forms we use at the orientation at the end of this section. In addition, the suggestions that follow will help you derive the greatest benefit from your orientation.

Preparation

Allow enough time. We expect the orientation to take two to three hours. By arranging your schedule so you can use the full amount of time allotted, you will derive maximum benefit from the orientation. If you have questions about home maintenance or the limited warranty coverage, make note of them to bring up at the orientation. If you have not already done so, please read Caring for Your Home, Section 8 of this manual, before the orientation.

Past experience has shown that the orientation is most beneficial when buyers are able to focus all their attention on their new home and the information we present. Although we appreciate that friends and relatives are eager to see your new home, it would be best if they visit at another time. Similarly, we suggest that, if possible, children and pets not accompany you at this time.

If a real estate agent has helped you with your purchase, he or she **is not** required to attend. If you would like to have a friend or real estate agent view the home with you, we encourage you to do this **before** our scheduled orientation.

Acceptance

In addition to introducing you to your new home, the orientation is also an opportunity for you and Pfeifer Homes, Inc. to confirm that the home meets the quality standards shown in our model homes and that we have completed all selections and changes. We note details that need attention on the orientation forms. Samples of these forms are located at the end of this section.

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

- Sinks, Tubs, and Plumbing Fixtures
- Countertops, Ceramic Surfaces and Vanity Tops
- Windows, Doors and Screens
- Floor Coverings
- Drywall, Trims and Finishes
- Light Fixtures
- Cabinets and Trims

Completion of Items

Pfeifer Homes, Inc. takes responsibility for resolving any items noted. We will complete most items before your move-in.

Sign Off Walkthrough

You will be asked to participate in a sign off walkthrough usually scheduled on the day of closing. This gives us the opportunity to demonstrate to you that the orientation repairs have been completed. This meeting usually only takes 30 minutes and you will be asked at this time to sign the orientation acceptance form. A sample is located at the end of this section.

Attachment A List

Some items on your orientation list may not be completed by closing due to backorders or other similar factors. These items will be added to an Attachment A List and construction personnel are available for appointments Monday through Friday, 7 A.M. to 4 P.M. Under normal circumstances, you can expect us to resolve these items within 15 working days. Please note that we will correct only those items listed on your Attachment A form at this time. No verbal commitments of any kind will be handled by Pfeifer Homes, Inc.

Future Service

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

Note to Home Buyer:

At your homeowner orientation, you will receive:

- The manufacturer's literature for the furnace, water heater, and other consumer products.
- Copies of completed orientation forms. We suggest you insert them here.

EMERGENCY SUPPLIER PHONE NUMBERS

Emergency Service

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

Total loss of heat when the outside temperature is below 32 degrees F.

Total loss of electricity. (Check with the utility company before reporting this circumstance to Pfeifer Homes, Inc. or electrician.)

Total loss of water. (Check with the water department to be certain the problem is not a general outage in the area before reporting this circumstance to Pfeifer Homes Inc. or Plumber.)

Plumbing leak that requires the entire water supply to be shut off.

Gas leak. Leave your home immediately then

(Contact your utility company or plumber if the leak is at the furnace or water heater supply lines.)

Any Condition that endangers the occupants of the home.

During business hours, call Pfeifer Homes, Inc. office @ 524-5245 Ext. 8:

PLUMBING

Service
816-781-9340

Robertson Plumbing
Liberty, MO 64069

Or

Service
816-765-6066

Century Plumbing
Grandview, MO 64030

FURNACE

Service
816-537-7952

A & D Heating and Cooling
2006 W. Main Street
Greenwood, MO 64034

ELECTRICAL

Randy Reed
816-373-4888
(Mbl) 816-838-9553

Arrow Circle Electric
7801 Blue Ridge Blvd
Kansas City, MO 64138

For Electrician not listed above consult your electrical walk through information.

FIREPLACES

David LaPine
913 915-4108 (Mbl)
913-764-5565 (Office)

Midwest Fireplace
1351 A.W. 56 Hwy
Olathe, KS 66051

ORIENTATION ACCEPTANCE

Date: _____

Customer _____ Subdivision _____ Lot # _____

Address _____ City _____ State _____ Zip _____

By Signing this document, Owner agrees:

1. That they have been given an orientation and all items on the orientation inspection form have been corrected, except items listed on Attachment A, which will be corrected by date indicated.
2. That with the exception of items on Attachment A, the following items are in good and acceptable condition. Cosmetic or maintenance repairs to these items are now a HomeOwner Responsibility.
 - a. Sinks, Tubs and Plumbing Fixtures
 - b. Counter Tops, Ceramic Surfaces and Vanity Tops
 - c. Windows, Doors and Screens
 - d. Floor Coverings
 - e. Drywall, Trims and Finishes
 - f. Light Fixtures
 - g. Cabinets and Trims
3. That the following items have been discussed, demonstrated or a manual provided for:
 - a. HVAC Equipment / Water Heater
 - b. Gas and Water Shutoffs
 - c. Breaker Box, GFI Outlets and Breakers
 - d. Outside Water Faucets
 - e. Appliances
4. That they have received copies of the following warranty information and agree to conform to the guidelines established in the documentation.
 - a. Pfeifer Homes, Inc. One Year Limited Warranty
 - b. Homeowners Manual
 - c. Your New Home and How to take care of it Book
 - d. Subcontractors Address / Phone / Emergency Phone # Sheet
 - e. Utility and community services form
5. That acceptance does not affect your rights to warranty service under the terms of the Pfeifer Homes Limited One Year Warranty.

Home Owner

Date

Builder Agent

Date

Home Owner

Date

Closing on Your Home

Pfeifer Homes, Inc. recognizes that timing is vitally important in planning your move and locking in your loan. We can specify an exact delivery date when construction reaches a point at which weather and other factors are unlikely to affect completion of your home. This occurs 30 days before closing. Until then, many factors can influence the schedule:

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

Date of Closing

The closing, or settlement, takes place 3-5 days after the orientation and usually the same day as the sign off walk-through. Pfeifer Homes, Inc. will notify you 30 or more days prior to the completion of your new home. You and/or your Realtor need to contact your lender to arrange for your closing at this time. This should give your lender plenty of time to prepare for the closing. Typically the closing process takes 45 minutes to an hour. You will be given the keys and can move into your new home immediately after the Title Company records your closing with the County and disburses all funds. This usually occurs the day after closing.

Location of Closing

The closing on your new home typically takes place at the title company, although it occasionally occurs at the lenders office. Your lender should confirm the location with you, when you notify them of your closing.

Closing Documents

At closing, the documents necessary to convey your new home to you and to close the loan from the mortgage company will be executed and delivered. In addition to these standard items, the lender, the title company, and Pfeifer Homes, Inc. may require other documents to be signed. The principal documents typically include the following:

- **General Warranty Deed** - The general warranty deed conveys the home and lot to you, subject only to permitted exceptions.

Title Commitment - At or before closing, we will deliver to you a standard form for an Affiliated Land Title Association (ALTA) owner's title insurance commitment to insure salable title of your home to you in the amount of the purchase price, subject to the permitted title exceptions that may be described in the purchase agreement. Review the title commitment carefully. Discuss any questions with your title company. Within 60 days after the closing, the title company mails a standard ALTA owner's title insurance policy, insuring you the title to your home in accordance with the commitment you received at closing. Keep the title insurance policy with your other valuable papers.

- **Lien Coverage**

Pfeifer Homes, Inc. provides lien coverage with your title policy. This protects you from liens associated with work that Pfeifer Homes, Inc. subcontractors performed on your home. This coverage does not include any work performed by buyer, buyer's subcontractors or buyer's suppliers.

- **Pfeifer Homes, Inc. Limited Warranty** - We provide a copy of the limited warranty in this manual for your review. Please read it thoroughly.
- **Promissory Note** - The promissory note is from you, payable to the lender in the principal amount of the loan, plus interest. One-twelfth of your annual taxes and homeowner's insurance will be added to the principal and interest payment to determine your total monthly payment.
- **Deed of Trust** - This encumbers your home as security for repayment of the promissory note.

Closing Expenses

Review the good faith estimate in "Applying for Loan" for other costs such as recording fees and closer fees.

Certain customary items in connection with the property will be prorated to the date of closing such as prepaid expenses, or reserves required by your lender and homeowners association, if applicable. Prorations of general real property taxes and assessments will be based on the current year's taxes and assessments or, if they are unavailable, on the taxes and assessments for the prior year.

"The Final Number"

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

Preparation

Plan to bring certified funds to the closing table. In your planning, be sure to allow time to arrange for and obtain these funds. In addition, please keep the following items in mind:

- **Documents** - The Real Estate Settlement Procedures Act (RESPA) provides you with many protections. Under this law, you can review the settlement page that lists costs you are paying at closing one day before the closing appointment. Although these documents are not negotiable and thousands of home buyers have signed them, you should read them.
- **Insurance** - You need to provide proof of a homeowner's policy from your insurance company. Your insurance agent should know exactly what is needed. We suggest you arrange for this at least three weeks before the expected closing date.
- **Pfeifer Homes, Inc. or Lender Issues** - The title company is not authorized to negotiate or make representations on behalf of any of the parties involved in the closing. Therefore, please discuss any questions, agreements, or other details directly with us or your lender in advance of the closing.
- **Utilities** - Pfeifer Homes, Inc. will have utility service removed from its name **the day of closing**. You will need to notify all applicable utility companies of your move so that service is provided in your name. We suggest that you contact these companies well ahead of time to avoid any interruption in service. Utility company phone numbers are provided to assist you in making these arrangements. If special circumstances prevent the transfer, please call our office.

UTILITIES

LEE'S SUMMIT

ELECTRIC

Kansas City Power & Light
1-888-471-5275

Gas

Missouri Gas Energy
P.O. Box 419255
Kansas City, MO 64141-6255
(816) 756-5252

Water/Sewer

Lee's Summit Water Dept
P.O. Box 27-788
Kansas City, MO 64180-0788
(816) 969-1900

INDEPENDENCE

ELECTRIC/WATER/SEWER

City of Independence Utilities
111 E Maple
P.O. Box 410
Independence, MO 64051-0410
816-325-7930

Gas

Missouri Gas Energy
P.O. Box 419255
Kansas City, MO 64141-6255
(816) 756-5252

Utilities should be transferred into the homeowner's name as of the closing date. Take care of the transfer immediately as the utilities will be scheduled for **shut-off the day of closing**. It normally only takes a phone call to each of the services. If special circumstances prevent the transfer, please call our office.

Caring for Your Home

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

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

Homeowner Use and Maintenance Guidelines

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

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

We recognize that it is impossible to anticipate and describe every attention needed for good home care, but we have covered many important details. The subjects covered include components of homes we build listed in alphabetical order. Each topic includes suggestions for use and maintenance followed by Pfeifer Homes, Inc. limited warranty guidelines. This manual may discuss some components that are not present in your home.

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

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

Pfeifer Homes, Inc. Limited Warranty Guidelines

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

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

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

Our warranty service system is designed to accept electronic Service Requests of nonemergency items. This provides you with the maximum protection and allows us to operate efficiently, thereby providing faster service to all homeowners. Emergency reports are the only reports accepted by phone.

Reporting Procedures

In order to achieve timely response to your warranty issues, as well as enabling you the opportunity to consolidate subcontractor appointment schedules, we offer two reporting periods during your Pfeifer Homes, Inc. One Year Limited Warranty. Your items will be entered into the Service section of our online system as a “Service Request” per the instructions provided to you from our Service Manager.

Sixty-Day Report

In order for our service program to operate at maximum efficiency, as well as for your own convenience, we will send your Welcome to warranty letter and instructions on how to enter your Service Requests to you 2 months after closing for your 60 day report. This message will be sent from our online system (these messages will go to your Junk/Spam folder if you have not added our system messages as a Safe Sender in your email system). This allows you sufficient time to become settled in your new home.

Year-End Report

Near the end of your one year warranty, the Service Department will send a Message from our online system as a reminder to you that the warranty is about to expire. This will be your opportunity to check your home for items to be submitted for final warranty action via our online system as Service Requests. This is a service provided as a convenience to homeowners. Failure to receive this notice, for any reason, will not constitute an extension of the warranty period. We will also be happy to discuss any maintenance questions you may have at that time.

The eleventh month service request(s) entered into our online system by you prior to the end of the warranty term will be the last accepted Service Request(s) by Pfeifer Homes, Inc. from you. So please take your time and get all of your warranty items on this final Service Request.

One-Time Repairs

We provide several one-time repairs for your home. Your homeowner manual lists these under individual headings in the Caring for Your Home section. We provide this service as a courtesy and to give you an opportunity to observe methods and materials needed for on going maintenance of your home.

Only ONE one-time repair request per home during the warranty period please. We require that you send this in at the same time you provide us with your year end report to maximize the benefits you receive.

Emergency Service

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

Total loss of heat when the outside temperature is below 32 degrees F.

Total loss of electricity. (Check with the utility company before reporting this circumstance to Pfeifer Homes, Inc. or electrician.)

Total loss of water. (Check with the water department to be certain the problem is not a general outage in the area.)

Plumbing leak that requires the entire water supply to be shut off.

Gas leak. (Contact your utility company or plumber if the leak is at the furnace or water heater supply lines.)

Any Condition that endangers the occupants of the home.

During business hours, call Pfeifer Homes, Inc. office:

(816) 524-5245

After hours, or on weekends or holidays, call the necessary trade contractor directly. Their phone numbers are listed on the Emergency Phone Numbers sheet you receive at orientation. Be sure and add the emergency phone numbers sheet to this book for easy future reference.

Kitchen Appliance Warranties

The manufacturers of kitchen appliances will work directly with you if any repairs are needed for these products. Customer service phone numbers are listed in the use and care materials for each appliance. Be prepared to provide the model and serial number of the item and the closing date on your home. Appliance warranties are generally for one year; refer to the literature provided by the manufacturer for complete information. For your convenience we have provided a form in the ***Appliance*** section of your book that you can fill out for easy future reference.

Service Processing Procedures

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

Name, address, and phone numbers where you can be reached during business hours.

A complete description of the problem, for example, "guest bath/cold water line leaks under sink," rather than "plumbing problem."

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

Trade contractor item

Pfeifer Homes, Inc. Item

Homeowner maintenance item

If a trade contractor or an in-house employee is required to complete repairs, we issue an Open Service Item Work Order and the repair technician contacts you to schedule the work. Warranty work appointments are available Monday through Friday, 8 a.m. to 4 p.m. We intend to complete warranty Service Request Work Orders within 30 days of the inspection unless you are unavailable for access into your home. If a back-ordered part or similar circumstance causes a delay, we will let you know.

If the item is homeowner maintenance, we will review the maintenance steps with you and offer whatever informational assistance we can. Pfeifer Homes, Inc. does not provide routine home maintenance as part of our warranty.

Reporting Warranty Items

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

Appliances Contact the manufacturer directly with model and serial number, closing date, and description of problem. You can find the customer service numbers listed in the manufacturer's warranty.

Emergency During our business hours (Monday through Friday, 8:30 a.m. until 4:30 p.m.), call our main office, (816) 524-5245.

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

Nonemergency Enter a Service Request Form in our online system per the instructions you have been provided. The Service Request instructions will be sent to you at your 60 Day and Year End Report times. If you need assistance, please contact our office.

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

Hours

Office:	Monday through Friday, 8:30 a.m. until 4:30 p.m.
Inspection appointments:	Monday through Friday, 8:00 a.m. until 4:00 p.m.
Work appointments:	Monday through Friday, 8:00 a.m. until 4:00 p.m.

Questions? Call the main office during normal business hours, (816) 524-5245.

Air Conditioning

Trial Run

Have a trial run early in the spring to test the Air Conditioning. If service is needed, it is much better to discover that before the cooling season.

Homeowner Use and Maintenance Guidelines

Maintenance Agreement

The HVAC contractor that installed your equipment offers a yearly maintenance contract for you to purchase. Call the HVAC contractor for more details and pricing on their plan.

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

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

Your home air conditioning is a closed system, which means that the interior air is continually recycled and cooled and dehumidified 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 or shades is intense enough to overcome the cooling effect of the air conditioning unit. For best results, close the drapes or shades on these windows.

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

For example, if you come home at 6 p.m. when the temperature has reached 90 degrees F and set your thermostat to 75 degrees, the air conditioning unit will begin cooling, but will take much longer to reach the desired temperature. During the whole day, the sun has been heating not only the air in the house, but the walls, the carpet, and the furniture. At 6 p.m. the air conditioning unit starts cooling the air, but the walls, carpet, and furniture release heat and nullify this cooling. By the time the air conditioning unit has cooled the walls, carpet, and furniture, you may well have lost patience.

If evening cooling is your primary goal, set the thermostat at a moderate temperature in the morning while the house is cooler, allowing the system to maintain the cooler temperature. The temperature setting may then be lowered slightly when you arrive home, with better results. Once the system is operating, setting the thermostat at 60 degrees for example will *not* cool the home any faster and can result in the unit freezing up and not performing at all. Extended use under these conditions can damage the unit.

Adjust Dampers

Your home is equipped with a manual damper system. Adjustment of these dampers from heating to cooling season will provide more consistent heating and cooling temps throughout the different levels of the home.

Adjust Vents

Maximize airflow to occupied parts of your home by adjusting the vents. Second floor vents are usually located in the ceiling.

Air Circulation Across Coils on Outside Unit

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.

Compressor Level

Maintain the air conditioning compressor in a level position to prevent inefficient operation and damage to the equipment. We include brackets bolted to the foundation wall to insure a level compressor. Immediately repair if these brackets become damaged or pull away from foundation.

See also Grading and Drainage.

Humidifier

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

Manufacturer's Instructions

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

Temperature Variations

Temperatures may vary from room to room by several degrees F. This is due to such variables as floor plan, orientation of the home on the lot, type and use of window coverings, and traffic through the home.

Pfeifer Homes, Inc. Limited Warranty Guidelines

The air conditioning system should maintain a temperature of 70⁰-74⁰ degrees F or a differential of 25 degrees from the outside temperature, measured in the center of each room at a height of five feet above the floor. Lower temperature settings are often possible, but neither the manufacturer nor Pfeifer Homes, Inc. guarantees this.

Compressor

The air conditioning compressor must be in a level position to operate correctly. If it settles during the warranty period, Pfeifer Homes, Inc. will correct this.

Condensation on Ducts

Air handlers and ducts will collect condensation on their exterior surfaces when temperature differences and high humidity levels occur. Unless the condensation or frost is directly attributed to faulty equipment there is no builder correction required. (See Condensation)

Nonemergency

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

Appliances

Homeowner Use and Maintenance Guidelines

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

Manufacturer's Service

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

Date of purchase (your closing date)

Serial and model numbers, found on a metal plate or sticker on the side or bottom of each appliance

Description of the problem

Registration

Mail warranty registration cards directly to the manufacturer.

Pfeifer Homes, Inc. Limited Warranty Guidelines

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

Appliance Serial Numbers

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

Closing Date

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

Asphalt

Homeowner Care and Maintenance

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

Chemical Spills

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

Hot Weather

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

Nonresidential Traffic

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

Sealcoating

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

Pfeifer Homes, Inc. Limited Warranty

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

Alligator Cracking

If cracking that resembles the skin of an alligator develops under normal residential use, Pfeifer Homes, Inc. will repair it. If improper use, such as heavy truck traffic, has caused the condition, repairs will be your responsibility.

Settling

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

Thermal Cracking

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

Attic Access

Homeowner Use and Maintenance Guidelines

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

Pfeifer Homes, Inc. Limited Warranty Guidelines

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

Brass Plumbing and Light Fixtures

Homeowner Use and Maintenance Guidelines

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

Cleaning

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

Corrosion

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

Polish

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

Tarnish

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

Pfeifer Homes, Inc. Limited Warranty Guidelines

During the orientation we will confirm that brass fixtures are in acceptable condition. Pfeifer Homes, Inc. does not warrant against corrosion damage or tarnishing to the external surfaces or internal workings of plumbing or lighting fixtures. This limitation includes solid brass or brass-coated fixtures. Finish on brass fixtures may be covered by manufacture's warranty. Contact the manufacturer for any warranty that they may provide.

Brick

Homeowner Use and Maintenance Guidelines

Brick is one of the most durable and lowest maintenance finishes for a home's exterior. A record of your brick color is included in your selection sheets.

Efflorescence

The white, powdery substance that sometimes accumulates on brick surfaces is called efflorescence. This is a natural phenomenon and cannot be prevented. In some cases, you can remove it by scrubbing with a stiff brush and vinegar. Consult your home center or hardware store for commercial products to remove efflorescence. Efflorescence is a normal condition that requires no builder correction.

Tuck-Pointing

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

Weep Holes

You may notice small holes or cloth wicks 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 cut off the wick or permit landscaping materials to cover them.

Pfeifer Homes, Inc. Limited Warranty Guidelines

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

Cracks

One time during the warranty period, preferably at the year end walk through we repair masonry cracks that exceed ¼ inch in width. By tuck pointing, patching or caulking. Pfeifer Homes, Inc. will not be responsible for color variation between repair material and original mortar.

Mortar Stains

Mortar stains that detract from the appearance of the finished wall from a distance of 20 feet shall be cleaned.

Efflorescence

Efflorescence is a normal condition that requires no builder correction (see previous page).

Cabinets

Homeowner Use and Maintenance Guidelines

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

Cleaning

Products such as lemon oil or polishes that include scratch cover are suggested for wood cabinet care. Follow container directions. Use such products a maximum of once every 3 to 6 months to avoid excessive build-up. Avoid paraffin-based spray waxes and washing cabinets with water, as both will damage the luster of the finish.

Hinges

If hinges catch or drawer glides become sluggish, a small amount of silicone lubricant will improve their performance.

Moisture

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

Pfeifer Homes, Inc. Limited Warranty Guidelines

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

Alignment

Doors, drawer fronts, and handles should be level and even. Pfeifer Homes, Inc. will adjust one time during the warranty period and instruct owner on how to maintain adjustment in the future.

Operation

If operation of cabinet hardware does not function as designed by the manufacturer Pfeifer Homes, Inc. will correct the deficiency provided that the deficiency is not homeowner neglect or abuse.

Separations

We will correct gaps between cabinets and the ceiling or cabinets and the walls by caulking or other means if the gap exceeds 1/4 inch (locations behind appliances are excepted from this repair).

Warping

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

Wood Grain

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

Carpet

Homeowner Use and Maintenance Guidelines

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

Cleaning

You can add years to the life of your carpet with regular care. Carpet wears out because of foot traffic and dirt particles that get trampled deep into the pile beyond the suction of the vacuum. The dirt particles wear down the fibers like sandpaper and dull the carpet. The most important thing you can do to protect your carpet is to vacuum it frequently.

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

Vacuuming high-traffic areas daily helps keep them clean and maintains the upright position of the nap. Wipe spills and clean stains immediately. For best results, blot or dab any spill or stain; avoid rubbing. Test stain removers on an out-of-the-way area of the carpet, such as in a closet, to check for any undesirable effects. Have your carpet professionally cleaned regularly, usually once a year.

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

Burns

Take care of any kind of burn immediately. First snip off the darkened fibers. Then use a soapless cleaner and sponge with water. If the burn is extensive, talk with a professional about replacing the damaged area.

Crushing

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

Fading

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

Filtration

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

Fuzzing

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

Pilling

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

Rippling

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

Seams

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

Shading

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

Shedding

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

Snags

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

Sprouting

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

Stains

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

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

Static

Cooler temperatures outside often contribute to static electricity inside. To avoid the problem, look for carpets made with anti-static. You can also check to make sure your humidifier is at the appropriate setting to help control static build-up. (Also See Humidifier Section)

Pfeifer Homes, Inc. Limited Warranty Guidelines

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

Edges

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

Seams

Carpet seams will be visible. Pfeifer Homes, Inc. will repair any gaps in the backing at a seam or fraying.

Fading Spots

Exposure to light may cause minor fading spots. There is no builder correction for these spots.

Caulking

Homeowner Use and Maintenance Guidelines

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

Colored Caulk

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

Latex Caulk

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

Silicone Caulk

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

Pfeifer Homes, Inc. Limited Warranty Guidelines

During the orientation we confirm that appropriate areas are adequately caulked.

One-Time Repair (Interior Only)

We will touch up interior caulking one time during your materials and workmanship period. We suggest that this be performed with your 11th month service.

Due to extreme temperature variances and expansion and contraction of exterior siding Pfeifer Homes, Inc. will not be responsible for any exterior caulk maintenance. In all cases, we will correct any separation at joints that allows water to enter the home.

See also Countertops, Expansion and Contraction, Stairs, and Wood Trim.

Concrete Flatwork

Homeowner Use and Maintenance Guidelines

By maintaining good drainage, you protect your home's foundation and the concrete flatwork: the basement floor, porch, patio, driveway, garage floor, and sidewalks. We know the basement floor will move in response to expansion and contraction of the soil under the slab. Movement of the basement slab or any concrete slab results in cracking. Minimize this movement by following Pfeifer Homes, Inc. landscaping recommendations, the objective of which is to prevent moisture from reaching soils around and under the home.

Cleaning

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

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

Cracks

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

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.

Heavy Vehicles

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

Ice, Snow, and Chemicals

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

Sealer

A concrete sealer, available at paint stores or hardware stores, applied prior to the winter months will help protect your outside and garage flatwork from the damaging effects of road salt.

Pfeifer Homes, Inc. Limited Warranty Guidelines

Color

Concrete slabs vary in color due to color differences of the concrete from one truck to the next overtime the sun will “bleach” the concrete to a consistent color. No correction is provided for this normal condition.

Cracks

If concrete cracks exceed ¼ inch in width or 3/16 inches vertical displacement, Pfeifer Homes, Inc. will patch or repair them one time during the warranty year. Subsequently, concrete slab maintenance is your responsibility. If you prefer to have the slab replaced, we will obtain a price for you and assist in scheduling the work upon receipt of your payment. However, we advise against this expense since the new slab will crack as well.

Finished Floors

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

Level Floors

Concrete floors in the habitable areas of the home will be level to within 3/8 inch within any 32-inch measurement with the exception of an area specifically designed to slope for drainage or toward a floor drain.

Separation

Pfeifer Homes, Inc. will correct separation of concrete slabs from the home if separation exceeds one inch.

Settling or Heaving

Pfeifer Homes, Inc. will repair slabs that settle or heave in excess of 2 inches or if such movement results in negative drainage (toward the house) or hazardous vertical displacement.

Spalling (Surface Chips)

Causes of spalling include repeated hosing of concrete for cleaning, animal urine, radiator overflow, fertilizer, uncleared snow and ice, ice-melting agents, and road salts from vehicles. Repair of spalling is a home maintenance task. No builder correction.

Standing Water

Water may stand on exterior concrete slabs for several hours after precipitation or from roof run-off. Pfeifer Homes, Inc. will correct conditions that cause water to remain longer than 12 hours unless it is from roof run-off of melting snow or ice. Correction may include drilling the slab at the center of the low spot to allow drainage.

Condensation

Homeowner Use and Maintenance Guidelines

Condensation on interior surfaces of the windows and frames comes from high humidity within the home combined with low outside temperatures and inadequate ventilation. Family lifestyle significantly influences these conditions. If your home includes a humidifier, closely observe manufacturer's directions for its use, especially during periods of cooler temperatures. (Also see Humidifier Section)

See also Ventilation.

Pfeifer Homes, Inc. Limited Warranty Guidelines

Condensation results from a family's attention to proper humidity levels maintained in the home and Pfeifer Homes, Inc. has no control over this. The limited warranty coverage excludes condensation. This exclusion includes peeling paint or wood finish that is caused from condensation.

Counter/Vanity Tops

Homeowner Use and Maintenance Guidelines

Use a cutting board to protect your counters when you cut or chop. Protect the counter from heat and from extremely hot pans. If you cannot put your hand on it, do not put it on the counter. Do not use countertops as ironing boards and do not set lighted cigarettes on the edge of the counter.

Caulking

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

Cleaning

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

Mats

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

Natural Granite Tops

We recommend that you routinely seal natural stone tops to protect them from moisture intrusion and staining.

Wax

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

See also Tile.

Pfeifer Homes, Inc. Limited Warranty Guidelines

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

Laminates

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

Manufactured Marble

Edges should be smooth and even. Where backsplash joints occur at corners, the top edges should be even within 3/16 inch.

Separation from Wall

Separation of countertops and vanity tops from walls, backsplash, and around sinks results from normal shrinkage of materials. Pfeifer Homes, Inc. will recaulk these areas one time during the materials and workmanship warranty. Subsequently caulking will be your home maintenance responsibility.

Crawl Space

Homeowner Use and Maintenance Guidelines

The crawl space is not intended as a storage area for items that could be damaged by moisture. Wood stored in a crawl space can attract termites.

You may notice slight dampness in the crawl space. Landscaping that is correctly installed helps prevent excessive amounts of water from entering crawl spaces. Report standing water to Pfeifer Homes, Inc. for inspection.

See also Ventilation.

Pfeifer Homes, Inc. Limited Warranty Guidelines

During the orientation we will check the condition of soils in the crawl space. Soils in the crawl space may be damp but should not have standing water. Provided that you have not altered the drainage nor caused excessive moisture to accumulate and remain in this area with incorrect landscaping, Pfeifer Homes, Inc. will correct the conditions that result in persistent standing water.

Doors and Locks

Homeowner Use and Maintenance Guidelines

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

Bifold Doors

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

Exterior Finish (Wood Doors)

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

Steel Doors

Steel doors offer you a durable energy efficient secure entry system, that's why they are so popular. Please remember that they will heat up on the exterior side if they are exposed to direct sunlight. Be cautious about what you hang on steel doors because objects placed on them can melt or start on fire. Refer to manufacturer's recommendations prior to installing a storm door over steel doors. Installation of storm doors may void manufacturer's warranties.

Failure to Latch

If a door will not latch because of minor settling, you can correct this by making a new opening in the jamb for the latch plate (remortising) and raising or lowering the plate accordingly or making an adjustment on the hinge side of the door by tightening hinge screws or shimming them out.

Some double doors have roller latches located at the top of the doors. Overtime dust will settle in the rollers causing them to stick. Remove the roller latch assembly, clean with compressed air and lubricate with silicone.

Hinges

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

Privacy Locks

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

Locks

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

Slamming

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

Shrinkage

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

Sticking

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

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

Warping

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

Weather Stripping

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

Pfeifer Homes, Inc. Limited Warranty Guidelines

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

Adjustments

Due to normal settling of the home, doors may require adjustment for proper fit. Pfeifer Homes, Inc. will make such adjustments one time during the warranty period.

Panel Shrinkage

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

Warping

Pfeifer Homes, Inc. will repair doors that warp in excess of 1/4 inch measured diagonally from corner to corner.

Drywall

Homeowner Use and Maintenance Guidelines

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

One-Time Repair

We will repair the drywall one time only during your materials and workmanship period. We suggest that this be performed with your 11th month service.

Home Owner Maintenance Repairs

With the exception of the one-time repair service provided by Pfeifer Homes, Inc., care of drywall is your maintenance responsibility. Most drywall repairs can be easily made. This work is best done when you redecorate the room. Repair hairline cracks with a coat of paint. You can repair slightly larger cracks with spackle or caulk. To correct a nail pop, reset the nail with a hammer and punch. Cover it with spackle, which is available at paint and hardware stores. Apply two or three thin coats. When dry, sand the surface with fine-grain sandpaper, and then paint. You can fill indentations caused by sharp objects in the same manner.

Pfeifer Homes, Inc. Limited Warranty Guidelines

During the orientation, we confirm that drywall surfaces are in acceptable condition. One time during the materials and workmanship warranty, Pfeifer Homes, Inc. will repair drywall shrinkage cracks and nail pops that are visible from a distance of 6 feet during normal lighting conditions and touch up the repaired area using the same paint color that was on the surface when the home was delivered. **Touch-ups will be visible.**

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

Blemishes

Sheetrock paper is a manufactured product and may contain slight blemishes. Blemishes that are visible from a distance of 6' during normal lighting conditions will be repaired one time during the warranty period.

Lighting Conditions

Pfeifer Homes, Inc. does not repair drywall flaws that are only visible under particular lighting conditions.

Related Warranty Repairs

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

Electrical Systems

Homeowner Use and Maintenance Guidelines

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

Breakers

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

Breaker Tripping

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

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

Buzzing

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

Fixture Location

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

GFI (Ground-Fault Interrupters)

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

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

Each GFI receptacle has a test and reset button. This will trip the circuit. To return service, press the reset button. If a GFI breaker trips during normal use, it may indicate a faulty appliance and you will need to investigate the problem. One GFI breaker can control up to three or four outlets.

If you have experienced loss of power to any kitchen, bath, garage or exterior outlet then a GFI breaker has probably tripped. The reset button for garage and exterior outlets are sometimes located beside the main breaker box in your basement.

Grounded System

Your electrical system is a three-wire grounded system. Never remove the bare (ground) 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.

Lights Dimming During Furnace/AC Startup or Small Appliance Usage

It is common for lights to temporarily dim during furnace/ac startup or during small appliance usage. Electricity works similar to the water supply in your home. When you flush your stool, for example, you will see a reduction in water pressure available to other fixtures in your home. The wiring in your home works much the same way. Turning on a hair dryer is similar to flushing a stool, you will notice a difference in the “pressure” to operate your other fixtures “lights” during your hair dryer usage. We want to assure you that your electrical system meets or exceeds local building codes.

Modifications

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

Outlets

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

If you have experienced loss of power to any kitchen, bath, garage or exterior outlet then a GFI breaker has probably tripped. The reset button for garage and exterior outlets are sometimes located beside the main breaker box in your basement.

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 1-800-Dig-Rite. In most cases, wires run in a straight line from the service panel to the nearest public utility pad. Maintain positive drainage around the foundation to protect this service.

Pfeifer Homes, Inc. Limited Warranty Guidelines

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

Light Fixtures Tarnish

Finish on light fixtures may be covered by manufactures warranty. No builder correction.
(Also see brass plumbing/lighting fixtures)

Switch/Outlet Cover Plate

Cover plates shall rest within 1/8 inch of wall. Builder will adjust if it exceeds 1/8 inch from the wall.

Designed Load

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

GFI (Ground-Fault -Interrupters)

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

Power Surge

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

Ceiling Fan Vibrates/Wobbles Excessively

Excessive wobble or vibrations of ceiling fan is corrected and accepted at the orientation, no further builder correction is required.

Electric Water Heater

Homeowner Care and Maintenance

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

Drain Tank

Review and follow the manufacturer's timetable and instructions for draining several gallons of water from the bottom of the water heater. This reduces build-up of chemical and mineral 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 electric water heater will require periodic cleaning. The frequency is determined in part by the quality of the water in your area. Again, refer to the manufacturer's literature for step-by-step instructions and drawings, or contact an authorized service company.

No Hot Water

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

Pressure Relief Valve

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

Safety

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

Temperature

Temperature settings on an electric water heater will produce approximately the temperatures listed below:

Hot	120 degrees F
A	130 degrees F
B	140 degrees F
C	150 degrees F
Very Hot	160 degrees F

The recommended setting for operation of a dishwasher is B, or 140 degrees. Higher settings can waste energy dollars and increase the danger of injury from scalding. Hot water will take longer to arrive at sinks, tubs, and showers that are farther from the water heater.

Pfeifer Homes, Inc. Limited Warranty

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

Expansion and Contraction

Homeowner Use and Maintenance Guidelines

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

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

Pfeifer Homes, Inc. Limited Warranty

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

Fireplace

Homeowner Use and Maintenance Guidelines

Gas Fireplace

Pfeifer Homes, Inc. offers direct-vent and top vent gas fireplaces. If you ordered this type of fireplace, it is demonstrated during the orientation. Read and follow all manufacturers' directions.

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

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

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

Wood Fireplaces

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

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

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

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

Your objective in building a fire should be a clean, steady, slow-burning fire. Begin with a small fire to allow the components of the fireplace to heat up slowly. Failure to do so may damage the fireplace and can void the warranty. Start the fire by preheating the flue with the log lighter then add two to three layers of logs stacked with air space between, largest logs to the rear, works best. Any logs 6" in diameter or larger should be split.

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

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

Chimney Cleaning

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

Spark Arrester

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

Pfeifer Homes Incorporated Limited Warranty Guidelines

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

Chimney Separation

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

Cracks

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

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

Discoloration

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

Downdraft

Although extremely high winds can result in a downdraft, this condition should be temporary and occasional. We will determine and correct continuous malfunction if caused by a construction or design defect only.

Glass Doors

During the orientation we confirm that glass fireplace doors, when included with the home, are in acceptable condition. No further corrective action is required.

Water Infiltration

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

Foundation

Homeowner Use and Maintenance Guidelines

We install the foundation of your home according to the current codes of your City. 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 the foundation was constructed according to code requirements, surface cracks can still develop in the wall. Surface cracks are not detrimental to the structural integrity of your home. If a crack develops in a foundation wall that allows water to come through, follow the procedures for submitting a warranty item.

Dampness

Due to the amount of water in concrete, basements may be damp. Condensation can form on water lines and drip onto the floor. In most cases your heating/cooling equipment will remove excess dampness in about 6 months. If desired, a dehumidifier can be used until you reach desired results. Be sure and not make the home too dry.

Future Construction in Basement

If you decide to perform additional construction in the basement, obtain guidelines from a licensed engineer or architect, obtain a building permit, and comply with all codes and safety requirements. Pfeifer Homes, Inc. does not warrant that you will be able to obtain such a permit because of the possibility that building codes may change.

Pfeifer Homes, Inc. Limited Warranty Guidelines

The foundation of your home has been designed and installed according to the local codes. The walls of the foundation are poured concrete with steel reinforcing rods.

Cracks

Shrinkage or backfill cracks are not unusual in foundation walls, especially at the corners of basement windows. Pfeifer Homes, Inc. will seal cracks that exceed 1/8 inch in width or any crack permitting water penetration. Correction may be accomplished by siliconing.

Cosmetic Imperfections

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

Leaks

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

Garage Overhead Door

Homeowner Use and Maintenance Guidelines

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

30-Weight Oil

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

Lock

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

Opener

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

If Pfeifer Homes, Inc. installed a door opener as one of your selections, during orientation we demonstrate the electric eye that provides a safety stop in the event someone crosses through the opening while the overhead door is in motion. Use care not to place tools or other stored items where they interfere with the function of the electric eye. At certain times of the year, sunlight may interfere with the electric eye. Try to attach something (paper or cardboard) to the eye to shade it from the sun.

Painting

Repaint the garage door when you repaint your home, or more often if needed to maintain a satisfactory appearance.

Safety

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

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

Sag

The garage door may sag slightly due to its weight and span. This is a normal condition.

Pfeifer Homes, Inc. Limited Warranty Guidelines

The garage door should operate smoothly and with reasonable ease. The door can become misaligned and require adjustment, which Pfeifer Homes, Inc. will provide unless the problem is caused by the installation of a garage door opener subsequent to closing on the home or when the owner's actions or negligence caused the problem.

Light Visible

Garage overhead doors cannot be air tight. Some light will be visible around the edges and across the top of the door. Severe weather conditions may result in some precipitation entering around the door. No corrective action required.

Gas Shut-Offs

Homeowner Use and Maintenance Guidelines

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

Pfeifer Homes, Inc. Limited Warranty Guidelines

The gas company is responsible for leaks up to the meter. You are responsible for any leaks associated with any connections you have made to the gas supply in the home. Pfeifer Homes, Inc. will correct leaks from the meter into the home.

Gas Water Heater

Homeowner Use and Maintenance Guidelines

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

Condensation

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

Drain Tank

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

Pilot

Never light a gas pilot when the water heater tank is empty. Always turn off the gas before shutting off the cold water supply to the tank.

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

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

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

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

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

Safety

Vacuum the area around a gas-fired water heater to prevent dust from interfering with proper flame combustion. Never use the top of a heater as a storage shelf.

Temperature

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

No Hot Water

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

Pfeifer Homes, Inc. Limited Warranty Guidelines

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

Ghosting

Homeowner Use and Maintenance Guidelines

Recent feedback from homeowners regarding black sooty stains which develop on surfaces in homes (on carpet, walls, ceilings, appliances, mirrors, and around area rugs – to list a few examples) have caused much investigation and research.

The conclusion of the research and laboratory tests have been that the majority of this staining or “ghosting” results from pollution of the air in the home caused by burning scented candles. Incomplete combustion of hydrocarbons as these candles burn contributes a considerable amount of soot to the air. The sooty substance then settles or accumulates on surfaces of the home. These sooty deposits are extremely difficult to remove; on some surfaces (light colored carpet, for instance), they are impossible to clean completely.

The popularity of scented candles has increased many fold in recent years. If this is an activity that is part of your lifestyle, we caution you about the potential damage to your home. When this condition results from homeowners burning candles or other lifestyle choices, the resulting damage is excluded from our limited warranty coverage.

Grading and Drainage

Homeowner Use and Maintenance Guidelines

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

Drainage

Typically, the grade around your home should have a 2 percent slope. In most cases, drainage swales do not follow property boundaries. Maintain the slopes around your home to permit the water to drain away from the home as rapidly as possible. This is essential to protect your foundation. Failure to do so can result in major structural damage, water intrusion and will void your warranty.

Roof Water

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

Rototilling

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

Settling

The area we excavated for your home's foundation was larger than the home to allow room to work. In addition, some trenching is necessary for installation of utility lines. Although we replaced 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.

See also Landscaping.

Pfeifer Homes, Inc. Limited Warranty Guidelines

We established the final grade to ensure adequate drainage away from the home. Maintaining this drainage is your responsibility. If you alter the drainage pattern after closing, or if changes in drainage occur due to lack of maintenance, the limited warranty is void.

Backfill Settlement

Backfilled or excavated areas around the foundation and at utility trenches should not interfere with the drainage away from your home. If these areas settle during the first year, Pfeifer Homes, Inc. will fill the areas and you will be responsible for reseeding the repaired area. If settlement occurs under landscaped areas, owner will be responsible for removal and replacement of landscaping.

Erosion

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

New Sod

New sod installation and the extra watering that accompanies it can cause temporary drainage problems, as can unusually severe weather conditions. These problems are usually temporary and correction is usually not needed.

Recommendations

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

Soil Erosion

Pfeifer Homes, Inc. is not responsible for soil erosion due to acts of God, or other conditions beyond builder's control.

Standing Water

Standing or ponding water shall not remain for more than 24 hours except in area where sump pump or gutters discharge. No grading determination shall be made while the ground is frozen.

Swales

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

Under Concrete

Pfeifer Homes, Inc. will fill visible sunken areas under concrete flatwork during the first year.

Winter Grading

Due to weather conditions, especially during winter and early spring, the final grade may not have been established at the time of closing. We document the status of your grading at the time of delivery. When conditions permit, grading work will continue. Confirm that we have completed your grading before beginning landscaping.

Gutters and Downspouts

Homeowner Use and Maintenance Guidelines

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

Extensions or Splashblocks

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

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.

Paint

Gutters and downspouts do not require painting. You may paint them when you repaint your home if you desire.

Snow and Ice

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

Pfeifer Home Incorporated Limited Warranty Guidelines

Gutters over 3 feet long are installed with a slight slope so that roof water will flow to the downspouts.

Leaks

We correct leaks that occur during the warranty period.

Overflow

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

Standing Water

Small amounts of water (up to 1/2 inch) will stand for short periods of time in gutters immediately after rain. No correction is required unless it exceeds this condition.

Hardware

Homeowner Use and Maintenance Guidelines

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

Pfeifer Homes Incorporated Limited Warranty Guidelines

We confirm that all hardware is in acceptable condition during orientation. The limited warranty excludes repairs for cosmetic damage subsequent to the orientation. Pfeifer Homes, Inc. will repair hardware items that do not function as intended.

Tarnishing

Any tarnishing of the finish is covered by manufacture's warranty. No builder correction required.

Hardwood Floors

Homeowner Use and Maintenance Guidelines

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

Cleaning

Sweep on a daily basis or as needed. Never wet mop a hardwood floor. Excessive water causes wood to expand and can possibly damage the floor. When polyurethane finishes become soiled, damp-mop with a mixture of one cup vinegar to one gallon of warm water. When damp-mopping, remove all excess water from the mop. Do not use cleaners that contain wax or similar finish enhancers. These materials will make future refinishing more costly.

See Also *Waxing*

Dimples

Placing heavy furniture or dropping heavy or sharp objects on hardwood floors can result in dimples.

Filmy Appearance

A white, filmy appearance can result from moisture, often from wet shoes or boots. This condition should fade over time once the cause is removed.

Furniture Legs

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

Humidity

Wood floors respond noticeably to changes in humidity in your home. Especially during winter months the individual planks or pieces expand and contract as water content changes. A humidifier helps but does not eliminate this reaction. (Also see Humidifier Section)

Mats and Area Rugs

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

Recoat

If your floors have a polyurethane finish, you can have an extra coat of polyurethane applied by a qualified contractor. The exact timing will depend on your particular lifestyle and expectations. If another finish was used, refer to the manufacturer's recommendations.

Separation

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

See also Warping.

Shoes

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

Spills

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

Splinters

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

Sun Exposure

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

Traffic Paths

A dulling of the finish in heavy traffic areas is likely. Refer to *Recoat*

Warping

Warping will occur if the floor repeatedly becomes wet or is thoroughly soaked even once. This condition will level out in 6-12 months, be patient. Slight warping in the area of heat vents or heat and moisture producing appliances (i.e. dishwasher) is also common.

Wax

Waxing and the use of products like oil soap are neither necessary nor recommended. Once you wax a polyurethane finish floor, recoating is difficult because the new finish will not bond to the wax. The preferred maintenance is preventive cleaning and recoating as needed to maintain the desired luster.

Pfeifer Homes, Inc. Limited Warranty Guidelines

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

Cupping

Cupping is caused from high humidity levels causing the flooring to swell and subsequently “cup”. This occurrence will normally diminish 6 - 12 months after normal humidity is maintained. Cupping that remains in excess of 1/16 of an inch in a 3 inch span measured perpendicular to the long axis of the plank will be repaired. Cupping in the areas caused by exposure to moisture beyond the control of Pfeifer Homes, Inc. is not covered.

Separations

Shrinkage will result in separations between the members of hardwood floors. If these exceed 3/16 inch, Pfeifer Homes, Inc. will fill them one time. Pfeifer Homes, Inc. is not responsible for removing excess filler that appears on the surface if the boards expand due to subsequent changes in humidity and expel the filler. Gaps that do not exceed 3/16 of an inch will probably close up within 12-24 months so be patient. This is a natural phenomenon in homes that experience significant shifts in humidity. The owner is responsible for maintaining proper humidity levels in the home.

Lippage

Lippage greater than 1/16” at the junction of prefinished wood flooring products is excessive and will be repaired by Pfeifer Homes, Inc.

Heating System

Trial Run

Have a trial run early in the fall to test the furnace. If service is needed, it is much better to discover that before the heating season.

Homeowner Use and Maintenance Guidelines

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

Maintenance Agreement

The HVAC contractor that installed your equipment offers a yearly maintenance contract for you to purchase. Call the HVAC contractor for more details and pricing on their plan.

Adjust Dampers

Your home is equipped with a manual damper system. Adjustment of these dampers from heating to cooling season will provide more consistent heating/cooling temps throughout the different levels of the home.

Adjust Vents

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

Avoid Overheating

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

Blower Panel

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

Combustion Air

Furnaces we install in finished basements may include combustion air vents.

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

Ductwork Noise

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

Filter

Remember to change or clean the filter regularly throughout the year. A clogged filter can slow air flow and cause cold spots in your home. Although it takes less than one minute to change the filter, this is one of the most frequently overlooked details of normal furnace care. Buy filters in large quantity for the sake of convenience.

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

If you have an electronic air cleaner or a high efficient media air cleaner refer to manufacturer's recommendation for cleaning and maintenance.

Furnished Home

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

Gas Odor

If you smell gas, leave the home and call the gas company immediately.

Odor

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

On-Off Switch

The furnace has an on-off blower switch. This switch looks like a regular light switch and is located in a metal box outside the furnace. When turned off, this switch overrides all furnace commands and shuts down the blower. This is usually done only when maintenance service is being performed, although young children have been known to turn the furnace off using this switch.

Registers

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

Return Air Vents

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

Temperature

Depending on the style of home, temperatures can normally vary from floor to floor as much as 10 degrees or more on extremely cold days. The furnace blower will typically cycle on and off more frequently and for shorter periods during severe cold spells.

Thermostat

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

Pfeifer Homes, Inc. Limited Warranty Guidelines

We will install heating systems according to local building codes, as well as to the design of your new home.

Adequacy of the system is determined by its ability to establish a temperature of 70 degrees F, as measured in the center of the room, 5 feet above the floor. In extremely cold temperatures (10 degrees below zero or colder), the system should be able to maintain a temperature differential of 80 degrees from the outside temperature.

Duct Placement

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

Ductwork

Although the heat system is not a sealed system, and there will be noticeable holes at seams, the ductwork should remain attached and securely fastened. If it becomes unattached, Pfeifer Homes, Inc. will repair as needed.

Furnace Sounds

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

Thermostat

Thermostats are calibrated to plus or minus 5 degrees.

Condensation of Ducts

Air handlers and ducts will collect condensation on their exterior surfaces when temperature differences and high humidity levels occur. Unless the condensation or frost is directly attributed to faulty equipment there is no builder correction required.

Heat Pump/Dual Fuel

Trial Run

Have a trial run early in the early spring to test the cooling side and early fall to test the heating side. If service is needed, it is much better to discover that before the season begins.

Homeowner Care and Maintenance

Maintenance Agreement

The HVAC contractor that installed your equipment offers a yearly maintenance contract for you to purchase. Call the HVAC contractor for more details and pricing on their plan.

If your home contains a heat pump system, you should be aware of the performance characteristics unique to these 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. Provide professional service for your system at least once every two years.

Adjust Dampers

Your home is equipped with a manual damper system. Adjustment of these dampers from heating to cooling season will provide more consistent heating and cooling temps throughout the different levels of the home.

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, which is the gas furnace on a dual fuel 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 40 degrees F, contact a service person.

Compressor Level

Maintain the air conditioning compressor in a level position to prevent inefficient operation and damage to the equipment. We include brackets bolted to the foundation wall to insure a level compressor. Immediately repair if these brackets become damaged or pull away from foundation.

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

Return Air Vents

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

Pfeifer Homes, Inc. Limited Warranty Guidelines

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

Condensation of Ducts

Air handlers and ducts will collect condensation on their exterior surfaces when temperature differences and high humidity levels occur. Unless condensation or frost is directly attributed to faulty equipment there is no builder correction required.

Humidifier

Homeowner Use and Maintenance Guidelines

Because of the importance of maintaining adequate humidity levels in your home during the dry winter months, your home has been equipped with a whole house humidifier mounted to the side of the main cold air return duct located next to your furnace. Without adequate humidity in your home you will experience unnecessary cracks in your wood floors, trims, cabinets and sheetrock as well as health related issues such as sore throats, nose bleeds and carpet static associated with dry air in your home.

It is very important to maintain and adjust the humidity in your home using the humidistat located by your humidifier as explained during your preclosing orientation. Fluctuations in outdoor temperatures require you to adjust indoor humidity or you could experience excess moisture, which can be just as damaging as dry air. See “Condensation.”

Humidistat

The humidistat located on the cold air return duct by your humidifier controls the amount of humidity being added to your home. It is important to understand that the appropriate humidity level in your home changes with the outdoor temperature. There is a chart on the face of your humidistat that shows this relationship of suggested humidity levels to outside temperatures. If you maintain humidity levels in this range you should not experience the problems or discomfort associated with too high or too low humidity levels in your home during the dry winter months. (See Humidifier).

Current Humidity Level

To check the amount of humidity that is currently in your home simply turn the thermostat fan switch from “auto” to “on”. You are now circulating air from all areas of your home past the humidistat, giving you an accurate sample of average humidity in your home. Turn the dial on your humidistat until you hear a “click” in the humidistat. By reading the humidity level on the dial when you hear the “click” you know what the average humidity level is in your home. Don’t forget to turn your fan switch on your thermostat back to “auto” when you are finished.

Annual Humidifier Maintenance

Most newer model humidifiers used today include a disposable core that is easily removed from your humidifier each year. Ideally you should discard the core and replace it at the end of each heating season. Replacing the core at this time will help reduce the possibility of undesirable allergens being introduced into your home during the upcoming cooling season and fall heating season. The disposable cores are sold by the heating and cooling company that installed the equipment in your home.

Please refer to the manufacturer's instructions for a more detailed explanation of the care and use of your humidifier.

Pfeifer Homes, Inc. Limited Warranty Guidelines

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

Infestation

Pfeifer Homes does not warranty against Insects, Rodents, and Birds Infestation and related extermination fees. During the fall and winter months try to leave garage and all man doors shut when not in use. During the spring months monitor bird activity and remove any nests from your roof and gutters.

Insulation

Homeowner Use and Maintenance Guidelines

The effectiveness of blown insulation is diminished if it is compressed from walking in your attic. As the last step to any work done in your attic (for example, the installation of a TV antenna), you should confirm that the insulation lays smooth "Fluff" up the compressed areas that were walked on. Do not step on drywall ceilings, because this can result in personal injury or damage to the drywall.

Electrical outlets normally emit noticeable amounts of cold air when outside temperatures are low because we are unable to insulate inside electrical boxes.

Pfeifer Homes, Inc. Limited Warranty Guidelines

Pfeifer Homes, Inc. will install insulation to meet or exceed the building codes applicable at the time of construction and outlined as part of your purchase agreement.

Landscaping

Homeowner Use and Maintenance Guidelines

Plan to install the basic components of your landscaping as soon after closing as weather permits. In addition to meeting your homeowner's 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.

Backfill

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

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

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

See also Grading and Drainage.

Bark or Rock Beds

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

Homeowner's Landscape 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 Pfeifer Homes, Inc.

First 5 Feet

Place no plants of any type or sprinkler heads within 5 feet of your home, unless you provide and maintain positive drainage away from your foundation.

Irrigation

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

Planning

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

See also Xeriscape.

Plant Selection

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

Requirements

Check with your homeowners association before designing, installing, or changing landscaping for any regulations that they require you to follow.

Soil Mix Around Landscaping

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

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

Sod Maintenance

After Sod has been installed, begin **WATERING IMMEDIATELY!** Proper watering is essential to the establishment of your new sod. During the first week, keep the soil beneath completely soaked – it is almost impossible to over water during this period. As a general guide, water at least 3 times a day during this critical first week. Watering times should be approximately 15-25 minutes. These numbers may need to be increased during hot weather. If water starts to puddle, cut back a bit on watering time. During the second week, reduce watering to 1-2 times per day, gradually allowing the soil to firm. This will make it possible for you to mow the first time toward the end of the second week. Set your mower at the highest cutting height to reduce scalping and never mow off more than 1/3 of the height of the grass. After three weeks, your sod should be established and you may cut back to a normal watering routine for your location. Three weeks after new sod you can fertilize and every 6 weeks thereafter.

Frequency and length of watering will depend on how warm and windy it is and how rapidly the lawn dries out following each watering. Remember, the goal during the first week is to keep the sod and soil beneath moist at all times.

Fescue Sod

The sod in your yard is a bluegrass/rye blend. If you desire to have a fescue yard, simply overseed in the early fall with a turf type fescue blend recommended by a local nursery. The fescue will establish itself quickly and create a beautiful “blend” of grasses in your yard. Don’t forget to reseed with fescue every two years to reduce the chance of “clumping” that is common to fescue yards.

Utility Lines

A slight depression may develop in the front lawn along the line of the utility trench. To correct this, roll back the sod, spread top soil underneath to level the area, and then relay the sod.

Waiting to Landscape

If you leave ground unlandscaped, it erodes. Correcting erosion that occurs after closing is your responsibility.

Xeriscape

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

Pfeifer Homes, Inc. Limited Warranty

Owner needs to understand that because of the care required to water and cultivate, Pfeifer Homes, Inc. does not guarantee the life of sod, seed, trees or plants (shrubs) planted by Pfeifer Homes, Inc. or our subcontractors.

Existing Trees

Precaution had been taken to protect existing trees during construction, but Pfeifer Homes, Inc. neither guarantees their life or removal in case they subsequently die.

Nursery Guarantees

The above exclusion does not invalidate any nursery guarantee provided to the homeowner.

Seams Between Sod

It is not unusual to have “Gaps” develop between the rolls of sod while it is establishing itself in your yard. This is a normal condition that Pfeifer Homes, Inc. has no control over and therefore is not covered by your Limited Warranty. You can easily correct this condition by overseeding your yard with a quality rye/bluegrass or turf type fescue in the early fall.

Sliding Sod

Some yards have enough slope to them, combined with excessive watering, or unexpected heavy rain, you may experience “sliding” of your new grass. This is a condition that Pfeifer Homes, Inc. has no control over and is not covered by your Limited 1 Year Warranty.

It is not difficult for you to spend some time after the yard dries a little to reposition the sod. The condition will not reoccur after your sod has had time to establish itself.

Mildew

Homeowner Use and Maintenance Guidelines

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

Pfeifer Homes, Inc. Limited Warranty Guidelines

We will remove any mildew noted during the orientation. Pfeifer Homes, Inc. warranty excludes mildew after acceptance of the home.

Mirrors

Homeowner Use and Maintenance Guidelines

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

Pfeifer Homes, Inc. Limited Warranty Guidelines

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

Mold

Homeowner Use and Maintenance Guidelines

Mold occurs naturally in the environment, and it is necessary for the natural decomposition of plant and other organic material. It spreads by means of microscopic spores borne on the wind, and is found everywhere life can be supported. Residential home construction is not, and cannot be, designed to exclude mold spores. If the growing conditions are right, mold can grow in your home. Most homeowners are familiar with mold growth in the form of bread mold, and mold that may grow on bathroom tile.

In order to grow, mold requires a food source. This might be supplied by items found in the home, such as fabric, carpet or even wallpaper, or by building materials, such as drywall, wood and insulation, to name a few. Also, mold growth requires a temperate climate. The best growth occurs at temperatures between 40⁰ F and 100⁰ F. Finally, mold growth requires moisture. Moisture is the only mold growth factor that can be controlled in a residential setting. By minimizing moisture, a homeowner can reduce or eliminate mold growth.

Moisture in the home can have many causes. Spills, leaks, overflows, condensation and high humidity are common sources of home moisture. Good housekeeping and home maintenance practices are essential in the effort to prevent or eliminate mold growth. If moisture is allowed to remain on the growth medium, mold can develop within 24 to 48 hours.

Homeowners can take positive steps to reduce or eliminate the occurrence of mold growth in the home, and thereby minimize any possible adverse effects that may be caused by mold. These steps include the following:

1. Before bringing items into the home, check for signs of mold. Potted plants (roots and soil), furnishings, or stored clothing and bedding materials, as well as many other household goods, could already contain mold growth.
2. Regular vacuuming and cleaning will help reduce mold levels. Mild bleach solutions and most tile cleaners are effective in eliminating or preventing mold growth.
3. Keep the humidity in the home at the correct level (see humidifier). Make sure clothes dryer vents and caps are not obstructed with lint. Ventilate kitchens and bathrooms by opening windows, by using exhaust fans, or by running the air conditioning to remove excess moisture in the air, and to facilitate evaporation of water from wet surfaces.
4. Promptly clean up spills, condensation and other sources of moisture. Thoroughly dry any wet surfaces or materials. Do not let water pool or stand in your home. Promptly replace any materials that cannot be thoroughly dried, such as drywall or insulation.
5. Inspect for leaks on a regular basis. Look for discolorations or wet spots. Repair any leaks promptly. Inspect condensation pans (refrigerators and air conditioners) for mold growth. Take notice of musty odors, and any visible signs of mold.
6. Should mold develop, thoroughly clean the affected area with a mild solution of bleach. First test to see if the affected materials or surface is color safe. Porous materials, such as fabric, upholstery or carpet should be discarded. Should the mold growth be severe, call on the services of a qualified professional cleaner.

Pfeifer Homes, Inc. Limited Warranty Guidelines

We will remove any mold noted during the orientation. Pfeifer Homes, Inc. warranty excludes mold after acceptance of the home.

Paint and Stain

Homeowner Use and Maintenance Guidelines

Due to changes in the formula for paint (such as the elimination of lead to make paints safer), painted surfaces must be washed gently using mild soap and as little water as possible. Avoid abrasive cleaners, scouring pads, or scrub brushes. Flat paints show washing marks more easily than gloss paints do. Often, homeowners prefer the results obtained by touching up rather than washing.

Colors

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

Exterior

Regular attention will preserve the beauty and value of your home. Check the painted and stained surfaces of your home's exterior annually. Repaint before much chipping or wearing away of the original finish occurs; this will save the cost of extensive surface preparation. Climatic conditions control the chemical structure of the paint used on the exterior. Over time, this finish will fade and dull a bit. Remember your gutters, downspouts and exterior window frames usually do not need painting in the future.

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

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

Severe Weather

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

Stain

For minor interior stain touch-ups, a furniture-polish-with stain (Old English w/scratch cover) is inexpensive, easy to use, and will blend in with the wood grain. Follow directions on the bottle.

Touch-Up

When doing paint touch-ups, use a small brush or "mini" 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. When it is time to repaint a room, prepare the wall surfaces first by cleaning with a mild soap and water mixture or a reliable cleaning product.

We provide samples of each paint used on your home. Store these with the lids tightly in place and in a location where they are not subjected to extreme temperatures.

Wall Cracks

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

See also Drywall.

Pfeifer Homes, Inc. Limited Warranty Guidelines

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

Fading

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

Peeling Paint Due to Condensation

Builder is not responsible for peeling paint or wood finish that is caused from condensation. No corrective action required. (See Condensation)

Touch-Up Visible

Paint touch-up is visible under certain lighting conditions. This is a normal occurrence and is unavoidable. No builder correction is required.

Wood Grain

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

Nail Holes Visible on Painted Trim

The filler material we use to fill nail holes will expand and contract different than the wood trim around it. This occurrence will cause you to see nail holes in all wood trims. Pfeifer Homes, Inc. will correct nail holes that are not filled only.

Unpainted Window Sash Edges of Wood Casement Windows

To prevent "sticking" of casement windows Pfeifer Homes, Inc. does not normally paint or finish sash edges of casement windows. No corrective action needed.

Phone Jacks

Homeowner Use and Maintenance Guidelines

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

Pfeifer Homes, Inc. Limited Warranty Guidelines

Pfeifer Homes, Inc. will correct outlets positioned so that a phone outlet cannot be used as intended due to a cabinet or other component that is part of the original design of the home.

Pfeifer Homes, Inc. will repair wiring that does not perform as intended from the phone service box located on the outside of your home, into and throughout your home. From the service box outward, care of the wiring is the responsibility of the local telephone service company.

Plumbing

Homeowner Use and Maintenance Guidelines

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

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

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. You may need to clean out the aerators 3 - 4 times a year depending on the condition of your water.

See also Dripping Faucet.

Basement Construction

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

Cleaning

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

Clogs

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

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

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

Dripping Faucet

Your Moen faucets use a cartridge valve design rather than washers. This design should provide you with years of dependable service. If you feel the faucet is not working properly please refer to manufacture's recommendations for proper repair or replacement of the cartridge. A common remedy to a dripping faucet is to remove and rinse the cartridge.

Extended Absence

If you plan to be away for an extended period, you should drain your water supply lines. To do this, shut off the main supply line and turn off the gas control on your water heater then open all your faucets and the spigot on the bottom of your water heater. You may need to run a hose from the spigot on your water heater to the floor drain located close by. If all heat to your home is going to be turned off then you will also need to "Blow Out" your water lines, after they have drained out, using compressed air.

Freezing Pipes

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

Many of our home designs have water pipes in the ceilings of the garage. Be sure and not leave the garage door open for extended periods of time.

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

Pfeifer Homes, Inc. does not have control over the amount and duration of cold that the water lines are exposed to, therefore, we do not provide any warranty for this condition that, upon our inspection, we confirm has been insulated properly.

Gold or Brass Finish (Also see Brass Fixtures)

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

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 or our office.

Low Pressure

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

Your home may be equipped with a pressure regulator. The regulator has been preset to allow adequate water pressure, but not too much as to allow excessive “Hammering” in your water lines. You can “fine tune” pressure in your home by turning the set screw on top of the regulator clockwise for more pressure and counter clockwise for less pressure. Be sure and reset the nut on the setscrew when you are finished.

Marble or Manufactured Marble

Marble and manufactured marble will not chip as readily as porcelain enamel but can be damaged by a sharp blow. It is acceptable to use a high grade automotive wax on your marble tops to maintain some protection to the surface as well as a beautiful shine. Avoid abrasive cleansers or razor blades on manufactured marble; both damage the surface. Always mix hot and cold water at manufactured marble sinks; running only hot water can damage the sink.

Outside Faucets (Silcocks)

Outside faucets are freeze-proof, but in order for this feature to be effective, you must remove hoses during cold weather, even if the faucet is located in your garage. If a hose is left attached, the water that remains in the hose can freeze and expand back into the pipe, causing a break in the line. Repair of a broken line that feeds an exterior faucet is a maintenance item. Note that Pfeifer Homes, Inc. does not warrant sillcocks against freezing.

Porcelain or Fiberglass Tubs/showers

You can damage porcelain enamel 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. Consult manufacturer's recommendations for use and care.

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 or simply turn the adjustment screw. The float should be free and not rub the side of the tank or any other parts. Also check the chain on the flush handle. If it is too tight, it will prevent the rubber stopper at the bottom of the tank from sealing, resulting in running water.

Shut-Offs

Your main water shut-off is located at the point where your water line enters 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. Each toilet also has a shut-off on the water line under the tank.

Landscape Sprinklers

You should routinely inspect sprinkler heads and provide seasonal service to maintain proper functioning. Consult your sprinkler system manual for detailed use, care and winterizing instructions.

Stainless Steel

Clean stainless steel sinks with soap and water to preserve their luster. Avoid abrasive cleaners; these will damage the finish. An occasional cleaning with a good stainless steel cleaner will enhance the finish. Avoid leaving produce on a stainless steel surface, since prolonged contact with produce can stain the finish.

Tank Care

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

Pfeifer Homes, Inc. Limited Warranty Guidelines

During the orientation we will confirm that all plumbing fixtures are in acceptable condition and that all faucets and drains operate freely. You are responsible for correcting clogged drains after acceptance of the home.

Cosmetic Damage

Pfeifer Homes, Inc. will correct any fixture damage noted on the orientation list. Repairing chips, scratches, or other surface damage noted subsequent to the orientation list is your responsibility.

Exterior Faucets

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

Freezing Pipes

Provided the home is heated at a normal level, pipes should not freeze. Set heat at 65 degrees F if you are away during winter months. Keep garage doors closed to protect plumbing lines that run through this area.

Pfeifer Homes, Inc. does not have control over the amount and duration of cold that the water lines are exposed to, therefore, we do not provide any warranty for this condition that, upon our inspection, we confirm has been insulated properly.

Leaks

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

Noise

Changes in pressure or the flow of the water itself will cause some noise in the pipes. This is normal and requires no repair. Pfeifer Homes, Inc. will repair persistent water hammer.

Disruption of Supply to Home

Pfeifer Homes, Inc. will repair all on site service connections up to the city/county main if the failure results from defective materials or installation. Conditions beyond the control of Pfeifer Homes, Inc. or acts of God are not covered.

Septic Systems

Your septic system is an engineered system that is made up of components that all have a manufacturer's warranty to function within their design. Our contractor that installed the system is responsible for proper installation of the system per manufacturer's and engineering specifications.

Even though your system has been engineered, manufactured and installed per specifications, prolonged cool or wet conditions may limit the ability of laterals (if applicable) to perform as designed. This is not a design flaw but an act of God that we have no control over and cannot warranty.

Common owner negligence or improper actions that will void the warranty are listed below:

- Connection of a sump pump, gutters or backwash of a water softener into the system.
- Placement of Non Biodegradable items into the system.
- Use of food waste disposer not supplied or approved by the builder.
- Placement of surfaces not permeable to air or water over the lateral field of the system.
- Allowing vehicles or equipment to drive or park over the lateral field of the system.
- Failure to pump out the septic system as required by the manufacturer.
- Use which exceeds the systems design standards.
- Leaking faucets or stools (Note: A leaking faucet or stool can overload a lateral field within 48 hours!)

Radon

Radon Notice and Disclaimers

The U.S. Environmental Protection Agency, the U.S. Department of Health and Human Services, the U.S. Public Health Service, have expressed concern over the presence of radon gas in homes. Prolonged exposure to high levels of indoor radon or its progeny may affect the health of residents. Although such conditions may exist, the Pfeifer Homes, Inc. has made no investigation to determine whether radon gas or other environmental pollutants are present in the home or affecting the premises. The builder has made no analysis or verification of the extent of the environmental or health hazard, if any, that may affect the premises or residents.

Pfeifer Homes, Inc. Limited Warranty Guidelines

Pfeifer Homes, Inc. makes no representation or warranty as to (a) the presence or lack of radon or hazardous environmental condition nor (b) the effect of radon or any such condition on the premises or residents.

Resilient Flooring

Homeowner Use and Maintenance Guidelines

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

Color and Pattern

Your color selection sheets provide a record of the brand, style, and color of floor coverings in your home. Please retain this information for future reference.

Limit Water

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

Moving Furniture

Moving appliances across resilient floor covering can result in tears and wrinkles. Install coasters on furniture legs to prevent permanent damage. If you damage the resilient floor, you can have it successfully patched by professionals. We leave some remnants of floor covering materials for this reason.

No Wax

The resilient flooring installed in your home maybe 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 or staples 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.

Pfeifer Homes, Inc. Limited Warranty Guidelines

We will confirm that resilient floor covering is in acceptable condition during your orientation. Pfeifer Homes, Inc. limited warranty does not cover damage to resilient floors after acceptance of the home. We can assist you in contacting professionals who can repair such damage if it occurs in your home. Pfeifer Homes, Inc. is not responsible for discontinued selections.

Adhesion

Resilient floor covering should adhere. Pfeifer Homes, Inc. will repair lifting or bubbling and nail pops that appear on the surface.

Ridges

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

Seams

Seams will occur and are sealed at the time of installation. Pfeifer Homes, Inc. will correct gaps in excess of 1/16 inch where resilient flooring pieces meet or 1/8 inch where resilient flooring meets another material by filling with a seam sealer. Pfeifer Homes, Inc. will correct curling at seams unless caused by homeowner neglect such as excessive water.

Roof

Homeowner Use and Maintenance Guidelines

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

Clean Gutters

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

Leaks

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

Limit Walking

Limit walking on your roof. Your weight and movement can loosen the roofing material and in turn result in leaks. Never walk on the roof of your home when the shingles are wet (they are slippery).

Severe Weather

After severe storms, do a visual inspection of the roof for damages. Notify your insurance company if you find pieces of shingle in the yard or shingle edges lifted on the roof. Storm damage is Not a builder warranted item.

Pfeifer Homes, Inc. Limited Warranty Guidelines

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

Ice Build-Up/Ice Damming

Ice build-up or ice damming may develop on the roof or eaves during extended periods of cold and snow or freeze/thaw conditions. Freeze/thaw conditions can force water to travel up the roof which is opposite for the intended design of the roof to shed water. Damage that results from this is excluded from warranty coverage. Your homeowners insurance may cover this damage.

Inclement Weather

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

Rough Carpentry

Pfeifer Homes, Inc. Limited Warranty Guidelines

Some floor and stair squeaks are unavoidable. Although Pfeifer Homes, Inc. does not warrant against floor squeaks, a reasonable effort will be made to correct them. You may have separate coverage available to you through the floor joist manufacturer.

Floor Deflection

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

Plumb Walls

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

Siding

Homeowner Use and Maintenance Guidelines

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

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

See also Paint and Wood Trim.

Pfeifer Homes, Inc. Limited Warranty Guidelines

Separation at Joints/Delaminated Siding

Due to extreme temperature variances and expansion and contraction of exterior siding Pfeifer Homes, Inc. will Not be responsible for any exterior caulk maintenance.

We will correct any separation at joints or where siding meets another material if the separation allows water to enter the home. Pfeifer Homes, Inc. will correct or repair delaminating siding.

Hardboard or OSB Siding is Bowed or Wavy

Increasing or high constant relative humidity may cause bulges or waves in the siding. If the siding bows in excess of ½” in 32 inches builder will repair or replace affected siding and paint. Paint touch up will not match.

Hardboard or OSB Siding is Buckled

Normal compression or settling of the home may cause siding to compress against siding above or below it causing it to buckle. Siding that buckles in excess of 3/16 inch from the face of adjacent siding will be repaired or replaced and painted. Paint touch up will not match.

Vinyl Siding is Bowed or Wavy

Some waviness in vinyl siding is to be expected because of bows in studs and expansion of the siding during summer heat. Thermal expansion waves or distortions that exceed ¼ inch in 16 inches will be repaired.

Vinyl Siding Cuts are Crooked

Visible cuts in vinyl siding and trims should be straight and neat. Crooked cuts that exceed 1/8 inch from true will be repaired or replaced.

Smoke Detectors

Homeowner Use and Maintenance Guidelines

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

Battery Maintenance

Your smoke detectors require AC and DC power. You will need to replace the batteries routinely to insure that they will function properly in case of a fire.

Cleaning

For your safety, clean each smoke detector monthly to prevent a false alarm or lack of response in a fire. After cleaning, push the test button to confirm the alarm is working.

Pfeifer Homes, Inc. Limited Warranty Guidelines

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

Sod

See Landscaping

Stairs

Homeowner Use and Maintenance Guidelines

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

Pfeifer Homes, Inc. Limited Warranty Guidelines

Although Pfeifer Homes, Inc. does not warrant against stair vibration and squeaks, a reasonable effort will be made to correct them.

Stucco

Homeowner Use and Maintenance Guidelines

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

Refinishing

Your stucco has had an acrylic paint applied to the surface or has an acrylic finish. Both systems can be caulked and painted with any exterior Latex paint in the future.

Efflorescence

The white, powdery substance that sometimes accumulates on stucco surfaces is called efflorescence. This is a natural phenomenon and cannot be prevented. In some cases, 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.

Sprinklers

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

Pfeifer Homes, Inc. Limited Warranty Guidelines

One-Time Repairs

One time during the warranty period, Pfeifer Homes, Inc. will repair stucco cracks that exceed 1/8 inch in width. Repairs will be made by caulking and painting. The repair will not exactly match the surrounding area.

Termites

Pfeifer Homes, Inc. Limited Warranty Guidelines

Pfeifer Homes, Inc. does not routinely pretreat for termites. Consequently we do not provide any coverage (in our one year warranty) for termites or insect infestation. If you have purchased a termite pretreat during your build job please refer to warranty coverage provided by the pest control company that performed the work. Normally this is a five year warranty.

Tile Wall and Floor

Homeowner Use and Maintenance Guidelines

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

Cleaning

Ceramic tile is one of the easiest floor coverings to maintain. Simply vacuum when needed. Occasionally, a wet mopping with warm water may be appropriate. Avoid adding detergent to the water. If you feel a cleaning agent is required, use a mild solution of warm water and ammonia, or use a vinegar and water solution. Rinse thoroughly.

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

Grout Discoloration

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

Sealing Grout

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

Separations

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

Tile around bathtubs or countertops may appear to be pulling up after a time. This is caused by normal shrinkage of grout or caulk and shrinkage of wood members as they dry out. 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.

Pfeifer Homes, Inc. Limited Warranty Guidelines

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

One-Time Repair

Pfeifer Homes, Inc. will repair cracked tiles and cracks in grout caused by normal settling of your home one time during the first year. We are not responsible for color variations of replaced tile and grout.

Vanity Tops

(See Counter/Vanity Tops)

Ventilation

Homeowner Use and Maintenance Guidelines

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

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

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

Your daily habits can help keep your home well ventilated:

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

Ditto 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.

Pfeifer Homes, Inc. Limited Warranty Guidelines

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

Pfeifer Homes, Inc. provides no warranty for condensation, radon, mold or any other indoor pollutant.

Waterproofing

Homeowner Use and Maintenance Guidelines

We spray your foundation walls with an asphalt waterproofing material. Although we make every effort to assure a dry basement, during times of excessive moisture, you may notice some dampness. Over time, natural compaction of soils in the backfill areas will usually eliminate this condition. Careful maintenance of positive drainage will also protect your basement from this condition.

Pfeifer Homes, Inc. Limited Warranty Guidelines

Pfeifer Homes, Inc. will correct conditions that allow actual water to enter the basement unless the cause is improper homeowner installation of landscaping or failure of homeowner to adequately maintain positive drainage away from the home.

Windows, Screens, and Patio Doors

Homeowner Use and Maintenance Guidelines

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

Cleaning

Clean aluminum and vinyl surfaces with warm, clear water. Do not use powdered cleaner. After each cleaning, apply a silicone lubricant to the aluminum hinges of storm doors. Clean glass as needed with vinegar and water, a commercial glass cleaner, or the product recommended by the window manufacturer. (See also ventilation and humidity)

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.

Door Locks

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

Door Tracks

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

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. Pfeifer Homes, Inc. does not paint sash edges of wood casement windows to prevent sticking of windows in a closed position.

Storing Screens

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

Weep Holes

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

Pfeifer Homes, Inc. Limited Warranty Guidelines

We will confirm that all windows and screens are in acceptable condition during the orientation. Pfeifer Homes, Inc. will repair or replace broken windows or damaged screens noted on the orientation list.

Windows should operate with reasonable ease and locks should perform as designed.

Condensation

Condensation on interior surfaces of the window and frame is the result of high humidity within the home and low outside temperatures. You influence the humidity level within your home; Pfeifer Homes, Inc. provides no corrective measure for this condition.

Condensation that accumulates between the panes of glass in dual-glazed windows indicates a broken seal. Pfeifer Homes, Inc. will replace the window if this occurs during the warranty period.

Consult your manufacture's warranty for any extended warranty that you may have on your glass and windows.

Infiltration

Some air and dust will infiltrate around windows, especially before the installation of landscaping in the general area. Pfeifer Homes, Inc. warranty excludes this occurrence.

Scratches

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

Tinting

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

See also Ventilation.

Wood Trim

Homeowner Use and Maintenance Guidelines

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

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

See also Expansion and Contraction.

Pfeifer Homes, Inc. Limited Warranty Guidelines

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

One Time Repair

Pfeifer Homes, Inc. will touch up cracks and separations of your trim that are due to normal settling of your home one time during the Limited Warranty Period.

Exterior

Due to extreme temperature variances and expansion and contraction of exterior siding Pfeifer Homes, Inc. will not be responsible for any exterior caulk maintenance. In all cases, we will correct any separation at joints that allows water to enter the home.

Exterior Trim Boards are Split

Pfeifer Homes, Inc. will repair “caulk” trim boards that split wider than 1/8 of an inch.

Exterior Trim Bows or Twists

Bows or twists that exceed 3/8 inch in 8 feet will be refastened or replaced.

Exterior Trim Board Cups

Cups exceeding 3/16 inch in 5 1/2 inches will be repaired or replaced.

Raised Grain

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

Pfeifer Homes, Inc.

1550 SW Market Street Suite 210

Lee's Summit, MO 64081-3113

(816) 524-5245

One-Time Repairs

We provide several first-time repairs for your home. Your Homeowner Manual lists these under individual headings such as caulking (interior), drywall, grout, and mortar cracks in the Caring for Your Home section. We provide this service as a courtesy and to give you an opportunity to observe methods and materials needed for ongoing maintenance of your home.

Only ONE one-time repair request per home during the warranty period please. We suggest sending this in near the end of your warranty year to maximize the benefits you receive. Simply complete a Service Request in our online system for the requested one-time repairs. Thank you!

PFEIFER HOMES, INC.
LIMITED ONE YEAR WARRANTY

Section I - Definitions

Owner(s) Name

Street Address of Home Covered

City, State, Zip Code

Section II - Warranty Coverage

Party Extending Warranty: This limited Warranty is extended by the Pfeifer Homes, Inc. ("Builder") who is the warrantor hereunder.

Parties Covered: This warranty is extended only to the Owner(s) named above (the "Owner"). It is not extended to any subsequent owners(s) of the Home.

Terms: This is a One Year Limited Warranty and shall only cover warranted items for which a defect as defined herein has appeared and been discovered within one (1) year of the Commencement Date. Commencement Date shall be defined as the closing date of the home purchase.

Warranted Items Covered: Subject to the exceptions and exclusions described herein, the Builder warrants that the home will be free from defects in materials and workmanship due to noncompliance with the Performance Standards contained in the Caring For Your Home section of your Homeowners Manual, Builder has provided to you.

Section III - Procedure for Warranty Performance

Break-in: The Home will require "breaking-in" by the Owner. Although the Builder has continuing obligations under this Limited Warranty the Owner must care for the Home and maintenance is not the Builder's responsibility.

Request for Warranty Performance

Service request order forms will be mailed to you at the 60 day and 11th month periods. All requests for non emergency warranty items will only be accepted on Pfeifer Homes, Inc. Service Request Order Forms. The year end Service Request Order Form must be delivered to Pfeifer Homes, Inc. business office by the end of the one year term of the warranty. The end of the One Year Limited Warranty is calculated one year from the closing date of the home purchase. Pfeifer Homes, Inc. can not be responsible for any problems whatsoever for which Builder has not actually received timely, written notice by the applicable deadline.

For detailed warranty and emergency reporting procedures please refer to the "Limited Warranty Guidelines" and "Reporting Procedures" in your Homeowners Manual, Builder has provided to you.

Section IV - Non-Warranted Conditions

Warranty Limited to Items in Section II: This Limited Warranty covers only those items described in Section II above. **There Are No Express Warranties Covering The Home Or The Property On Which It Is Located Except As Specifically Provided Herein And To The Fullest Extent Permitted By Law The Builder Shall Not Be Responsible For Any Incidental Or Consequential Damages Relating To, Or Resulting From Any Damage To, Or Defect In, Said Home Or The Property On Which It Is Located.**

Nothing Contained Herein Shall Limit Any Implied Warranties Of Merchantability Or Fitness For A Particular Purpose That May Apply To This Transaction.

Manufacturer's Warranties: Certain items may be covered by manufacturers' warranties. The Builder hereby assigns all manufacturers' warranties to the Owner. Any rights of the Owner under those warranties are provided by the manufacturers and **Builder Does Not Assume Any Of The Obligations Under Those Manufacturer's Warranties And Does Not Provide Any Warranty Coverage Of Items Covered By Manufacturer's Warranties.** The items covered by manufacturers' warranties include any dishwasher, cooktop, ovens, microwave, kitchen vent fan, central air conditioner, furnace, water heater and any other items for which the manufacturers offer a warranty.

Additional Exclusions: Builder does not warranty and shall not be responsible for, and this Limited Warranty shall not extend to or include or be applicable to, any of the following:

1. Any work performed or material supplied in accordance with any plans or specifications supplied, prepared or requested by Owner, or by any one on behalf of the Owner.
2. Any Defects caused or made worse by the negligence, improper maintenance or other action by Owner or anyone else other than Builder or Builder's employees, agents and subcontractors.
3. Defects in outbuildings including but not limited to, detached garages and detached carports (except outbuildings which contain the plumbing, electrical, heating, cooling or ventilation systems serving the Home); site located swimming pools and other recreational facilities; driveways; walkway; patios; boundary walls; retaining walls; bulkheads; fences; landscaping (including sodding, seeding, shrubs, trees and plantings); off site improvements; or any other improvements not part of the Home itself;
4. Loss or damage to real property which is not part of the Home covered by the Limited Warranty and which may or may not be included in the original purchase price of the Home;
5. Any damage to the extent it is caused or made worse by failure by the Owner or by anyone other than the Builder, its employees, agents or subcontractors, to comply with the Warranty requirements of manufacturers of appliances, fixtures and items of equipment; or failure by the Owner to give notice to the Builder of any defects within a reasonable time; or changes of the grading of the ground by anyone other than the Builder, its employees, agents or subcontractors or changes, alterations or additions made to the Home by anyone after the Commencement Date, dampness or condensation due to the failure of the Owner to maintain adequate ventilation;
6. Loss or damage which the Home Owner has not taken timely action to minimize;
7. Any defect in, caused by or resulting from, materials or work supplied by anyone other than the Builder, its employees, agents or subcontractors;
8. Normal wear and tear or normal deterioration;
9. Loss or damage, not otherwise excluded under this Limited Warranty, which does not constitute a defect in the construction of the Home by the Builder, its employees, agents or subcontractors;
10. Loss or damage caused by or resulting from accidents, riot and civil commotion, fire explosion, smoke, water escape, falling objects, aircraft, vehicles. Acts of God, lightning, windstorm, hail, flood, mudslide, earthquake, volcanic eruption, wind-driven water and changes in the underground water table which were not reasonably foreseeable;
11. Loss or damage caused by or resulting from seepage of water;
12. Loss or damage caused by or resulting from soil movement.

- 13. Insect damage;
- 14. Loss or damage which arises while the Home is being used primarily for nonresidential purposes;
- 15. Any condition which does not result in actual physical damage to the Home, including, but not limited to, uninhabitability or health risk due to the presence or consequence of unacceptable levels of radon gas, formaldehyde or other pollutants and contaminants, or the presence of hazardous or toxic on-site materials;
- 16. Bodily injury or damage to personal property;
- 17. Loss or damage caused by or resulting from abnormal loading on floors by the Owner which exceeds design load as mandated by codes;
- 18. Costs of shelter, transportation, food, moving, storage, wages, income or other expenses related to inconvenience or relocation during repairs; and
- 19. Any request for Warranty Performance not filed in the manner required hereunder.

Section V - Miscellaneous

- A. Repairs required under this warranty shall be performed in the manner, and using such materials and methods, as shall be considered advisable by the Builder.
- B. Repairs shall be finished or touched up to match surrounding areas as closely as practicable. However exact match cannot be guaranteed.
- C. For any problem covered by this Warranty, the Builder in its sole discretion may repair, replace, or pay the Owner the reasonable cost of repairing or replacing the defective item.
- D. Notwithstanding anything else contained herein, the Builder's total liability for efficiencies under this Limited Warranty is limited to the purchase price of the Home.
- E. Steps taken to correct defects shall not act to extend the term of this Warranty.
- F. If the Builder repairs or replaces, or pays the reasonable cost of repairing or replacing, any defect under this Limited Warranty which is covered by any other insurance or warranty, the owner must notify Builder of such coverage and owner upon request by Builder assign the proceeds of such insurance or the rights under such warranties to the builder to the extent of the cost to the Builder of such repair, replacement or payment.
- G. Should any provision of this Warranty be deemed unenforceable by a court of competent jurisdiction, that determination will not affect the enforceability of the remaining provisions.
- H. This Warranty is to be governed by the laws of the state in which the Home is located.
- I. This Warranty may not be modified or amended in any manner except upon written amendment signed by both the Builder and the Owner.
- J. The Owner must provide the Builder with reasonable workday access to the property in order to perform the Warranty service required under this Limited Warranty. Failure of the Owner to provide such access to the Builder may relieve the Builder of his obligations under this Limited Warranty.
- K. When the Builder 's finished with repairing or replacing the defect, or pays the Owner the cost of repairing or replacing the defect a full release of all legal obligations with respect to the defect must be signed and delivered to the Builder by the Owner.
- L. This Limited Warranty is to be binding on the Builder and the Owner, their heirs, personal representatives' successors and assigns.
- M. Use of one gender in this Limited Warranty includes all other genders, and the use of the plural includes the singular and vice versa as may be appropriate.

- N. This Warranty contains the entire express warranty granted by the Builder to the Owner and supersedes any previous contracts, agreements or representations relating to warranties, whether oral or written. **Owner Acknowledges That The Builder Has Made No Representations, Promises, Warranties, Or Agreements Whatsoever Concerning The Home Or The Property On Which Is Located Which Are Not Stated Herein.**

This Limited Warranty Does Not Permit Claims For Incidental Or Consequential Damages.

This Limited Warranty Gives You Specific Legal Rights, And You May Have Other Legal Rights Which Vary From State To State.

ACKNOWLEDGMENT

The undersigned acknowledge that we have read, understand, and received a copy of the foregoing Limited Warranty, including a copy of the Performance Standards described in The "Caring For Your Home" section contained in our Homeowners Manual. **WITHOUT LIMITING THE GENERALITY OF THE FOREGOING THE UNDERSIGNED ADDITIONALLY ACKNOWLEDGE THAT WE HAVE READ AND UNDERSTAND THE LIMITATIONS ON THE COVERAGE OF THIS LIMITED WARRANTY CONTAINED IN SECTION III.**

Owner

Date

Owner

Date