

CARING FOR

Your Home



A comprehensive maintenance and care guide.

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HOW TRUST IS BUILT™

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All appliances are warranted by their manufacturer in accordance with the terms and conditions of the written warranties supplied by the manufacturer.

Appliances come with instruction manuals and warranty cards. Read the manuals and keep them available for reference.

Manufacturer

If a problem arises with an appliance, refer to the instruction manual to assess the issue. Contact the manufacturer and be prepared to supply the following information:

- The date of purchase (closing)
- The serial and model numbers (found on the side or bottom of each appliance)
- A description of the problem

For your convenience a chart is provided below for recording the appliance serial and model numbers as well as manufacturer customer service phone numbers. It is very important that you record these numbers and keep them for future reference.

Appliance Recording Form

Appliance	Manufacturer	Model	Serial #
Range			
Range Hood			
Cooktop Oven			
Microwave			
Dishwasher			
Disposal			
Other			
Other			
Other			

Appliance Manufacturer Customer Service Phone Numbers

Additional information about appliance operation can also be found under the “electrical” and “plumbing” categories in this section of the manual.



The attic space is NOT INTENDED for storage. Attic access is provided for purposes of maintaining mechanical equipment that may be found in attic space.

When performing any needed tasks in the attic, use caution and do not step off wood beams and onto the drywall. This can result in personal injury and/or damage to the ceiling below.

Periodically check the bolts on the pull-down attic stairs for tightness. Some stairs may require lubrication to function smoothly.

Brick

The brick on your home is a veneer and is not considered a structural component of your home. Over time face brick may require "tuck-pointing" (repairing the mortar between the bricks). Otherwise, no regular maintenance is required.

Repairs

Normal shrinkage of mortar may result in hairline cracks in masonry. Settlement cracks are common and are expected within certain tolerances in bricks and mortar joints. Variations in the color of the brick and/or mortar are to be expected if repairs are made. If there is brick remaining from the construction of your home, a small amount will be left for you and typically stored in your garage. Please keep this for future potential repairs as brick may become discontinued or the color may change.

Refer to your limited home warranty for any concerns regarding brick and mortar repairs.

Weep Holes

Weep holes are small holes in the mortar along the lower row of bricks near the foundation and above windows and doors. They are designed to allow moisture to escape if any has accumulated behind the brick. Do not fill these weep holes or allow landscape materials to cover them.



Hinge

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

Operation

Cabinet doors with regular use will need to be adjusted over time to allow for smooth operation and even reveals with adjacent doors. These cabinet door hinges allow for multidirectional adjustments.

Wood Grain

Readily noticeable variations in wood grain and color are expected in all styles of stain grade selections. These are natural characteristics of the material.

Finish

No special emphasis is made to select drawers/door fronts to match perfectly with one another. Cabinet finishes will mellow with age, exposure to sunlight, and the elements, affecting their actual color. Exposure to extreme temperature, humidity changes, or moisture may cause warping of cabinet doors and drawer fronts. Also be mindful when using the kitchen sink to wipe down any excess moisture on the cabinets. High traffic doors and drawers are more prone to chipping or scratching. Touch up as needed for added protection.

Moisture

Damage to cabinet surfaces and warping can be caused by operating appliances that generate large amounts of moisture. While cooking or boiling food on your stove, be sure to turn on the vent hood to reduce steam and humidity in the immediate area.



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

Latex Caulk

Latex caulking is appropriate for an area that requires painting (for example, along the stair “stringer” or where a countertop backsplash meets the wall).

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).

Wet Areas

Homeowner maintenance of caulking around tubs and showers (especially at joints with protective wall coverings such as tile or marble) is necessary to prevent damage to wood and other materials behind and below these wet areas.

Roof Caulking and Sealants

Parts of your roof also require caulking and sealants. Highland Homes recommends that you have a qualified roofer walk the roof periodically (every year or two) to inspect and reseal the various caulks and sealants around roof vents, plumbing boots and other roof penetrations to prevent leaks.

Ceramic Tile

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

Separations

Tile around bathtubs or countertops may appear to be pulling up after a time. These slight separations that occur in the grout lines between tiles are commonly due to 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.

Grout Discoloration

Grout that becomes yellowed or stained can be cleaned with a brush, grout cleaner and water. Grout cleaners and whiteners are available at most hardware stores. Use care in selecting a cleaner for your tile, since it can stain unsealed grout. If new grout is needed for a repair or tile replacement, the new grout may not match the existing grout.

Sealing Grout

Sealing grout is a homeowner’s decision but it can help your grout resist staining from water, grease, and dirt. Once sealed, ongoing homeowner maintenance of the sealant may be necessary. Follow the manufacturer guidelines for the sealant you choose to maximize the life and effectiveness of the product.



Your home was constructed pursuant to generally 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. Small cracks sometimes found on garage floors and other areas where the foundation is exposed are typical of shrinkage cracks that can and will occur during the early life of the foundation and can grow as the home ages.

By maintaining good drainage away from your home, you are protecting your home's foundation. Maintenance of drainage away from all concrete slabs can prevent cracking and other forms of movement.

Expansion Joints

Expansion joints have been used to allow expansion and contraction. 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 for concrete that can be purchased at most hardware stores.

Flatwork

Flatwork includes porch, patio, driveway, and sidewalk. There are intentionally placed "control joints" into the concrete which creates weakened planes where the concrete can crack in straight lines. Cracks outside control joints can also be expected.

Pavers

Paver driveways and patios will require maintenance. Remove any grass growing in sand joints. Add masonry sand if it is 1/2" low or start seeing 1/4" gaps. Be aware that driving too close to the edge of the pavers can cause the edges to break loose. Avoid power washing straight down to the pavers to avoid washing sand out of the joints. Avoid overwatering the yards or flower beds as it may soften the soil around the pavers and could cause sinking.

Grade Changes

Engineered drainage plans are utilized to finalize the grading around the home. If the homeowner changes the grading, drainage, landscape design or fails to perform needed maintenance causing damage or erosion, corrective measures will be suggested. The homeowner will be responsible for implementing the suggested measures.

Heavy Vehicles

Do not permit heavy vehicles such as moving vans or concrete trucks to drive on your concrete flatwork. This concrete is not intended to bear the weight of commercial vehicles.

Ice and Snow

Remove ice and snow from concrete flatwork as promptly as possible after snowstorms. Protect concrete from abuse by chemical agents such as pet urine, fertilizers, radiator overflow and repeated hosing and de-icing agents, such as road salt, that can drip from vehicles.



Always use a cutting board when cutting, chopping, etc. Protect the countertop from extremely hot pans. If you cannot put your hand on it, do not put it on the counter. Use caution with pots and pans around the sink to avoid chipping the edges of countertop surface material.

There are many different types of countertop materials available, and each one requires its own maintenance program. Be sure to ask your builder what countertop materials were used in your home and take note of what you should be doing to maintain your tops. Some may require periodic sealants and specific cleaners while others may not. Avoid abrasive cleaners that will damage the luster of the surface. Always read manufacturer's directions before applying.

Caulking

Due to our humidity changes, the caulking around the edge of your countertops and between the countertops and the sink may shrink, leaving a slight gap. Homeowners should re-caulk with silicone caulk to prevent moisture from getting through vulnerable areas.

Cosmetic Damage

Any major surface damage – chips, cracks, scratches, that develop with countertop usage should be inspected and repaired by a professional. Clean up any oil or other spills immediately to prevent staining and absorption into the countertop.

Separation

Separations of countertops at walls and the backsplash are the result of normal shrinkage of materials. Over time, it may be necessary to re-caulk these areas with a waterproof silicone interior caulk.



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

Exterior Finish

To ensure longer life for your exterior doors, it is recommended that you refinish them annually. Stained exterior doors with lacquer finishes tend to weather faster than a painted door. It is necessary to oil the finish with a wood preserver monthly to preserve the varnish finish and prevent the door from drying and cracking. It is also necessary to reseal the stained exterior doors every 6-12 months to protect the finish from the elements. Please see your door care pamphlet for more information.

Failure to Latch

Doors can move slightly due to seasonal humidity and temperature changes which can result in a failure to latch. The strike plate can be adjusted up or down to allow the door to latch and lock.

Hardware

Doorknobs will loosen over time and can easily be tightened by simply adjusting the fastening screws.

Hinges

A squeaky door hinge can be remedied by removing the hinge pin and rubbing a lead pencil or silicone lubricant on it. Do not use WD-40-type products as a lubricant on door hinges as it can gum up.

Keys

Some types of interior privacy locks can be opened with a small screwdriver or similarly shaped device. All key locks have the Kwikset® Smart Key™ technology.

Locks

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

Slamming

Slamming doors can damage both doors and jambs and can even cause cracking in walls.

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

Sticking

The most common cause of a sticking door is the natural expansion of lumber due to changes in humidity.



(continued)

Warping

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

Weather Stripping

Weather stripping and/or any threshold supplied with exterior doors will occasionally require adjustment or replacement over time due to wear and tear. It is also important to maintain caulking around the threshold. Exterior doors are not rain proof under extreme weather conditions.

Drainage Systems

All drainage systems are to be maintained by the homeowner.

Sod may grow over grow collection boxes and drain terminations. Silt and grass clippings may accumulate in swales and drainage pipes. Please ensure drain terminations remain uncovered/exposed as originally installed. All these items must be maintained by the homeowner to ensure proper drainage.

Drywall

Slight cracking, nail pops and/or seams may become visible in walls and ceilings. Shrinkage of the wood and normal deflection of the rafters to which the drywall is attached cause these developments.

Repairs

Most drywall repairs can be easily made. To correct a nail pop, reset the nail with a hammer and punch. Cover it with spackle (available at paint and hardware stores) and paint the repair. Hairline cracks can be repaired with a coat of paint; slightly larger cracks can be repaired with spackle or caulk, then painted.



The primary control panel that contains the electrical breakers for your home includes a “main” shut off that controls all the electrical power to the home. In addition, individual breakers control the separate circuits. Be certain you are familiar with the location of the electrical control panel.

Each breaker is marked to help you identify which major appliances, outlets or other service it controls. Should a failure occur in any part of your home, always check the breakers in the main panel box.

Breaker Tripping

Breakers will often trip because of overloading the circuit. Examples are plugging in too many appliances on the same circuit, a worn cord or defective item, or operating an appliance with a high 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.

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.

GFI

GFI (Ground Fault Interrupter) receptacles have a built-in element that senses fluctuations in power. Quite simply, the GFI is an indoor circuit breaker. Installation of these receptacles is required by building codes in bathrooms, kitchen, outside and garage (areas where an individual can come into contact with water while holding an electric appliance or tool). It is a sensitive system that trips easily to prevent electrical shock in these locations. Heavy appliances such as freezers or power tools will trip the GFI breaker.

Each GFI circuit has a receptacle with 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. The test/reset buttons (located on only one of the outlets of the system) control the entire system.

Modifications

Do not tamper with or add to your electrical system. For any modification that is needed, contact the electrician listed on the emergency phone number list you received during homeowner orientation, or call another licensed electrician.

Outlets

If an outlet is not working, check first to see if it is one that is controlled by a wall switch (common in primary bedrooms). Next check the GFI and reset. Then check the breaker at the electrical control panel.



Power Surge

Power surges are the result of local conditions beyond the control of Highland Homes.

Underground Cables

In areas with underground utilities, before digging or moving large amounts of soil, call your applicable utility company to locate underground utilities. 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.



Wood Burning

Although extremely high winds can result in a downdraft, this condition should be temporary and occasional. The cause of continuous malfunction should be determined and corrected. Discoloration of the firebox or brick is the normal result of use and requires no corrective action. Mortar style fireplaces may develop cracks due to temperature changes and other factors. Ordinarily the air used by the fireplace for combustion is replaced with cold outside air, which is drawn in through cracks around doors and windows. However, your home is constructed so tightly that this may not happen. In this case, slightly opening a window or door in the room will encourage the fireplace to draw, after which the window or door can be closed.

When not in use, the damper vent should be closed. Leaving this 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. (Glass doors are not standard equipment.)

One caution on the use of glass doors: Do not close them over a roaring fire, especially if you are burning hard woods (oak, hickory, etc.). This could result in glass breakage. 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. Always begin with a small fire first to allow the components of the fireplace to heat up slowly. Failure to do so may damage the fireplace and can void the warranty. Make sure the grate is secured in place with clips. Start the fire by burning kindling and newspaper under the grate; two to three layers of logs stacked with air space between, largest logs to the rear, works best. One sheet of paper burned on top of the stack will help the chimney start to draw. 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.

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

The timing on having your chimney cleaned will be determined by the way you use your fireplace and the type of wood you burn. Heavy use with softwoods or improperly seasoned woods will result in the need for more frequent cleaning, probably once each year. Creosote and other wood-burning by-products accumulate inside the flues over time. This build-up can be a fire hazard. A qualified chimney sweep should be hired for this cleaning.

If the spark arrester, the cap at the top of the chimney, 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.

If your fireplace is provided with a gas log starter to assist in starting the fire, before opening the gas valve, have a fireplace match or lighting device ready. Open the valve slightly to initially ignite the gas and keep the valve open only for the time required to ignite the logs. Take care to store the key to the valve out of the reach of children.



Direct Vent

Any safety screen, decorative barrier front or guard removed for servicing must be replaced prior to operating the fireplace. Please make sure the fireplace is turned off and cooled before any maintenance or servicing. The following tasks may be performed annually by the homeowner. If you are uncomfortable performing any of the listed tasks, please call your dealer for a service appointment. The following, Gasket seal and glass inspection, log inspection, firebox inspection, Control compartment and firebox top, burner ignition and operation service should be scheduled annually with a qualified service technician. Electrical service and repair should also be scheduled with a qualified service technician as needed. Please reference your owner's manual for further information on these items.

Glass Cleaning (Seasonally)

Handle fixed glass assembly with care. Glass is breakable. Avoid striking, scratching or slamming glass. Avoid abrasive cleaners. DO NOT clean glass while it is hot. Prepare a work area large enough to accommodate fixed glass assembly and decorative barrier front by placing a drop cloth on a flat, stable surface. Note: Fixed glass assembly and gasketing may have residue that can stain carpeting or floor surfaces. Remove decorative barrier front (or decorative front) from fireplace and set aside on work surface. DO NOT strike, slam or scratch glass. DO NOT operate fireplace with glass removed, cracked, broken or scratched. Replace as a complete assembly. Pull the four (two upper and two lower) glass assembly latches out of the groove on the glass frame. Remove the glass assembly from the appliance. Clean glass with a non-abrasive, non-ammonia based, commercially available gas fireplace glass cleaner. Light deposits: Use a soft cloth with soap and water. Heavy deposits: Use commercial fireplace glass cleaner (consult with your dealer). Carefully set fixed glass assembly in place on fireplace. Hold glass in place with one hand and secure all glass latches with the other hand. Inspect and operate all glass latches to ensure they move freely, and no obstructions are present. Reinstall decorative barrier front.

Decorative Barrier Fronts (Annually)

Assess condition of screen and replace as necessary. Inspect for scratches, dents or other damage and repair as necessary. Check that air intake and discharge areas are not blocked. Vacuum and dust surfaces.

Venting and Termination Cap (Seasonally)

Inspect exposed venting and termination cap for blockage or obstruction such as plants, bird nests, leaves, snow, debris, etc. Verify termination cap clearance to subsequent construction (building additions, decks, fences, or sheds). Inspect for corrosion or separation. Verify caulking and sealing of vent components and termination cap remains intact. Inspect draft shield to verify it is not damaged or missing.



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 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 wiped up and stains spot cleaned immediately. Always dab at the stain; never rub it. Stain removers should be tested first on a hidden area of the carpet, such as in a closet, to check for any undesirable effects. Professional cleaning should be performed regularly, usually bi-annually.

Carpet seams will be visible. The edges of carpet along moldings and edges of stairs should be held firmly in place.

Ceramic Tile

Sweep or vacuum when needed. Occasional wet mopping with warm water may be needed.

Grout Discoloration

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

Separations

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.

Hardwood Floors

The homeowner is responsible for routine maintenance of hardwood floors. It is important to identify the type of wood flooring installed in the home. There are specific maintenance procedures for each floor type and finish. The manufacturer's recommendations should always be followed when cleaning wood flooring.

Humidity

Wood floors will respond noticeably to changes in the humidity level in the home, especially in the winter. It is recommended that you keep the humidity level between 35-55%. This may require the use of a humidifier.

New Wood Floors

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 during the winter months when your home heater or fireplace are drying the air. 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).

Spills

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

Shoes

Avoid walking on your hardwood floors with spiked or damaged heeled shoes.



Mats / 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. Do not use rubber, foam backed, COCO fiber or plastic mats as they may discolor or scratch flooring or hold moisture against the wood floor. To prevent slippage of mats or area rugs use an approved, breathable rug underlay.

Pets

Pet's nails will scratch wood floors. Keep their nails trimmed and paws clean. Pets can track in substances that can cause scratching and stains.

Furniture Legs

Prevent indentations and scratches by using non-staining floor protectors on the legs of chairs, appliances and all heavy furniture.

Cleaning

When the floor becomes soiled, check with your wood floor manufacturer for recommended cleaning products. Vacuum or sweep daily or as needed with a soft bristled attachment or broom. Avoid using a vacuum with a beater bar or rotary brush. Be aware, excessive water causes wood to expand, and could possibly damage the floor. Waxing or the use of products like Murphy Oil Soap are not necessary or recommended.

Vinyl Floors (snap lock, loose lay and glue down)

To help protect your vinyl flooring, follow these instructions for proper care and maintenance.

Preventative Measures

Prevent indentations and scratches by using non-staining floor protectors on the legs of chairs, appliances, and all heavy furniture. Never push, pull, or drag furniture, appliances or other items across the floor. Avoid high heel shoes on your floor as they can cause permanent indentations and damage snap locks.

Do not flood or subject vinyl floors to standing water. Protect your floor from tracked-in dirt by using mats at all outside entrances. Mats should have a non-rubberized backing and be marked as non-staining. Protect your floors from hot objects which can cause permanent damage. Avoid exposure to direct sunlight for prolonged periods, as this can cause discoloration.

Cleaning and Maintenance

Sweep the floor regularly with a soft bristle broom to remove loose dirt. For everyday maintenance, use a mop moistened with warm water or a damp cloth. For a heavier cleaning you can use a low pH (neutral) cleaner labeled for vinyl flooring. Spills should be cleaned up immediately.

DO NOT use the following on your LVP flooring

Soap-based detergents, ALL Swiffer's (wet/dry), abrasive cleaners, mop & shine products, floor wax, ammonia, bleach, a steam mop, or a vacuum cleaner with a rotating beater bar. Always read cautionary information on all cleaners prior to use.



Watering maintenance

Texas soil varies drastically across the state. It is common to find expansive clay soils in most locations. Expansive soils absorb water and swell in the winter and dry up and shrink in the summer. Controlling the moisture content of the soil and keeping it relatively constant throughout the year can minimize foundation movements.

The homeowner must implement a program of proper foundation watering. This can be done by either using typical lawn and landscape irrigation or by a separate foundation watering system using a soaker hose or drip tube irrigation. You should visually inspect the soil periodically around your foundation to ensure there is no erosion of the soil and that the soil is not separating from the foundation.

Corner Pops

Vertical cracks usually appear on the outside corners of your foundation. These are normal and not a sign of structural issues. When these vertical cracks appear, you should seal them with a concrete caulk to prevent moisture from freezing inside the crack and causing the corner to “pop off”. If the corner does pop off it can be epoxied and concrete float the section back.

Final Slab Finish

The slurry used to finish out the appearance of the foundation will discolor or flake over time. Reapplication or spot improvements will be necessary to maintain a consistent finish.



Since the garage door is a large, moving object, periodic maintenance along with following the manufacturer's instructions will ensure safe and reliable operation.

Maintenance

Every six months a silicone spray lubricant should be applied to all moving parts: track, rollers, hinges, pulleys and springs. At this same interval, check to see that all hardware is tight and operating as intended without binding or scraping. To prevent drips on cars or the concrete floor, do not over lubricate.

Light Visible

Garage overhead doors cannot be air tight, and typically 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.

Opener

If an electric door opener is installed, be sure the door is completely unlocked. You may want to remove the emergency release rope if your vehicle interferes with it.

Painting

The garage door should be repainted when the home is repainted or more often if needed to maintain a satisfactory appearance.

Cedar Clad Doors

You will need to restain your cedar doors every 1-2 years to maintain the proper stain color and to protect the door from exterior weather elements.

Safety

The garage door should operate smoothly and with reasonable ease. Over time, the door can become misaligned and require adjustment. For your safety, hire a professional garage door technician to perform any adjustments or repairs needed.

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.

The garage door springs are under a considerable amount of tension and require special tools and knowledge for safe servicing. Have the door inspected by a professional garage door technician after any significant impact to the door.

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. Valves in line with the pipe are open. When the valve is turned perpendicular to the pipe it is off.



The final grade around your home established positive drainage from the foundation perimeter.

Alterations

It is the homeowner's responsibility to maintain the drainage as established. If the drainage pattern is altered either by action taken directly or instigated by the homeowner or his agent, or as a result of neglect of maintenance, the warranty is void.

Positive Drainage

Maintenance of positive drainage away from the foundation and all concrete slabs and walks is the homeowner's responsibility. Failure to maintain these areas can result in damage to the foundation and void the limited warranty.

It is essential that you maintain the slopes around your home in order to meet the engineered design criteria called for on the subdivision grading plat. This grade allows the water to drain away from the home as rapidly as possible. Failure to do so by installation of any barriers after closing (i.e., landscaping, patios, decks, pools, retaining walls, etc.) will alter the established drainage patterns and can result in structural damage.

Roof Water

Do not remove splash blocks and/or downspout extensions from under the downspouts. It is the homeowner's responsibility to ensure that the downspout extensions are connected to the gutter downspouts and in a state of condition. These keep water draining away from your home.

Backfill Settlement

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 re-compacted, 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. Homeowner should expect some settling of backfill soils.

Swales

In most cases, drainage swales do not follow property boundaries. Highland Homes will not alter drainage patterns to suit individual landscape plans. Typically, a lot will receive water from and/or pass water onto other lots. For this reason, homeowner changes in grade often affect those adjacent or nearby. Highland Homes advises homeowners against making such changes. Swales will have higher moisture content than adjacent soils.



Gutters must be checked periodically and cleared of leaves and other wind-deposited debris.

Leaks

If a joint between sections of gutter drips, there are several appropriate water proofing products available at hardware stores to alleviate this issue.

Overflow

Gutters may overflow during periods of excessively heavy rain. It is expected that small amounts of water stand for short periods of time in gutters immediately after rain. No correction is required for these conditions.

Maintenance

Periodically check the elbow or connection to drainage system at the bottom of the downspouts to make sure they are secure and not eroding the ground adjacent to the foundation.



Filter

We recommend that the air filters be checked regularly and replaced at least every 90-days. During times of higher use more frequent changes may be needed. Maintaining clean air filters can significantly reduce operating costs and will prolong the life of your system. Highland Homes provides thermostats with the option to set a reminder (based on system usage), that will prompt you when it is time to check the filter(s) and change as needed. Check your thermostat's user guide for more information.

Air Conditioning

Since the air conditioning system is combined with the heating system, the maintenance suggested for your furnace should be followed. In addition, the manufacturer's owner's manual specifies maintenance for the "condenser" unit. This should be reviewed and followed.

Air conditioning can add to the comfort of your home. If it is used improperly or inefficiently, the results will be wasted energy and frustration. Our suggestions are intended to help you maximize the benefits of your air conditioning system.

Whole-House System

To utilize your air conditioning system fully and efficiently, you must understand that it is a total, whole-house system. The air conditioner unit is the mechanism in your home that produces cooler air. The air conditioning system involves everything inside your home, including, for example, drapes, blinds, shutters, and windows. It is recommended that you do not turn off your HVAC system for extended periods of time (e.g. vacation).

Closed System

Your home air conditioning is a closed system, which means that the interior air is continually recycled and cooled until the desired air temperature is reached. Warm outside air disrupts the system and makes cooling difficult. Therefore, all windows need to be closed. The heat from the sun shining through windows with open window coverings is intense enough to overcome the cooling effect of the air conditioning unit. Window coverings should be closed on these windows.

Condenser

Condenser fins should be cleaned as part of a seasonal maintenance program. Maintain clearance from shrubs and plants to prevent growth into the condenser housing and restricted airflow. Settlement of the a/c pad is possible. It is expected that the homeowner will maintain the landscaping in this area and make necessary repairs as needed.

Evening Cooling

If evening cooling is the primary goal, you should set the air conditioning thermostat at a moderate temperature in the morning while the house is cooler, allowing the unit to maintain the cooler temperature throughout the day.

The temperature setting may then be lowered slightly when you arrive home, with better results. Setting the thermostat at 60 degrees 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. Using the programmable thermostat adjusts the temperature of your home throughout the day. Allowing the temperature of your home to increase or decrease (depending on the time of the year) by more than 5 degrees from your ideal temperature setting will cause your HVAC system to work harder than needed and is not recommended.



Time

Time is 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 the process when you set the thermostat.

For example, if you come home at 5:30 p.m. on a day when the temperature has reached 90 degrees and then 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 5:30 p.m., the air conditioning unit starts cooling the air. Walls, carpet and furniture release heat and nullify this cooling.

Refrigerant

The outside temperature must be 70 degrees or higher for refrigerant to be added to the system. Generally, if the refrigerant is low, it could indicate a leak and more investigation may be needed by a qualified professional.

Routine Maintenance

It is recommended to hire a licensed A/C contractor to maintain your primary condensation drain every 6-12 months or as needed. This keeps the condensate line free from obstruction and minimizes the chances of it backing up into your home. Highland recommends an inspection by a licensed HVAC technician bi-annually to check the operation of your system well in advance of peak operating seasons and notify the appropriate subcontractor of problems before seasonal service demands are the greatest. The manufacturer of your HVAC system has other details on the warranty of components. Please see their website for additional information.

Heating

The heating system installed in your home should be given proper care and maintenance. Heating systems will be installed in accordance with local building codes, as well as engineering designs of the particular model home.

Combustion Air

In some cases, an outside combustion air duct is included to supply fresh air for the furnace and water heater. The supply of fresh air is vital to the safe and efficient operation of both items and should not be limited in any way.

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.

Ductwork

Although the heating system is not a "sealed system," the ductwork should remain attached and securely fastened.

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 your window treatments and furnishings, the home may seem cooler than expected.



Gas Odor

If you smell gas, vacate the home immediately and call the gas company immediately. Also notify the plumber listed on your emergency list and Highland Homes Warranty Department.

Manufacturer

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

Odor

It is normal for the heating system to emit an odor for a short period when it is first turned on after an extended period of not being used.

Temperature Variations

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.

Thermostat

The furnace will come on automatically when the thermostat registers below the temperature setting. Setting the thermostat to a higher temperature will not heat the home faster.

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.

Troubleshooting

The furnace has an on/off blower power switch. It is located outside the furnace and looks like a regular light switch. This switch simply overrides all furnace commands and manually shuts down the blower. This is usually only done when maintenance service is being performed. The thermostat will be blank when this switch is off.

Insulation

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.)

Insulation will be installed to meet or exceed the building codes applicable at the time of construction.



HOA

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

Irrigation

Refer to “Sprinkler System”

New Trees

Provide simple staking of trees for a minimum of two years.

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, spread top soil to level the area.

Watering Procedures for New Sod / Shrubs / Trees

Newly established lawns and landscapes require frequent watering. For routine watering of established sod and trees, consult your local watering guide. It is necessary to water all year long.

Even with proper watering, any tree that has been transplanted may lose its leaves. However, it should start to show new growth in the spring and summer growing season. New growth may appear at different times in the spring, based on the variety of the tree.

Different types of soil hold moisture longer than others. If trees, sod, or shrubs get too dry, even one time, they may lose their leaves or turn brown, eventually coming back with proper care.

Overwatering can be as detrimental as underwatering. Overwatering side yards can create standing water and erosion. Coordinate side yard watering with your neighbor and reduce irrigation settings when you notice excess water in the swale without a rain event.

Check with a local nursery about suggestions for weed treatments and fertilizing for new sod, shrubs, and trees.

In drought conditions, follow watering procedures and times mandated by the city that provides your water service to avoid any unnecessary fines.

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.



Mold is everywhere, both in indoor and outdoor environments. You must monitor your home for moisture, mold growth or potential mold growth. If excessive moisture or water accumulates in your home, mold growth can occur, particularly if the moisture problem remains unaddressed. There is no practical way to eliminate all molds or mold spores in an indoor environment.

Proper maintenance and cleaning of the home is the responsibility of each homeowner and will lessen the potential for water intrusion and help control potential mold growth. It is the responsibility of each homeowner to monitor their home on a continual basis for excessive moisture, water and mold accumulation.

There are many ways to help control moisture in your home. For example, you should always fix leaky plumbing and any other source of unwanted water immediately. You should also maintain proper indoor humidity to prevent condensation and raise the temperature in areas where moisture condenses on surfaces. It is advisable to open doors between rooms to increase air circulation in the home, including doors to closets. You should have major appliances, such as furnaces, heat pumps, central air conditioners, window air conditioning units and furnace-attached humidifiers inspected, cleaned and serviced regularly by a qualified professional. In addition, you should clean and dry refrigerator, air conditioner and dehumidifier drip pans and filters regularly to make sure that your refrigerator and freezer doors seal properly. You should always keep water away from your foundation by maintaining proper drainage and keeping irrigation systems the proper distance from your home. Also, you should always be on the lookout for discoloration of walls, ceilings, anything made of wood or paper and any musty or moldy odors.

It is imperative that you respond promptly when you see signs of moisture or mold. Do not allow moisture to stand or make contact with cellulose-based materials, such as wood, drywall or other non-tile, non-plastic or non-metal materials. Dry all water-damaged areas and items immediately to prevent mold growth. If mold develops, clean up the mold by washing off hard surfaces with detergent and water and completely dry the surface.

Absorbent materials (such as carpet and most furniture) that become moldy should be replaced, along with any material that has mold residue, such as rags, paper, leaves or debris. Depending upon the nature and extent of the mold infestation, trained professionals may be needed to assist in the remediation effort. Mold that is not properly removed may reappear.

If you discover accumulation of water or moisture in or around your home, immediately seek to control the source of the water or moisture. Failing to control the source can result in additional damage and the growth of mold. Plumbing leaks or problems related to the construction of your home that are covered by your warranty must be reported to Highland Homes immediately. If your warranty has expired or the limited warranty (if any) does not cover the specific problem, you should not delay in having professionals address the problem.

Because Highland Homes does not monitor your home after completion, it will not be responsible for damages caused by the failure to properly maintain your home or a homeowner's failure to promptly discover or respond to water problems. Highland Homes also will not be liable if you have an adverse medical reaction to the presence of allergens or mold.



Paint color names, numbers and brands are noted on the selection sheets for your home.

The interior woodwork has been painted with a semi-gloss enamel paint. These areas may be wiped down with a soft sponge and soapy water. The walls are painted with flat latex wall paint and 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 30 days prior to washing any painted surface. Do not use abrasive cleaners, scouring pads or brushes.

Exterior

Regular painting and repair will preserve the beauty of and add value to your home. Fading of exterior paint or stain can be expected due to the effects of sun and weather. No repair is provided for this occurrence.

Perform a yearly check of the painted and stained surfaces of your home's exterior. If you repaint before there is much chipping or wear on the original finish, you will save the cost of extensive surface preparation. It is recommended that you refinish the exterior surface of your home every three years or as often as your paint manufacturer suggests for your area and climate.

Maintenance

Wood trim will develop minor cracks and raised grain as it ages and dries. Much of this will occur during the first year. Raised grain can result in peeling paint; however, this is not due to a defect in materials or workmanship. Paint maintenance of wood trim and gutters is the homeowner's responsibility.

As cedar posts and trim ages and dries, splits or cracks called "checking" will become visible. Checking is cosmetic and does not affect the structural integrity of the cedar.

Wood trim painted white or light colors will show grain and cracks more readily and will therefore require additional maintenance by homeowner.

When you repaint exterior wood on your home, nails should be reset; the blistered or peeling areas should be wire-brushed or scraped with a putty knife, sanded, and spotted with primer. Then the entire area can be painted. Be certain to apply a high-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.

Severe Weather

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



Touch-Ups

Homeowners should receive a sample of each interior paint to be used for subsequent touch-ups. This paint should be stored in a temperature-controlled environment.

When performing paint touch-ups, use a small brush and apply a small amount of paint to the damaged spot only. Paint touch-ups may not be an exact match to the surrounding areas and can be visible under certain lighting conditions. Environmental conditions can change interior and exterior paint colors over time. This may cause paint touch-ups to be noticeable and make it necessary to repaint an entire area.

For additional details on touch-ups needed because of repairs, see individual categories of “Drywall,” “Plumbing,” etc.

Wall Cracks

Fix drywall cracks or other separations due to shrinkage as they occur. See “Drywall” for additional information concerning repairs.



The main water shut off is typically located in your front flowerbed and/or the garage wall. During the walk-through, your builder will show you the exact location of the main water shut off. It is important to remember the location of the shut off for emergencies such as a water line freezes or breaks.

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 faucet flow rate to diminish over time. These can be removed with a tool from the manufacturer and cleaned for better flow rates.

Care and Cleaning

Follow manufacturer's directions for cleaning fixtures. Abrasive or corrosive cleansers will remove the shiny finish, leaving behind a porous surface that is difficult to maintain.

Clogs

Many plumbing clogs are caused by improper garbage disposal use. Always use plenty of water when running the disposal and continue for 15 seconds after the disposal has been turned off. Do NOT rinse or pour grease through the disposal or any other drain in the house. This will solidify in the drain line and will eventually cause a backup. Most disposals have a reset button and a manual crank that can be rotated to dislodge obstructions.

Clogged drains can usually be cleared with a plunger. The main causes of toilet clogs are various domestic items such as paper diapers, excessive amounts of toilet paper, the wrong paper products, sanitary supplies, Q-tips, dental floss, children's toys, etc...

Water Supply Lines

Water supply lines should be maintained by running water through each faucet for approximately one minute each week to minimize stagnation. This can also prevent drain p-traps from drying out in unused bathrooms. Every drain in your home has a p-trap. If water evaporates from a p-trap due to lack of use, this can allow sewer odors to enter your home.

Acrylic Tub

Use only recommended cleaners. Never use abrasive cleaners, steel wool, scrapers, sandpaper or anything else that could scratch or dull the surface. Use warm water and mild liquid detergents, especially those bathroom cleaners recommended for cleaning fiberglass.

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.



Freezing Pipes

During freezing weather be sure to drip faucets and remove hoses from hose bibs. Running water will not freeze. The home thermostat should be set to at least 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. You can do this by shutting off the main supply line and opening the faucets to relieve the pressure in the lines. If you are away for an extended period during the winter season and have not taken necessary precautions, it is recommended to have someone you know make freeze preparations in your home and to check the home for possible issues caused by any freeze event.

Garage doors should be kept closed to protect plumbing lines that 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.

Leaks

If a 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. Contact the appropriate contractor.

Low Pressure

It will occasionally be necessary to remove and clean or replace the aerators on faucets to allow proper flow of water.

Marble

Man-made "marble" possesses a natural resilience and will not chip as readily as will porcelain enamel. Equal care should be given, however. You should not use abrasive cleansers or razor blades on man-made marble since both will cause damage to the surface.

Outside Faucets

Outside faucets are considered "frost free", or "freeze proof". For this feature to be effective, remove hoses and cover exterior faucets before winter begins. If a hose is left attached during the winter season, the water that remains in the hose can freeze and expand back into the hose bib pipe causing a break in the line behind the brick façade.

The first time exterior faucets are used after the winter season, watch for potential leaks. If water pours out through weep holes or between your foundation and brick, you likely have a freeze break. Immediately turn off the exterior faucet and contact a licensed plumber for repair.

Repair of an exterior faucet hose bib break is a homeowner responsibility.

Running Toilet

To stop running water, check the shut-off float in the tank. You will likely find it has lifted too high in the tank, preventing the valve from shutting off completely. In this case, adjust it with the screw at the top of the float to decrease how high the float can travel. This will lower the water level in the tank and prevent constant running of water.

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, thus resulting in running water. Too much chain can also get caught under the stopper creating the same issue.



Tank Care

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.

Stainless Steel

Stainless steel sinks should be cleaned with soap and water to preserve their luster. Do not use abrasive cleaners as these will damage the finish. An occasional cleaning with a stainless steel cleaner will enhance the finish. Care should be taken to avoid leaving products on a stainless steel surface since prolonged contact with products can stain the finish.

Roof

The composition shingles on your roof do not require any treatment. If a leak is detected, try to contain the water to limit the potential damage. Roof vents, boots and flashing are sealed with caulk and require periodic maintenance. Highland recommends yearly roof inspections by a qualified contractor to help reduce the potential for leaks.

Clean Gutters

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

Inclement Weather

Extreme weather events may cause damage to your roofing materials, flashing and vents. Conduct a visual roof inspection from ground level after major weather events. It is the homeowner's responsibility to hire a qualified contractor to replace damaged roofing materials as needed, as storm damage is not warrantable. Homeowner's insurance should be notified if storm damage is discovered.

Wind driven rain and snow may enter around roof flashings and vents. Ice build-up referred to as 'ice dams' may develop on the eaves of your roof during extended periods of cold and snow. If these conditions cause damage to your home, refer to your homeowner's insurance for specific coverage.

Walking on the Roof

Limit walking on your roof whenever possible. The weight and movement can reduce the integrity of the roofing material, which can result in roof leaks. Never attempt to walk on the roof of your home when shingles are wet. The roof will be extremely slippery.

Solar Panels

Installation of solar panels after closing may void the manufacturer's warranty on your shingles. Be sure to discuss this item as well as any additional maintenance required with your solar panel installer or manufacturer.



Maintaining even humidity and temperature levels will help limit the amount of expansion and contraction of materials in your home.

Your home is primarily constructed of wood. Wood is susceptible to expansion and contraction due to temperature and humidity changes. These changes may cause wood to pop or creak. Squeaky floors are typically not a direct indication of a structural problem in a home. Instead, they are usually the result of friction between different components of the floor, such as the subfloor or joists.

The most common cause of squeaky floors is the seasonal movement and settling of the house over time, which can create gaps or looseness in the flooring system. This is a normal condition of wood construction.

Smart Home Equipment

Your home may be equipped with smart devices that can be controlled via an application on your smart phone or tablet. It is the homeowner's responsibility to maintain, adjust, replace batteries, and update the software applications as needed.

Entry door strike plates may need to be adjusted for deadbolts that do not align due to seasonal changes. If not aligned properly, deadbolts will not lock which can damage the electronic locking mechanism. Please review the manufacturer's instructions for device maintenance.

Smoke Detectors

Smoke and carbon monoxide detectors are installed in your home per the building codes in your area. Check the user's manual for information and troubleshooting recommendations for your devices. Examples may be chirping patterns or LED flashes or colors.

Maintenance and Cleaning

Test units monthly. Follow manufacturer recommended procedures for your model. Install new batteries immediately when the low-battery warning alarm sounds (chirping sound) or at least once a year (every 12 months). Replace the complete unit after 10 years.

Clean your detectors every 6 months. The units should be lightly brushed, and/or vacuumed to prevent a false alarm. For your safety, it is important that these devices be kept clean and in good operating condition.



Care and Maintenance

Refer to your manufacturer instruction manual for proper operation of your irrigation controller. If you do not have a hard copy of this manual, search for your specific model number online.

Conduct operational checks on the system monthly. Check for damage to sprinkler heads or irrigation lines and repair or replace as needed. Be aware of freezing conditions in the winter months as watering during this time may cause hazardous conditions. Draining the system is recommended if a hard freeze is predicted.

The sprinkler pop-up heads will need maintenance. If heads are stuck in the popped-up position after an irrigation cycle, you may spray them with a silicone lubricant so they will easily retract. While a zone is running, check for accurate spray patterns and adjust your sprinkler heads to water your landscape and not the exterior of home, flatwork or fencing. Overspray can cause water stains to appear on masonry and flatwork and cause fence stain to fade.

Use a rain gauge and water no more than 1 inch total per week to prevent overwatering. Overwatering may damage your landscaping.

Stairs

Maintenance will be necessary to keep a well finished appearance. A thin bead of latex caulk can be applied at carpentry joints, and when dry, painted to match. Often there will be a slight shrinkage where the stairs meet the wall due to seasonal movement and natural settlement.

There is no known method of installation that will prevent vibration in a staircase. Due to the amount of movement in stairs, squeaks and pops are common.

Structured Wiring System

The structured wiring system in your home is determined by and installed to the neighborhood specifications. When expanding the system, use a contractor that is qualified to install the brand of equipment that is in your home.



Exterior vent covers installed on brick walls should be inspected once a year and re-caulked as needed. Vents with flaps are designed to allow air movement from the interior to the exterior. These can sometimes create a tapping sound in windy conditions. This cannot be avoided.

The dryer vent from the laundry room to the exterior of the home should be cleaned once a year or more often as needed.

Attic ventilation is required by the building codes and therefore cannot be omitted. Occasionally, the force and direction of the wind will push rain or snow into roof vents causing water spotting on the ceiling.

Water Heater

Refer to the manufacturer's user manual for your specific type of water heater. Descaling is a necessary homeowner maintenance item. The user manual will provide instructions on how to perform this or you may hire a licensed plumbing professional to complete this service.

Endless, Not Instant Hot Water

Tankless water heaters provide the comfort and convenience of having a continuous supply of hot water. They do not provide instant hot water on demand.

Loss of Pressure

Tankless water heaters are designed to achieve the temperature set at maximum gallon per minute rate. When using your primary bathtub and/ or washing machine, the high volume of these fixtures can cause a loss of pressure to other fixtures being used at the same time.

Temperature

For safety, the manufacturer recommended maximum temperature setting is 120F.



During heavy rain or storms with high winds, 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 drainage.

Broken Glass

If any panes of glass that are cracked or broken, you should contact a glass company for reglazing (glass replacement).

Loss of Seal

Windows have a manufacturer's warranty for loss of seal. After thoroughly cleaning a window inside and out, if you notice condensation or other visual variances between the panes of glass you should contact your construction manager or customer care manager for details on your specific manufacturer's warranty.

Cleaning

Use a soft, clean cloth to avoid damaging the glass while cleaning.

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, such as cooking or bathing. If your home includes a humidifier, closely observe the manufacturer's directions, especially during periods of cooler temperatures. Running exhaust fans in the bathrooms and utility room will help reduce humidity. Homeowners with humidifiers should follow manufacturer's directions, especially during extremely cold periods.

Infiltration

Some air and dust will infiltrate around windows, especially prior to the installation of landscaping in surrounding areas. This is more prevalent with new construction nearby.

Sticking Windows

Windows should operate with reasonable ease, and locks should perform as designed. If sticking occurs or excessive pressure is required to open or close a window sash, a silicone lubricant should be applied to window tracks using a cloth to wipe the lubricant in the tracks. Do not use petroleum-based products.

Wood Trim

Minor imperfections may be visible in wood trim. Separation of wood trim from the adjacent material is a normal result of shrinkage that can require caulking and/or touch-up painting as a homeowner maintenance responsibility.

Wood shrinkage may be more apparent during the winter months when indoor heating is utilized and humidity decreases.

During high humidity seasons, some swelling in wood trim may occur. In most cases, this will not be noticeable except where a door may fit more tightly than usual (see also "Doors").



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