

Frequently asked Warranty Questions Tips, Standards, Solutions and Preventive Maintenance

Paint



Your paint touch-up kit will be given to you prior to closing. Use this kit to touch-up move-in nicks, scratches and other cosmetic items not noted at your Homebuyer Orientation. Even with paint from the same can, touched-up areas may not blend perfectly or may show when viewed from an angle. This condition is known as “flashing” and may often fade over time.

Interior Trim



The interior trim of your home is a manufactured product called MDF. As with any other wood product, MDF can be damaged if exposed to moisture. It is normal to see small bumps in MDF where nails penetrate. If liquid is spilled on or near it, quickly wipe it up to prevent raised areas.

Flooring



Flooring Squeaks: Some floor noise may be heard when walking on wood floor systems. This is to be expected and is not an indication of a construction deficiency. **Sub Floor joints:** It is not uncommon to see sub floor joint seams under vinyl flooring or in carpeted areas. This is accentuated when vinyl is selected in large expansive areas. Sub floor seams can be expected and are not considered a defect.

Scratches



Scratches, chips or marks in tile, doors, woodwork, walls, floors, porcelain, brick, mirrors, vanity tops, counters, siding and plumbing (tubs, showers, sinks, toilets) which are not noted at the Homebuyer Orientation are not covered by warranty.

Plumbing



During construction the plumbing lines are flushed and inspected for any leaks. During the first 30 days any construction related plumbing stoppages will be serviced by Sunrise Homes as a warrantable item. Thereafter it is the homeowners' responsibility to maintain the plumbing system. The main water shut off is located in the crawl space or basement. Should a major leak occur the first step is to isolate the leak at the fixture. You should then refer to the emergency contact sticker located inside your kitchen sink cabinet.

Landscaping



Sod and trees are living organisms that need continuous care to survive. The livelihood of sod and trees is dependent on nature and the homeowner. You will be provided information on how to care for sod and trees at your homebuyer orientation. If you have any concerns regarding your sprinkler system or livelihood of your sod or trees you must call within 48 hours of installation.

Carpet and Vinyl



New carpet sheds bits of fiber for a period of time. Regular vacuuming will remove these fibers. No carpet is stain proof. Cleaning spills and debris as soon as possible will help maintain the life of your carpet. Some seams may be visible or may show over time. Moving furniture across vinyl flooring can damage the vinyl. Furniture coasters can minimize the risk of tears or wrinkles in the vinyl. Carpet or vinyl damage not noted at the homebuyer orientation is not covered under warranty. Sub floor seams can be expected and are not considered a defect.

Concrete



Cracks in concrete (driveway, sidewalk, patio, foundation) will occur as a result of normal settling, expansion and contraction in the material, and due to changes in the weather. Such cracks are not an indication of a construction deficiency and will not impair the intended use of the concrete surface. However, within the first year, if settling causes cracks that exceed 1/4" width or 3/4" in vertical displacement, Sunrise Homes will raise the concrete or seal the cracks with a recommended material. To protect the surfaces of your concrete, do not use de-icing materials such as salt, or other chemicals as they may contribute to a condition known as “spalling” which is not covered by your warranty. Spalling is the pitting or flaking of the top surface of the concrete and is caused by many conditions. Clearing snow and ice immediately is the safest way to protect the surface of your concrete.



Drainage

Un-landscaped yards can wash out with one rainfall so it is important to establish your landscaping as soon as possible. Maintenance of lawn, landscaping and drainage swales and berms is a homeowner's responsibility. Please review the established drainage carefully with your Field Construction Manager at the Homebuyer Orientation. Sunrise Homes will not respond to warranty claims related to drainage after the yard is landscaped or the grade of the lot is changed in any way. Maintenance around the house is critical for foundation performance. Low spots and settled areas should be filled in immediately to prevent further settling.



Settling

Settling in your new home is normal and should be expected. Settling can cause cracks and shrinkage in drywall and caulking. Cracks in drywall less than 1/8" are not covered under your warranty. Caulking will crack due to normal expansion and contraction of materials and is a homeowner maintenance responsibility. Cracks that may form in exterior wood must also be caulked and painted. Re-caulk interior and exterior areas twice a year, spring and fall, especially those subject to moisture. Not caulking regularly can cause water infiltration, which may lead to mold and is not covered by the warranty. Exterior caulking is best done in warm weather.



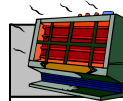
Electrical

Know the location of the inside and outside breaker panels. The outside panel includes the main shut-off that controls all the electrical power to your home. **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 back on. Switching the breaker directly from tripped to on will not restore power. **GFCI** receptacles are installed in the bathrooms, kitchen, outside and in the garage. Once each month the test button should be pressed. This will trip the circuit. To return service, press the reset button. If a GFCI breaker trips during normal use it may be an indication of a faulty appliance and some investigation is in order. **Always check the GFCI breaker before calling for warranty service.**



Frozen Pipes

Frozen exterior water spigots, including garage spigots are not the responsibility of the builder. Water hoses, splitters, etc. should be removed from water spigots during cold weather. If any plumbing fixtures are located in the garage, do not leave the overhead garage doors open during cold weather or your pipes may freeze. Frozen or burst pipes will only be warranted during the first year if the temperature at the time of the damage was zero degrees Fahrenheit or above and if the failure was due to a building defect.



HVAC

Good maintenance of your heating and air conditioning unit can save energy dollars and prolong the life of the system. Please remember to:

- **Change or clean** your systems filter **every month**.
- **Maintain** interior & exterior **drain lines**.
- **Semi-Annual maintenance** of entire system.

Should you experience an HVAC emergency, please refer to the emergency contact sticker located inside your kitchen sink cabinet.



Exterior Doors

Doors are manufactured to meet industry design criteria for protection against air and water infiltration. They are designed to prevent water leaks during a steady 15 minute rain with sustained winds at 25 mph. If rain duration is longer or wind is higher, you could experience some seepage around the door. Please ensure doors and door seals are maintained regularly.



Brick and Stucco

Cracks and chips in brick, mortar and stucco are common and are not a sign of a defect. Discoloration may occur due to weathering or innate materials. Repeated cleaning of brick may damage intended finish. Expect brick and stucco to have some mortar stains and efflorescence. Cracks in stucco less than 1/8" in width are not covered under your warranty.



Roof

The shingles on your roof do not require any treatment or sealer. Limit walking on your roof. Your weight and movement can loosen and damage the roofing material and leaks may occur. After severe storms, do a visual inspection of the roof for damage. Wind damage (winds in excess of 60 mph) and hail damage are NOT covered by your warranty. If storm damage is discovered, it is advisable to have your roof inspected by a professional roofing company and notify your homeowner's insurance company immediately.



Countertops

As your home settles the countertops may pull slightly away from the wall. Re-caulking from settling is the homeowner's responsibility. **Standing water or excessive heat (above 200 degrees Fahrenheit)** can cause irreparable damage to your countertops. Use "hot pads" or breadboards for **HOT** electrical appliances. Wipe up standing liquids immediately, especially in the **SEAM** areas. **DO NOT** use cleaners with harsh abrasives or bleaching compounds. **Countertop damage for any reason is not covered after the Homebuyer Orientation.**