

Top 10 Questions

Customer Name: _____

Address: _____



Condensation

Condensation forms on windows when outside temps are cooler than inside temperatures. This is not a construction or manufacturing defect.



Countertops

Protect your granite from sharp objects, heat and abrasives. Do not allow water to stand on seams. Clean spills and moisture as soon as possible. Make certain to seal your granite after you move in. Do not sit, stand or walk on your countertops.



Sub Floors

Some noise may be heard when you walk on your stairs or second floor. This is a normal characteristic of multi-level homes constructed of wood. Your home's wood framing has been designed and inspected by a structural engineer.



Paint

You will receive a paint coupon at your home orientation for you to use touching up minor move in nicks and scratches. Paint touch ups are the homeowner's responsibility and are not provided by your warranty service.



Concrete

Hairline cracks in concrete (drives, sidewalks, patios) will occur and are not an indication of construction deficiency and will not impair the intended use of the surface.



Landscape

Maintenance of established drainage is a homeowner responsibility. Protect the drainage pattern as not to alter the flow of water in the yard. Maintain proper watering and fertilizing regiments to ensure the health and growth of your plants. Landscaping is a homeowner responsibility.



Drywall

As your home settles and dries out, hairline cracks will form in walls/ceilings and you may notice nail pops. This is to be expected and is not a result of construction defect.



Wood Floors

Wood floors need to be cleaned and maintained with Bona Hardwood Floor Cleaner or Pro Care Citrus. Never use water on a wood floor, water can permanently damage wood flooring and is not covered by your warranty.



Caulking

Shrinkage of caulk is normal. For best results, re-caulk interior and exterior areas regularly especially wet areas. This should be part of your regular preventative homeowner maintenance.



Brick

You may expect some mortar stain. Repeated cleaning of brick may damage the finish. Cracks and chips are common in the product and not indicative of a defect.

Receipt: _____

Date: _____