



Caring for Your New Home

Harr Homes Homeowners Manual

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

A home is one of the last "hand built products" left in the world. Although quality materials and workmanship have been used in your home, this does not mean that it will be free from care and maintenance. A home, like an automobile, requires care and attention from the beginning. General homeowner maintenance is essential to providing a quality home for a lifetime.

We are very proud of the product we build and the neighborhoods we build in and 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 a number of factors, such as normal wear and tear, climatic condition, the inherent characteristics of various materials used in your home (such as wood) and normal service required by the mechanical systems. Over time, natural variations in temperature and humidity also impact your home.

Many times a minor adjustment or repair done immediately by you saves a more serious, time consuming, and sometimes-costly repair later. **Note also that negligence of routine maintenance can void applicable limited warranty coverage on all or part of your home.**

We recognize that it is impossible to anticipate and describe every attention that may be needed for good home care; however, we have covered many important details. In addition, be certain to read your 2-10 Homebuyers Warranty literature. It supplements details discussed under "Caring for Your Home".

Manufacturers Warranties

Review the literature provided by the manufacturers of consumer products included with your home. Although much of the information may be familiar to you, some points may be significantly different from homes you have had in the past. The information contained in that material is not repeated here.

Activate specific manufacturer warranties by completing and mailing the registration cards included with their materials. In some cases, manufacturer warranties may extend beyond the first year; it is in your best interests to be apprised of such coverage.

By caring for your new home attentively, you insure your enjoyment of it for years. The attention provided by each homeowner contributes significantly to the overall desirability of the community.

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APPLIANCES

All appliances are warranted by their manufacturers, in accordance with the terms and conditions of the written warranties supplied by the manufacturers. Additional information about appliance operation can also be found under the "Electrical" and "Plumbing" Categories in this section of the manual.

MANUFACTURER 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:

1. The date of purchase (closing);
2. The serial and model numbers usually located on a small metal plate or seal attached to the appliance in an inconspicuous location.
3. A description of the problem.

For your convenience a chart is provided at the end of this section for recording the appliance serial and model numbers as well as manufacturer customer service phone numbers.

ATTIC ACCESS

The attic space is not intended for storage. Access is provided for purposes of maintaining mechanical equipment that may traverse the attic space. When performing any needed tasks in the attic, caution should be used; first prior to entering the attic, purchase a paper filter mask from local hardware store to avoid lung irritation from possible airborne insulation fibers, second be sure not to step off wood members onto the drywall. This can result in personal injury and/or damage to the ceiling below.

BRICK

After some time, face brick may require "tuck-pointing" (repairing the mortar between the bricks). Otherwise, no regular maintenance is required. A white powdery substance known as efflorescence may appear from time to time and is considered normal. This can be washed off with a mild solution of muratic acid and water.

CABINETS

Check out hardware. Adjust, tighten or lubricate knobs, hinges, latches, rollers, and drawer glides. Refresh varnished wood cabinets with a good quality furniture polish once a month. Follow container directions; do not use more than once a month to protect against excessive build-up. Avoid paraffin-based spray waxes or washing cabinets with water, as both will damage the luster of the finish.

HINGES/ DRAWER GLIDES

If hinges catch, or drawer glides become sluggish, a small amount of lubricant will improve their action. Tri-Flow is a recommended product.

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CAULKING Time and weather will shrink caulking and dry it out so that it no longer provides a good seal against moisture and air infiltration. As a matter of routine maintenance, it is wise to check the caulking inside and outside regularly and make repairs as needed. Caulking compounds and dispenser guns are available at hardware stores.

TYPES OF CAULK:

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

Latex Caulk Latex caulking is appropriate for an area that requires painting (along the stair "stringer" or where a counter top backsplash meets the wall).

Colored Caulk Colored caulking is available where larger selections are provided.

CERAMIC TILE Cleaning with any non-abrasive soap or detergent is recommended. Abrasive cleaners will dull the finish. Inspect grout and tile for cracks. Replace cracked tiles and re-grout as necessary.

SEPERATIONS Tile around bathtubs or countertops may appear to be pulling up after a time. This is caused by normal shrinkage of grout or caulk. If this occurs, the best remedy is to purchase "tub caulk" or premixed grout from a hardware store. Follow directions on the container. This maintenance is important to protect the underlying surface from water damage. Sealing grout is a Homeowner option and responsibility. (See FLOOR COVERING also)

CONCRETE All concrete in your home has been installed in accordance with industry standards. Pitting, scaling, spalling, and cracking of driveways, garage floors and concrete porches and patios are not covered under warranty.

Foundation The foundation of your home has been designed and installed in accordance with state and local building codes. The walls of the foundation are poured concrete with steel reinforcing rods.

Even though the foundation has been constructed to state and local building codes, cracks can still develop in the walls. Unless there is water seepage coming through such a crack, it is most likely a surface crack and will not be detrimental to the structural integrity of your home. If a crack develops in a foundation wall that allows water to come through, follow the procedures for submitting a warranty claim.

Flatwork To properly care for your exterior concrete, do not allow downspouts to drain in such a way that the water will get under the concrete. Seal any cracks in control joints or surface areas immediately with a flexible gray colored sealant.

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Cracks

Although we use accepted construction procedures for the installation of concrete flatwork, **this does not guarantee there will be no cracking. Some cracking in concrete occurs in almost all homes. The warranty does not cover concrete cracks.** However where repair is deemed necessary, the method provided is sealing with concrete caulk. Concrete is not replaced due to cracking.

By maintaining good drainage away from your home, you are protecting both your home's foundation and the basement floor slab. Maintenance of drainage away from all concrete slabs will minimize cracking and other forms of movement. Cracks in slabs should be sealed with a waterproof concrete caulk to prevent moisture from penetrating to the soil beneath.

Cracking in the concrete flatwork is often caused by extreme cold. During the summer, moisture finds its way under the concrete along the edges, or through cracks in the surface. In winter, this moisture forms frost that can lift the concrete, increasing or causing more cracking.

Expansion Joints

Expansion joints have been used to help control expansion; however, concrete is also susceptible to shrinking. If the concrete shrinks, moisture can penetrate under the concrete and lift the expansion joint. If this occurs, you can fill the gap created with a gray silicone sealant, which can be purchased at most hardware stores.

Ice & Snow

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 of concrete. Repeated hosing of the garage slab can cause spalling and settling and is therefore not recommended.

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

Sweeping

Do not wash patios, porches, driveways, etc. with cold water from an outside faucet when temperatures are extremely high and the hot sun has been shining on the concrete. The abrupt change in temperature can damage the surface bond of the concrete. Sweeping is the much preferred method of keeping exterior concrete clean. If washing is necessary, do this when temperatures are moderate.

Cleaning of the garage floor by hosing can cause settling, spalling, and increase soil movement by allowing water to penetrate any existing cracks. Sweeping is the recommended method for keeping the garage clean.

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Heavy Vehicles Do not permit heavy vehicles such as dump trucks, moving vans or concrete trucks to drive on your new concrete work. This concrete is not intended to bear the weight of this type of vehicle.

CONDENSATION Condensation on interior surfaces of the windows and frames is the result of high humidity within the home and low outside temperatures, and/or inadequate ventilation. These conditions are significantly influenced by family lifestyle. If your home includes a humidifier, closely observe manufacturer's directions, especially during periods of cooler temperatures.

Correct ventilation and fan use are very important. Be sure all window vents are always open (these are located on the sides or upper area of the frame of the window, not all windows have these) and make sure your fan timer is running at least 2 times a day for at least 2 hours or 3 times a day for at least one hour at a time (this is usually located in your laundry room area and directions are located on the inside panel of your circuit breaker in garage). However, your timer is already preset and is recommended to leave as is.

COUNTERTOPS Always use a cutting board when cutting, chopping, etc. Protect the counter 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 keep cigarettes in an ashtray.

Cleaners 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.

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

Caulking Verify that any caulking joints are in good condition and well adhered to both sides of the joint-water can cause underlying wood material to swell when wetted.

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

Warping In the event a door warps slightly, keep it latched as much as possible and it often will return to normal.

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

Before planing a door due to sticking, there are two other steps to try: 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 to the door jamb.

Hinges A squeaky door hinge can be remedied by removing the hinge pin and rubbing a lead pencil or graphite lubricant on it. Do not use oil as it can gum up.

Failure to Latch If a door will not latch due to minor settling; you can correct this by making a new opening in the jams for the latch and raising or lowering the plate accordingly.

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 can work hardware loose and cause the door to sag; it can also break the door.

Putty or filler can be used to fill any minor separations that may develop at mitered joints in door trim.

Keys Keep a duplicate "privacy lock" key where children cannot reach it in the event a youngster locks himself/herself in a room. Some types of privacy locks can be opened with a small screwdriver or similarly shaped device.

Weather Strip Weather stripping and/or any threshold supplied with exterior doors will occasionally require adjustment or replacement.

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

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

ELECTRICAL The master control panel that contains the electrical breakers for your home Control Panel includes a "main" shut off that controls all the electrical power to the home. In

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addition, individual breakers control the separate circuits. Be certain you are familiar with the location of the master control panel.

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.

Outlets If an outlet is not working, check first to see if it is one that is controlled by a wall switch. Next check the GFCI outlet and then the breaker. (The GFCI will be explained later.)

Breaker Tripping Breakers will often trip due to overloading the circuit by plugging too many appliances into it, a worn cord or defective item, or operating an appliance with too high a voltage requirement. 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 and the problem should be reported. If the circuit remains on, one of the items you unplugged is defective and requires repair or replacement.

GFCI/GFI

GFCI/GFI (Ground Fault Circuit Interrupter) receptacles have a built-in element, which senses fluctuations in power. Quite simply, the GFI is an indoor circuit breaker. Installation of these receptacles is required by codes in bathrooms, kitchen, outside, and garage (areas where an individual can come into contact with water while holding an electric appliance or tool). Heavy appliances such as freezers or power tools will trip the GFI breaker. **Do not plug a refrigerator or food freezer into a GFI controlled outlet; the likelihood of the contents being ruined is very high; such damage is NOT covered by the limited warranty.**

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

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- Unused Outlets** If there are small children in the home, install safety plugs to cover unused baseboard outlets. This also minimizes air infiltration that can sometimes occur with these outlets. Teach children never to touch electrical outlets, sockets, or fixtures.
- Ground** Your electrical system is a three-wire grounded system. Never remove the bare wire, which connects to the box or device.
- Buzzing** Fluorescent fixtures use transformer action to operate them. This action sometimes causes a buzzing.
- Underground** In areas with underground utilities, before digging or moving large amounts of soil, check the location of buried service leads by calling Locators: 1-800-424-5555. In most cases wires run in a straight line from the service panel to the nearest public utility pad. Care should be taken to keep soil around the foundation from settling to protect this service; avoid large amounts of water at this point as well.
- Modifications** Do not tamper with or add to your electrical system. For any modification that is needed, contact the electrician listed on your Emergency Phone Numbers sticker referred to at the end of the Homeowner Orientation section of this handbook or another licensed electrician.

EXPANSION & CONTRACTION

All building materials are subject to expansion and contraction caused by changes in temperature and humidity. Dissimilar materials expand or contract at different rates. This results in separation between materials, particularly dissimilar ones. The effects can be seen in small cracks in drywall and in paint, especially where moldings meet drywall, at mitered corners, where tile grout meets tub or sink, etc.

This can be alarming to an uninformed homeowner, but, in fact, it is very normal. Shrinkage of the wood members of your home is inevitable. This will occur in your home. It will be most noticeable during the first year, but may continue beyond that time. In most cases, paint and caulking are all that is needed to conceal this minor evidence of a very natural phenomenon. **Properly installed caulking will shrink and must be maintained by the homeowner.**

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FIREPLACE

Harr Homes offers direct vent gas fireplaces. Your fireplace is checked during the Homeowner Orientation to confirm it is operational. Be aware of a delay between turning the switch on and flame ignition. (This can take anywhere from 5-30 seconds to ignite.) The flames should ignite gently and silently. Read and follow any manufacturer directions.

Your fireplace, being new will require an 8-hour burnout the very first time of use. (The 8-hour period should be done all at the same time. Not 1 hour here, 3 hours there.) During the 8-hour period it will create a distinct smell. Opening of windows or leaving for this time frame is recommended for the smell can be quite odorous.

The glass will eventually build a film coat in which will need to be cleaned at least once every six months depending on your use. A fireplace glass cleaner is recommended with a final coat of Windex for shine.

If you notice any deviation in this and any gas smell after your 8-hour burnout period, shut the switch off immediately and report it.

FLOOR COVERING

Refer to manufacturer's recommendations for additional information on the care of all floor-covering products.

Carpet

Vacuuming high traffic areas daily will not only keep them clean but will help to maintain the upright position of the nap. Spills should be blotted and stains spot cleaned immediately. Always dab at the stain, never rub it. Stain removers should be tested first on an out of the way area of the carpet, such as in a closet, to check for any undesirable effects. Professional cleaning should be performed regularly, usually annually.

Vinyl or Resilient Flooring

Although resilient floors are designed for minimum care, they do vary in maintenance needs. All resilient floors require some regular application of a good floor finish. This assures you of retaining a high gloss. However, no cleaning or finishing agents should be used on the new floor until the adhesive has set thoroughly. This takes about two weeks.

No Wax

The resilient flooring installed in your home is the "no wax" type. "No-wax" means it is coated with a clear, tough coating which provides both a shiny appearance and a wearing surface. Even this surface will scuff or mark. Follow any manufacturer's specific recommendations for care and cleaning of all your hard surface floors.

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

Scrubbing/

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

Moving Furniture

Use extreme caution when moving appliances across resilient floor covering. Tears and wrinkles can result. Coasters should be installed on furniture legs to prevent permanent damage.

Raised Nail Heads

Raised nail heads are the result of movements of the floor joist caused by natural shrinkage and deflection. Special staples have been used to help minimize this movement. If a staple head becomes visible through resilient flooring, place a block of wood over it and hit with a hammer to reset the staple. Flooring of any type will shrink and seams may actually separate slightly due to this shrinkage.

Seam Lifting Seams can lift or curl if excessive moisture is allowed on the floor. A special caulking can be used at tub or floor joints to seal seams at those locations. Precautionary measures should be taken to avoid getting water on the floor from baths and showers.

Ridges The joints of underlayment sheets (4'x 8') have been sanded and filled to minimize the possibility of ridges showing through resilient floor coverings. Some ridging is unavoidable, however, and there is no recommended maintenance attention for this condition.

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HARDWOOD FLOORS

Wood floors will respond noticeably to changes in humidity level in the home especially in the winter. A humidifier will help but will not completely eliminate this reaction.

New Wood Wood floors will exhibit the following traits: When new, small splinters of wood will appear; dimples or scratches can be caused by moving furniture, dropping heavy or sharp objects, etc. Some shrinkage or warping can be expected; especially around heat vents or any heat producing appliances. Warping will occur if the floor becomes wet repeatedly or is thoroughly soaked even one time. A dulling of the finish in heavy traffic areas is likely; a white, filmy appearance is caused by moisture (often from wet shoes or boots). In daily care of hardwood floor, preventive maintenance is the primary goal.

Spills Food spills should be cleaned up in a timely manner using a very dry cloth. Use a vinegar and warm water solution for tough food spills.

Shoes Keep high heels in good repair. Heels which 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 high enough to damage hardened concrete; it will mark your wood floor.

Mats 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.

Yellowing Be aware that yellowing and warping of the surface can result from rubber and backing on area rugs or mats.

Furniture Legs

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

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

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Wax Waxing or the uses of products like Murphy's Oil Soap are not necessary or recommended. Once you wax a polyurethane finish floor, it is very difficult to recoat the floor, as the new finish will not bond to the wax. Also, once wax is used, then you must maintain the wax and the floor.

CERAMIC TILE

This is one of the easiest of floor coverings to care for. Simply vacuum when needed.

Cleaning Occasionally a wet mopping with warm water may be appropriate. Do not add detergent to the water. If you feel a cleaning agent is required, use a mild solution of warm water and dishwasher crystals (they will not result in a heavy, difficult to remove lather on the grout). Rinse thoroughly.

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

Grout Grout that becomes yellowed or stained can be cleaned with a fiber discoloration brush, cleanser and water. Grout cleansers and whiteners are available at most hardware stores. A sealant can be applied to slow down the staining process.

GARAGE OVERHEAD DOOR

Since the garage door is a large, moving object, periodic maintenance along with following the manufacturer's instructions will insure 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.

Wax Paraffin wax, rubbed on the side jambs, will help the door to operate smoothly.

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- Opener** If an electric door operator is installed, be sure the door is completely unlocked and the pull down rope has been removed before using the operator.
- Painting** The garage door should be repainted when the home is repainted or more often if needed to maintain a satisfactory appearance.
- Lock** If the lock becomes stiff, a graphite lubricant will make it work more easily. Do not use oil on a lock as it will stiffen in winter and make the lock difficult to operate.

GAS SHUT OFFS There is a shut off on the gas line at or near its connection to each item that operates on gas. In addition, there is a main shut off at the meter. These are pointed out during the Homeowner Orientation. If you suspect a gas leak, leave the home and call the gas company immediately for emergency service.

NOTE: If the gas line is in line with the pipe it is on, if it is criss cross it is off.

GRADING & DRAINAGE

The final grades around your home have been inspected and approved for proper drainage of your lot. The local building authorities as well as our Project Manager makes inspections. Typically, the grade around your homes should slope 6 inches in the first 10 feet, tapering to a 1% slope.

Positive Drainage

IT IS ESSENTIAL THAT YOU MAINTAIN THE SLOPES AROUND YOUR HOME TO PERMIT THE WATER TO DRAIN AWAY FROM THE HOME AS RAPIDLY AS POSSIBLE. FAILURE TO DO SO CAN RESULT IN MAJOR STRUCTURAL DAMAGE AND WILL VOID YOUR WARRANTY.

During construction, it is necessary to excavate an area larger than the foundation of your home. In addition, some trenching is necessary for installation of utility lines. Although the soil is replaced and recompact it does not return to its original density. Some settling will occur, especially after prolonged heavy rainfall. This can continue to occur for the first few years you are in your home, depending on the amount of precipitation that occurs and other factors. Inspect the perimeter of your home regularly for signs of settling.

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GUTTERS & DOWNSPOUTS

Gutters must be checked periodically and cleared of leaves or other wind deposited debris. Cleaning out materials that accumulate in gutters can slow the process of draining water from the roof, cause overflows, or clog the downspouts. Make sure downspouts are draining away from the home into proper drains or onto the ground a good distance away.

- Ladders** Do not lean ladders against gutters for they can cause mechanical damage.
- Leaks** If a joint between sections of gutter drips, caulk the inside joint using a commercial gutter caulking compound available at hardware stores.

HEATING SYSTEM

The heating system installed in your home will provide you with many years of comfort if given proper care and maintenance.

Furnished Home

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

- Thermostat** The heating system will come on automatically when setting the temperature at the thermostat registers below the setting you have selected. **Setting the thermostat to a higher temperature will not heat the home faster.** Thermostats are calibrated to within plus or minus 5 degrees.

Manufacturer Directions

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

FORCED AIR SYSTEMS

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

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Return

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

Note: You may experience cold air at first when you turn the furnace on.

Trial Run Have a trial run early in the fall to test the furnace. (The same applies to A/C in the spring.) If service is needed, it is much less inconvenient to discover it prior to the heating season.

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

Do Not Overheat

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

Odor It is normal for the heating system to emit an odor for a few moments when it is first turned on after an extended period of not being used (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 very quickly.

Gas Odor If you smell gas, call the gas company immediately.

Ductwork Noise

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

HOT WATER HEATER See "Plumbing".

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

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LANDSCAPING The foundation of your home is constructed beginning with an excavation into the earth.

Backfill When the foundation walls are complete, the area surrounding them is backfilled with earth. This area is not as compact and dense 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. This can be avoided through proper installation of landscaping and good maintenance of backfill drainage. (See also "Drainage" & "Foundation")

Backfill areas will settle and require prompt attention by you the homeowner to avoid damage to the structure and voiding of the warranty.

Downspout extensions should be kept in the down position so that roof runoff is channeled well away from the foundation area of the home. Routine inspection of downspouts, backfill areas, and other drainage components is an excellent maintenance habit.

Utility Lines Settlement will not disturb your utility lines; however, you may see a slight depression develop in the front lawn along the line of the utility trench. To correct this, roll back the sod and spread topsoil underneath to level the area, then relay the sod.

**Bark/
Rock Beds** Do not allow edgings around decorative rock or bark beds to dam the free flow of water away from the home. A non-woven membrane, such as Typar or Mirafi, can be used between the soil and rock or bark to restrict weed growth while still permitting normal evaporation of ground moisture.

HOME OWNERS ASSOCIATION

Be sure to check the homeowner association guidelines and/or requirements prior to landscaping or making changes in an established design.

Waiting to Landscape

Ground left unlandscaped too long will erode. Any erosion due to the Homeowner's untimeliness in landscaping will not be **Harr Homes'** responsibility to bring back to the correct grade.

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- MIRRORS** To clean your mirrors use any reliable liquid glass cleaner or polisher available at most hardware or grocery stores. Avoid splashing water under the mirror. The moisture will cause the silvering to deteriorate.
- PAINT & STAIN** The interior walls should be touched up with matching paint rather than wiped with a wet sponge. Spackle may be used to cover any small defects prior to paint touch up. It is recommended that you wait a minimum of thirty days prior to washing any painted surface. Do not use soaps, abrasive cleaners, scouring pads, or brushes.
- Touch-ups** When doing paint touch-up use a small brush, applying paint only to the damaged spot. Touch-up may not match the surrounding area exactly, even if the same paint mix is used.
- When it is time to repaint a room, prepare the wall surfaces first by cleaning with a mild soap and water mixture or a reliable cleaning product.
- Stain** For interior stain touch-ups, Old English Furniture Polish and Scratch Cover is inexpensive, easy to use, and blends in with the wood grain. Follow directions on bottle when using.
- Wall Cracks** Do not attempt to fix drywall cracks or other separations due to shrinkage until after the first heating season. See "Drywall" for additional information concerning repairs.
- Exterior** Regular painting and repair will preserve the beauty of and add value to your home. Check the painted/stained surfaces of your home's exterior annually. If you repaint before there is much chipping or wearing away of the original finish, you will save the cost of extensive surface preparation. It is a wise maintenance policy to plan on refinishing the exterior surface of your home approximately every three years or as often as your paint manufacturer suggests for your area and climate. The chemical structure of the paint used on the exterior is governed by the climatic conditions. Over a period of time, this finish will fade and dull a bit.
- Maintenance** When you wish to repaint exterior woodwork on you home, nails should be reset; the blistered or peeling portions preparation should be wire-brushed or scraped with a putty knife, sanded, and spotted with primer. Also make sure there is no evidence of mildew before repainting. To the unknowing homeowner or contractor, mildew is frequently covered with a new fresh coating of paint. This is a SERIOUS MISTAKE. The mildew can and will feed on the new coating of paint and grow through it, spreading out over the coating to new areas.

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Mildew

KILL THE MILDEW and then rinse thoroughly with clean clear water. Clean the surface and scrub the affected areas with bleach and cleaning solution. A quick method of identifying mildew is to place a drop of household chlorine bleach on the discolored area. If the discoloration remains unaffected, it's dirt. TO KILL MILDEW and keep the surface clean, WASH the affected areas with the following bleach and cleaning solution: **MIX 1 PART HOUSEHOLD BLEACH AND 1 PART WARM WATER. APPLY SOLUTION TO AFFECTED AREA AND LET SET FOR 15 TO 20 MINUTES. DO NOT LET SOLUTION DRY ON SURFACE. RINSE AREA WITH FRESH WATER. USE THIS SOLUTION WITH ADEQUATE VENTILATION (FRESH AIR).** (*Note: Mildew is considered a homeowner maintenance issue and should be checked and cleaned annually*)

Then the entire areas can be painted. Be certain to apply a top quality exterior paint that has been formulated for local climate conditions.

Do not allow sprinklers to spray water on the exterior walls of your home. This will cause blistering, peeling, splintering, and other damage to the home. Trim painted white or light colors will more readily show grain and cracks and therefore requires additional maintenance.

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

PLUMBING

Your main water shut-off is located near your meter. It is important to know and remember the location of the shut off for emergencies such as a Shut-off water line freeze or break. It is helpful to know if you install a lawn sprinkler system or if you plan an addition to your home.

Sprinklers A Homeowner installed sprinkler system is your responsibility. One installed by **Harr Homes** is covered under the one-year warranty. (See the sprinkler layout and maintenance requirements at the end of this section.)

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Freezing Pipes Provided the home is heated at a normal level, pipes should not freeze at temperatures above 0 degrees Fahrenheit. Heat should be set at 65 degrees if you are away during winter months. If you will be away for an extended period of time, it is best to drain your water supply lines. This is done by shutting off the main supply line and opening the faucets, including the outside hose bibs, to relieve the pressure in the lines.

Garage doors should be kept closed to protect plumbing lines, which may run-through this area.

In unusually frigid weather or if you will be gone more than a day or two, open cabinet doors to allow warm air to circulate around pipes.

An ordinary hair dryer can be used to thaw pipes that are frozen. Never use an open flame.

Aerators Even though your plumbing lines have been flushed out to remove dirt and foreign matter, there are usually small amounts of minerals that enter the line. Aerators on the faucets strain much of this from your water. However, minerals, etc. caught in these aerators may cause the faucets to drip because washers wear more rapidly when they come in contact with foreign matter. (See "Dripping Faucet" for additional information.)

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

CARE & CLEANING- (follow manufacturers directions)

Light

Fixtures Abrasive cleansers will remove the shiny finish leaving behind a porous surface that is difficult to maintain. A non-caustic cleaner such as Spic-n-Span or a liquid detergent is usually recommended; brass fixtures should be cared for with a good quality brass cleaner, available at most hardware stores.

Porcelain A sharp blow from a heavy object can damage Porcelain enamel. It can also be scratched. Do not stand in the bathtub wearing shoes unless you have placed a protective layer of newspaper over the bottom of the tub. If paint is splattered onto the porcelain enamel surfaces during redecorating, it should be wiped up immediately. If some spots are dry before being noticed, use a recommended solvent.

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Stainless

Steel

Stainless steel sinks should be cleaned with soap and water to preserve their luster. Do not use abrasive cleaners; these will damage the finish.

An occasional cleaning with a good stainless steel cleaner will enhance the finish. Care should be taken to avoid leaving produce on a stainless steel surface since prolonged contact with produce can stain the finish.

Plumbing

Fixtures

Clean plumbing fixtures with a soft sponge and soapy water, then polish with a dry cloth. Drying with a soft cloth or towel will prevent water spots.

Gold/

Antique

Gold fixtures and antique brass on lavatories should not be cleaned with a Brass abrasive cleaner. Use only mild soap and water.

Toilet Seat Cover

Do not stand on the toilet seat cover. It is not designed for this purpose and may crack.

Tank Care

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

Copper Pipe

Copper pipe should be maintained by running water through each faucet for approximately one minute each week to minimize stagnation.

Dripping Faucet

A dripping faucet may be repaired by shutting off the water at the valve directly under the sink, then remove the faucet stem, change the washer, and reinstall the faucet stem. The showerhead is repaired the same way. It is important to replace the washer with another of the same type and size. Remembering not to turn faucets off with excessive force can minimize the frequency of this repair.

Low Pressure

It will occasionally be necessary to remove and clean the aerators on faucets to allow proper flow of water, normally every three to four months is sufficient.

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.

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Running

Toilet

To stop running water, check the shut-off float in the tank. You will most likely find it has lifted too high in the tank, preventing the valve from shutting off completely. In this case, gently bend the float rod down until it stops the water at the correct level. The float should be free and not rub the side of the tank or any other parts.

Also check the chain on the flush handle; if it is too tight it will prevent the rubber stopper at the bottom of the tank from sealing resulting in running water.

Clogs

Many plumbing clogs are caused by improper garbage disposal use. Always use plenty of cold water when running the disposal. This applies to grease also. Supplied with a steady flow of cold water, the 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 a minimum of 15 seconds after shutting off the disposal.

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

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

The main causes of toilet clogs are various domestic items such as paper diapers, excessive amounts of toilet paper or the wrong type of paper, sanitary supplies, Q-tips, dental floss, children toys, etc.

Outside

Faucets

Outside faucets are "freeze proof", but in order for this feature to be effective, hoses must be removed after each use. 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 to an exterior faucet is a maintenance item. (**Harr Homes**) does not warrant sill cocks against freezing.

Hot Water

Heater

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

Safety

The area around a gas-fired water heater should be vacuumed as needed to prevent dust from interfering with proper flame combustion. The top of a gas fired water heater should never be used as a storage shelf.

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Temperature Set the water heater thermostat at the recommended setting (usually indicated by a white or gray dot); higher settings waste energy. Recommended thermostat setting for normal everyday use are "normal" on gas models and "140 degrees" on electric models.

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

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

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

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

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

Condensation Condensation inside your new water heater will in many cases cause a small 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 helps to prevent build up of chemical deposits from the water and prolongs the life of the tank as well as saving energy dollars.

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

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ROOF

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

Limit Walking Limit walking on your roof. Never walk on a hot roof. The weight and movement will have a tendency to loosen and break the integrity of the roofing material, which can in turn result in leakage. Never attempt to walk on the roof of your home when shingles are wet as they are extremely slippery.

Severe Weather After severe storms, a visual inspection of the roof for damages is called for. Notify your homeowner insurance company if damage is noted.

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

Skylight Clean dammed up debris from backside and around skylight to help prevent leakage.

Leaks When a leak is noticed try to detect the exact location; this will greatly simplify locating the area that requires repair when the roof is dry.

SMOKE DETECTORS

Read the manual from the manufacturer for information on the care of smoke detectors.

Cleaning Once a year they should be blown out with compressed air to prevent a false alarm. After cleaning, push the red button to test; the alarm should sound. For your safety, it is important that these devices be kept clean and in good operating condition. Replace batteries every six months, yearly, or when the detector beeps to inform you that the battery is low.

STAIRS

There is no known method of installation that will prevent vibration in a staircase when used by adults. Often there will be a slight shrinkage where the stairs meet the wall. When this occurs, a thin bead of latex caulk can be applied and when dry, painted to match the wall.

VENTS

Attic ventilation through the roof or siding is required by building codes and therefore cannot be omitted.

Attic A sheet of plastic can be placed over the insulation in the attic in front of vents to protect ceilings from driving rain/snow. Be cautious in placing this not to displace insulation or step off wood members onto drywall.

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Crawl Space In homes with crawl spaces, the vents in the crawl space should remain open all year. If temperature reaches subzero for duration, vents can be covered for a short time. Be sure to remove covers as soon as temperatures reach above zero.

WINDOWS & SCREENS& PATIO DOOR

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.

Cleaning Clean vinyl with warm, clear water. Do not use any powdered cleaner. After each cleaning, apply a silicone lubricant if required. Tri-flow is recommended.

Ventilation Proper ventilation will prevent excessive moisture from forming on the inside of the windows. This helps reduce cleaning chores considerably. Some of your windows have air vents located on either the side or upper part of the vinyl frame. These should be left open year round.

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

Storing Screens

Many homeowners prefer to remove and store screens for the winter to allow more light into the home. Use caution in removing screens. They are easily perforated and the frames are bent if not handled with care. Make sure you press on the back side of the screen first for it has a spring hinge then carefully push out towards you to remove.

Sticking Windows

Most sliding windows (both vertical and horizontal) are designed for a ten-pound pull. If sticking occurs or excessive pressure is required to open or close, a silicone lubricant should be applied. Tri-flow is recommended. This is available at hardware stores. Do not use a petroleum-based material.

Door Tracks

Patio door tracks must be kept clean to allow smooth operation and prevent damage to the doorframe. Paraffin is a good lubricant for these tracks. Sometimes your can need adjustment this is done by pulling the white tabs located at the bottom and inserting a Phillips screwdriver into the hole and either turning to your left or right moving the wheel up and down.

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Door Locks Sliding doors lock from the inside only; there is no key. Acquaint yourself with the operation of the door hardware for maximum security. No locks are provided on your screen door.

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

Broken Glass If any panes of glass become broken you should contact a glass company for reglazing. Glass is very difficult to install without special tools. **Harr Homes** is not responsible for broken windows after occupancy unless they were noted on the orientation list.

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WOOD TRIM

Separation of wood trim from the adjacent material is a normal result of shrinkage, which can require putty and/or touch up painting as a repair. It is a good idea to wait until after the first heating season and make all such repairs at one time when redecorating.

Wood will shrink less lengthwise than across the grain. All lumber is more vulnerable to shrinkage during the heating season.

Shrinkage may cause a piece of trim to pull away from the wall. Drive another nail in close to the existing nail hole (but not in it). Fill the old nail hole with putty and touch up with paint as needed.

Shrinkage may occur during the first two years or longer depending on weather, the temperature you maintain in your home, and whether or not you have a humidifier.

During a damp period, some swelling may occur. In most cases, this will not be noticeable except where a door may fit more tightly than usual (see "Doors").