



**Limited Warranty and Homeowners
Guide to a New Home**



Welcome Home!

Congratulations on the purchase of your new home and welcome to our family of homeowners! We trust that the pride we have taken in crafting your home will be evident today and for years to come.

Practical tips, maintenance checklists and solutions to common issues can be found in the Home Care and Maintenance section of this Guide. The information in this section will help you take a proactive approach to upkeep and maintenance, as well as provide you with invaluable tips to protect your investment and keep your home in top condition.

While great care was taken in the construction of your new home, occasionally problems occur. Brightland Homes has provided you with a Limited Warranty to address these eventualities. This Homeowner's Guide provides you with details about how to obtain service covered by your Limited Warranty along with other helpful information related to homeownership.

Information about your Limited Warranty was included in your closing paperwork. We encourage you to familiarize yourself with the details of your Limited Warranty. Rest assured that we will continue to provide you with exceptional service long after you have moved into your new home. We are available to answer your questions and will make every effort to ensure your experience with Brightland Homes is a positive one.

As you turn your new house into a warm and welcoming home that reflects your personal style, know that Brightland Homes stands with you. Whether this is your first new home or you are a seasoned homeowner, we are committed to enhancing your ownership experience and building a long-lasting and mutually rewarding relationship.

Table of Contents

PART I			
Limited Warranty			
<u>Coverage and Procedures</u>	1		
- One-Year Coverage	1	- Driveways, Walks, Patio and Steps	10
- Two-Year Coverage	1	- Drywall	10
- Ten-Year Structural Coverage	1	- Easements	10
- Manufacturer Warranties	1	- Electrical Systems	11
- Exclusions from Coverage	1	- Exterior Brick and Other Masonry	11
- Model Home Agreement	2	- Exterior Lot and Property Lines	11
- Warranty Disclaimer	2	- Exterior Painting	11
- After Closing Disclaimer	2	- Foundation Walls (Where Applicable)	12
- Warranty Procedures	3	- Fireplaces	12
- 60 Day Request Form	4	- Floors	12
- 11 Month Request Form	5	- Garage Door	13
- Maintenance Schedule	6	- Gutters	13
		- Hardware	13
		- Heating, Ventilating and Air Conditioning	13
PART II		- Interior Painting	14
General Warranty		- Ice Damming	14
Information and Guide to Your		- Landscaping and Lawn Care	14
<u>New Home</u>	7	- Plumbing Systems	15
- Active Soils	7	- Post-Tension Foundation (Where Applicable)	16
- Appliances	8	- Radon Gas	16
- Basement and Garage Floors	8	- Roofing Materials	16
- Cabinets	8	- Siding	17
- Carpeting	8	- Stain	17
- Caulking	8	- Sliding Glass Door	17
- Ceramic or Natural Stone Tile	8	- Stucco	17
- Condensation	8	- Trim and Molding	18
- Countertops	9	- Weatherstripping	18
- Doors – Interior and Exterior	9	- Windows	18
- Drainage	10		
		- Wood Decks (Where Applicable)	18
		PART III	
		Warranty Information – A	
		Supplement of the	
		<u>Ten-Year Structural Warranty</u>	19
		- Ten-Year Structural Coverage	19
		- Load bearing Components of the home deemed to have Structural Defect Potential	19
		- Examples of non-load-bearing elements deemed not to have Structural Defect Potential	19
		- Structural Warranty Providers	19

LIMITED WARRANTY COVERAGE AND PROCEDURES

BRIGHTLAND HOMES LIMITED WARRANTY COVERAGE AND PROCEDURES

One-Year Coverage

Brightland Homes warrants the craftsmanship and materials for a period of one-year after the date of the Closing. We will repair or replace defects in workmanship and materials in your home which are due manufacture defects and/or installation errors set forth by our warranty program.

Two-Year Coverage

Brightland Homes warrants, for a period of two years after the date of the Closing, that we or vendor/manufacturer will repair or replace any mechanical system issue that arise within the first two years of warranty. The mechanical systems include HVAC, electrical, and plumbing aspects of your home. Please note that some exclusions may apply in what is covered by the manufacturer and/or vendor who installed the mechanical systems of your home and how the warranty is broken down. The HVAC warranty will only cover labor for one year and parts for two years.

Ten-Year Structural Coverage

Brightland Homes provides your home with a third-party structural warranty for major structural defects for ten years after the closing date of your home. The structural warranty gives you peace of mind from major structural defects that cause physical damage to one or more of the load bearing supports of the house causing the failure of major structural components, which compromises the integrity and safety of the home. Load bearing components of the home are as followed: roof framing members (trusses and rafters), floor framing members (joist and trusses), load bearing walls, columns, lintels, load bearing beams, footings and foundations. (Refer to Part III of this document for further explanation of the Ten-Year Structural Coverage.)

Manufacturers Warranties

The warranties on appliances, equipment and other consumer products are provided by the manufacturer. The warranty information pertaining to these items is enclosed in your homeowner package provided to you at your orientation walk.

EXCLUSIONS FROM COVERAGE

1. Minor defects including but not limited to any and all chips, cracks, scratches, marks and similar defects in tile, woodwork, drywall, nail pops, painting, porcelain, brick, mortar, grout, cabinets, countertops, mirrors, carpeting, marble, glass, and plumbing fixtures.
2. Landscaping, including Fencing, sod, seed, shrubs, plantings, newly planted trees, and existing trees.
3. Accumulation or drainage of water in the vicinity of a drainage easement or natural drainage area.
4. Your warranties on appliances, equipment and other consumer products are provided by the manufacturer. The warranty information pertaining to these items is provided at the orientation walk.
5. Driveways, Sidewalks, Patios, and Other Flatwork that are poured separately from your house slab/ foundation are subject to slight movement that will cause hairline cracks. These cracks are a common occurrence due to soil conditions and are not covered by your Limited Warranty.
6. Ordinary wear and tear and deterioration of your home.
7. Loss or damages caused by: (i) your failure to perform routine maintenance on your home; (ii) your failure to keep and maintain your home in good repair and condition or immediately inform Brightland in writing of disrepair or construction defects; (iii) your failure to maintain proper temperatures (heating and cooling) within the home; or (iv) dampness or condensation due to your failure to maintain adequate ventilation.
8. Defects, damages, changes, or alterations in items completed or installed by you or any person, trade contractors, agents, or agency under your custody or control or anyone not under the control of Brightland.
9. Accidental loss or damage due to nature / acts of God, including but not limited to fire, smoke, lightning, hail, windstorm, snow, ice, heavy rains, and expansive soils.
10. Consequential, incidental, or secondary damages, including damage to any item, personal or otherwise, that was not supplied or installed by Brightland.

11. Conditions resulting from condensation on materials, or expansion or contraction of materials.
12. Matching of texture, sheen, or color of drywall, paint, stain, mortar, or grout repairs on interior and exterior surfaces.
13. Cracks, deflection, surface deterioration and/or separation of exterior concrete within tolerance.
14. Changes in the grading of the ground around the home by anyone other than Brightland, its agents, or trade contractors.
15. Smoke detectors
16. Light bulbs
17. Door hardware
18. Rodent/pest/insect infestations
19. Paint touch ups
20. Loss or damage caused by, or resulting either directly or indirectly from, accidents, civil commotion, theft, vandalism, fire, explosion, power surges or failures, water escape, acts of nature, lightening, windstorms, earthquakes, or other unusual weather or other natural event or conditions.
21. Any damage to the extent that is caused or made worse by your failure to give timely written notice to Brightland of any defects, damage, or disrepair.
22. Any improvement on the real property Brightland deeded to you, which improvements are designed, engineered, or constructed by someone other than Brightland or under Brightland' control.
23. While Brightland takes numerous precautions to reduce noise between adjacent multi-family homes, all noises cannot be completely eliminated and therefore are not warranted.

MODEL HOME AGREEMENT

IF PURCHASING A FORMER MODEL HOME, ALL LIMITED WARRANTIES THROUGH BRIGHTLAND HOMES ARE VOID AS MODEL HOMES ARE SOLD IN AS-IS CONDITION. BRIGHTLAND HOMES MAY PROVIDE THE FOLLOWING, IF APPLICABLE:

- PURCHASER WILL RECEIVE ANY REMAINING COVERAGE UNDER THE STRUCTURAL WARRANTY WITH REGARD TO MAJOR STRUCTURAL DEFECTS ONLY, UP TO 10 YEARS FROM THE DATE CONSTRUCTION IS COMPLETE.
- PURCHASER WILL RECEIVE ANY REMAINING MANUFACTURER'S WARRANTY COVERAGE ON APPLIANCES WITHOUT RECOURSE.

WARRANTY DISCLAIMER

BRIGHTLAND HOMES IS NOT RESPONSIBLE FOR, OR BOUND BY, ANY STATEMENT, PROMISES, OR REPRESENTATIONS MADE BY PERSON(S) IF SUCH STATEMENTS ARE NOT IN WRITING AND SIGNED BY AN OFFICER OF THE COMPANY. DO NOT CONTACT SALE OR CONSTRUCTION WITH WARRANTY ITEMS AFTER CLOSING. ALL WARRANTY ITEMS MUST BE SENT TO THE BRIGHTLAND HOMES WARRANTY DEPARTMENT THROUGH THE ONLINE WARRANTY REQUEST FORM.

AFTER CLOSING DISCLAIMER

Adding/ changing/ removing of items that did not close with your home could void the warranty on areas of your home. Below are some, but not all examples:

- Changing out light fixtures will void the warranty on the electrical system of your home. If you do wish to change out fixtures, we recommend contacting the original electrician.
- Adding outlets after closing voids the warranty on the electrical system.
- Adding solar panels will void the warranty on your roof and possibly your electrical system.
- Changing of the grade/drainage (adding a patio, planter beds, pools, etc.) could void warranty on the grading and drainage of your home.
- Changing plumbing fixtures will void the plumbing warranty on your home. If you wish to change out fixtures, we recommend contacting the original plumber.
- Failure to change out air filters on a regular basis will void the warranty on the HVAC system. It is recommended to change the air filter once a month until all construction is complete in the neighborhood. After construction in the neighborhood is complete, it is recommended to change the filter every 90 days. Reusable air filters can potentially harm your HVAC system and possibly void warranty. HVAC professionals recommend using the single use filters available from any hardware store.
- Any damage to the home from work performed after closing is not warranted and is the homeowner's responsibility to repair. This includes any work scheduled by the homeowner that is not related to Brightland Homes construction or warranty repairs made by Brightland Homes or its vendors.

WARRANTY PROCEDURES

THE FOLLOWING DEFINES THE PROCESS OF WARRANTY PROCEDURE AS WELL AS DEFINES THE CRAFTSMANSHIP AND MATERIALS PORTION OF YOUR WARRANTY PROCESS:

1. Brightland Homes provides two opportunities to submit warranty concerns for materials and craftsmanship: the first time is 60-days after your closing date, and the second is at the 11-month mark. Only emergencies are to be submitted outside of these warranty periods. If you submit a request that is a non-emergency outside of the 60-day and/or 11-month timeframe, a member of our warranty department will instruct you to resubmit your request at the two designated time periods. Once a warranty ticket is created, no additional items will be accepted.

Any repairs that are facilitated will be done to industry standard and not to homeowners' preferred preference. Brightland Homes reserves the right, and at its sole discretion, to decide whether to repair or replace damaged materials. Repairs done using outside vendors and/or manufactures will void warranty and Brightland Homes will not be responsible to reimburse the cost of any work performed by an outside vendor and/or manufacture for any aspect of the warranty program.

Brightland Homes does not provide warranties on the following items. Instead, the warranty is provided through the manufacturer and/or the vendor that installed them: Appliances, HVAC (heating and air conditioning), Electrical, Plumbing, Irrigation, and Garage Doors. For these contacts, please refer to the contact list provided at your final walkthrough, or the contact sticker located on the inside panel of the kitchen sink cabinet door.

2. Warranty work performed on your home will be done Monday – Friday as an “AM” (8AM –12PM) or “PM” (1PM – 5PM) appointment. Someone over 18 years of age will need to be at the home during the scheduled service time.
3. Emergency Responses: We have provided you with a contact list with the names and telephone numbers for emergencies. Emergencies are defined as:
 - a) Any stoppage of the plumbing system.
 - b) A plumbing leak that could cause damage to your home.
 - c) Total loss of electrical power.
 - d) Total loss of heating or cooling system.



Scan to Submit Warranty Request



60-DAY WARRANTY SERVICE REQUEST

CONTACT INFO Address: _____

Name 1: _____

Name 2: _____

Home Number: _____

Home Number: _____

Cell Number: _____

Cell Number: _____

Email: _____

Email: _____

NOTE TO HOMEOWNER(S):

IT IS REQUIRED THAT YOU, OR YOUR REPRESENTATIVE OVER THE AGE OF 18, BE PRESENT IN THE HOME WHILE ALL SERVICE WORK IS BEING PERFORMED. ENTRY TO THE HOME MUST BE PROVIDED DURING NORMAL WORKING HOURS FROM 8:00 A.M. TO 5:00 P.M., MONDAY THRU FRIDAY. YOU ARE RESPONSIBLE FOR SUBMITTING THIS TO THE WARRANTY DEPARTMENT. **DO NOT PRESENT TO SALES PERSONNEL OR BUILDERS.**

Item #	Description	For CO. Use	
		Other	Complete
<p>I HAVE REVIEWED THE ABOVE REPAIRS AND FIND EACH WARRANTABLE ITEM HAS BEEN REPAIRED IN A GOOD AND WORKMANLIKE MANNER AND I UNDERSTAND THAT THESE REPAIRS DO NOT EXTEND THE LIFE OF THE BRIGHTLAND HOMES' LIMITED WARRANTY.</p> <p>(Please do not sign until warrantable work has been completed)</p> <hr/> <p>Homeowner Signature _____ Date _____</p> <hr/> <p>Service Technician Signature _____ Date _____</p>		<p>Office Use Only PAINT COLORS</p> <hr/> <p>Accent _____</p> <p>Base _____</p> <p>Shutters _____</p> <p>Doors _____</p>	

To request warranty service, call us at 877.434.2689, email us at warranty@brightlandhomes.com or use the online request form on our website at <http://www.brightlandhomes.com>



11-MONTH WARRANTY SERVICE REQUEST

CONTACT INFO

Address: _____

Name 1: _____

Name 2: _____

Home Number: _____

Home Number: _____

Cell Number: _____

Cell Number: _____

Email: _____

Email: _____

NOTE TO HOMEOWNER(S):

IT IS REQUIRED THAT YOU, OR YOUR REPRESENTATIVE OVER THE AGE OF 18, BE PRESENT IN THE HOME WHILE ALL SERVICE WORK IS BEING PERFORMED. ENTRY TO THE HOME MUST BE PROVIDED DURING NORMAL WORKING HOURS FROM 8:00 A.M. TO 5:00 P.M., MONDAY THRU FRIDAY. YOU ARE RESPONSIBLE FOR SUBMITTING THIS TO THE WARRANTY DEPARTMENT. **DO NOT PRESENT TO SALES PERSONNEL OR BUILDERS.**

Item #	Description	For CO. Use	
		Other	Complete
I HAVE REVIEWED THE ABOVE REPAIRS AND FIND EACH WARRANTABLE ITEM HAS BEEN REPAIRED IN A GOOD AND WORKMANLIKE MANNER AND I UNDERSTAND THAT THESE REPAIRS DO NOT EXTEND THE LIFE OF THE BRIGHTLAND HOMES' LIMITED WARRANTY. (Please do not sign until warrantable work has been completed)		Office Use Only PAINT COLORS	
Homeowner Signature _____ Date _____		Accent _____	
Service Technician Signature _____ Date _____		Base _____	
		Shutters _____	
		Doors _____	

To request warranty service, call us at 877.434.2689, email us at warranty@brightlandhomes.com or use the online request form on our website at www.brightlandhomes.com

MAINTENANCE SCHEDULE

Item	Monthly	Quarterly	Semi-annually	Annually	Comments
Clean and test smoke alarms	x				
Test and reset all GFIs	x				
Clean and change A/C filter	x				Or as directed by manufacturer
Inspect HVAC system				x	Seasonally
Inspect site drainage			x		
Seal exterior masonry cracks			x		
Inspect exterior paint or stain			x		
Touch up caulk and grout		x			
Lubricate garage overhead door and tighten bolts				x	
Drain water from bottom of water heater				x	Or as directed by manufacturer
Clean gutters			x		
Operate pressure relief valve on water heater				x	
Clean window weep holes			x		
Clean masonry weep holes			x		
Inspect roof and chimney flashings				x	
Inspect behind refrigerator, icemaker and washing machine for leaks	x				
Inspect hoses for washing machine		x			Replace every 5 years
Inspect under dishwasher for leaks	x				
Inspect water heater pan		x			
Inspect secondary pan under HVAC unit		x			
Inspect caulking around windows and doors			x		
Clean chimney				x	Or as needed
Inspect exterior for birds' nests and remove (bird droppings are a source of growth in an attic space)				x	
Inspect for visible growth				x	

This concludes Part I of your Limited Warranty & Guide to Your New Home.

GENERAL WARRANTY INFORMATION AND GUIDE TO A NEW HOME

Welcome to Your New Brightland Home

In the previous pages, we have outlined the exclusions from the Limited Warranty. In addition, we have outlined the procedure for scheduling warranty. In the following pages we will explain many of the aspects common with a new home. This information has been provided in an effort to provide a peace of mind over incidents routinely encountered in the early months of home ownership. Knowing what to expect will assist you in anticipating events that might otherwise generate unnecessary worry.

Before contacting Brightland Customer Care, please refer to the information provided in this document to verify if an issue is homeowner maintenance or if it is covered under the limited warranty.

Active Soils

A. INTRODUCTION

Many homes are built on soil that are described as expansive or active. These types of soil generally contain clay minerals which expand and contract depending on their moisture content. Improper homeowner maintenance can adversely affect the performance and structural integrity of the foundation constructed on active soils.

To minimize damage caused by shrinking and swelling of expansive soils, you should:

- a. Maintain an even moisture content in the soil around the footing/foundation.
- b. Maintain the grading around the foundation.
- c. Maintain the landscaping.

B. MAINTENANCE

1) Trees and Shrubbery

Trees and shrubbery absorb large amounts of water which in return reduces the moisture in the soil and can cause shrinkage. Soil shrinkage near the foundation causes settlement, and soil around trees and shrubbery must be adequately watered. In extreme drought conditions, areas around trees and shrubbery will need more water applied. Tree roots can damage the structural integrity of the foundation if they penetrate the foundation this could reduce moisture causing shrinkage and movement of the home. Homeowner maintenance may be needed which could include the instillation of root shields. Root shields reduce the absorption of moisture from the soil between the shield and the foundation.

2) Final Grade

A final grade is established to ensure water flows away from your home. It is your responsibility to maintain the grade after closing by making sure water does not collect or become trapped in localized areas near the foundation. Water sitting within 10 feet of the foundation for a period longer than 72 hours can cause changes in moisture content. Brightland Homes has directed surface water to disposal areas (such as streets, storm sewers, etc.) by way of drainage in the swales. Swales must be maintained and not left to erode, fill up, inhibited, or diverted. Fences that are installed over drainage swales must be kept off the ground so water can drain properly under them. Obstructions in the drainage swale can interrupt proper drainage of water from the lot.

3) Landscaping and Yard Maintenance

- a. Maintaining ground cover such as grass is essential to producing a uniform moisture content in the soil. The presence of ground cover minimizes evaporation of moisture. When watering grass, shrubbery, and other plantings, you should use a uniform method of watering so that the soil around the foundation is kept moist, and NOT SATURATED. Just as too little moisture causes soils shrinkage, too much moisture causes swelling. Both conditions can damage a foundation. Areas that don't have ground coverage may require additional watering as they are more susceptible to evaporation. Sprinkler heads should be directed away from the foundation. Shrubs planted close to the foundation may have to be watered by hand. When landscaping, be sure that flowerbeds do not trap water next to the foundation. Planters may need drainage holes to provide a balanced soil moisture around the foundation. Do not plant trees within 10 feet of the foundation.

4) Gutters and Downspouts

Your home is equipped with gutters and downspouts that direct water from the downspouts to flow away from the foundation. Rainwater should not be routed through flower beds or other areas near the foundation as this can cause localized uneven soil moisture, which can damage the foundation.

Appliances

Brightland Homes carefully chose appliances for your home that should give you many years of trouble-free service. In addition to the general information in this section, you will find details on the care and operation of your specific kitchen appliances in the manufacturer's instruction booklets. Study these booklets carefully and refer to them often until you are entirely familiar with your appliances.

Basement and Garage Floors

Concrete floors are susceptible to cracking due to expansion and contraction, which is a natural process that occurs as the temperature changes. These cracks are typically hairline cracks and do not affect the structural integrity of the home. They are considered a non-warranted item, meaning that they are not covered by the warranty. If you see hairline cracks in your concrete floor, there is no need to worry. They are not a sign of a structural problem and do not need to be repaired.

Here is some information about concrete cracks due to expansion and contraction:

- The cracks are typically hairline cracks, which means that they are very thin and do not extend very far into the concrete.
- The cracks are usually caused by changes in temperature. As the temperature rises, the concrete expands. As the temperature falls, the concrete contracts. This expansion and contraction can cause the concrete to crack.
- The cracks do not affect the structural integrity of the home. They are only a cosmetic issue.
- The cracks are a non-warranted item. This means that they are not covered by the warranty.

Cabinets

Vinyl-surfaced or wood cabinets and doors were selected for their stylish appearance, minimal maintenance needs and resistance to wear. Drawers are equipped with nylon guide wheels running in a track for smooth operation. Most drawers can be removed for cleaning by pulling the drawer completely open, then tipping it up and pulling it out. Cabinet doors and drawers should operate smoothly and be free of any warping and twisting.

Carpeting

The carpeting in your home was laid by a professional installer as recommended by the manufacturer. Cleaning, normal foot traffic, moving furniture over the carpet, etc. will cause the carpet to stretch. The stretching of carpet is a normal occurrence. Indentation of the carpet nap can be prevented by using coasters under the heavy pieces of furniture. To retain the beauty of your carpet, clean it frequently with a vacuum cleaner. Carpeting should be cleaned once a year by a professional cleaning firm. Shampooing will brighten the color and remove hidden dirt normal cleaning cannot remove.

Caulking

Caulking is an important part of home maintenance, and it should be checked and replaced regularly. Old, cracked, or dried caulking can allow water to seep in, which can cause damage to your home.

Ceramic or Natural Stone Tile

Ceramic or natural stone tile is a beautiful and durable flooring option, but it does require some regular maintenance. One of the most important things to do to maintain ceramic or natural stone tile is to check the grout joints for cracks or gaps. These cracks can occur due to normal wood shrinkage and settling of the home. If the grout joints are cracked or have gaps, water can seep in and damage the underlying subfloor. To repair cracked or gapping grout joints, you will need to re-grout the area. This is a relatively easy process. You should also use a grout sealer to help protect the grout from staining and damage. In addition to re-grouting, you should also check the caulking around the tile. The caulking can crack or shrink over time, which can also allow water to seep in. If the caulking is damaged, you will need to remove the old caulking and apply new caulking. It is recommended that you check the grout joints and caulking around your ceramic or natural stone tile at least once a year. If you see any cracks or gaps, you should repair them immediately to prevent water damage.

Condensation

Condensation is a common problem in many homes, especially those that are tightly sealed and well-insulated. It can occur when warm, moist air comes into contact with a cold surface, such as a window or a basement wall. This can cause water droplets to form on the surface, which can lead to growth and other problems.

There are a number of things that you can do to help control condensation in your home. These include:

- Running exhaust fans in your kitchen and bathroom during and after you use them. This will help to remove the excess humidity from the air.
- Opening windows in your laundry room or basement while you are washing and drying clothes. This will help to ventilate the area and prevent moisture from building up.
- Making sure that your clothes dryer is properly vented to the exterior of your home. This will help to prevent moisture from being released back into the air.
- Avoiding placing a large number of houseplants in your home. Plants can release moisture into the air, which can contribute to condensation.
- Monitoring the humidity levels in your home with a hygrometer. If the humidity levels are too high, you may need to take steps to reduce them, such as running a dehumidifier.

By following these tips, you can help to reduce condensation in your home and prevent mold growth and other problems.

Countertops

Kitchen and bath countertops can be made of high-pressure laminated plastic, ceramic, marble, slate, granite, or other materials. Countertops are durable but not resistant to burns, scratches, cuts, cracks, stains, hot pans, etc. Countertops can scratch or stain due to improper care or the use of an abrasive cleaner. Brightland Homes is not responsible for damage that occurs after closing. Some countertops may contain seams where two pieces join together. Keeping seams clean is key to preventing dirt from accumulating and making the seam appear more prominent. Countertop seams cannot be completely invisible. By providing proper care, your tops will retain their newness and luster. Some easy reminders to follow are:

1. Use a trivet or hot pad to protect countertops from hot vessels, especially those that are dry or contain hot greases with temperatures considerably above that of boiling water (212° F).
2. To prevent damage from sliding objects, occasionally wash with a liquid wax product.
3. Use a cutting board when using sharp knives. Laminates, like glass, can be cut by sharp blades. Never scrape the surface with a sharp object, such as a razor blade or knife.
4. Wipe up strong solutions immediately. Prolonged contact with bleaches, mineral acids, lye, copper cleaners, iodine or dye can stain the laminate surface. Tea, dark juices, vinegar, and washable ink may be removed with a mild abrasive.
5. Pounding on laminated countertops can cause damage. The softer core material may shatter, endangering the surface.
6. Wash regularly with soap and water to prevent build-up of grease and dust which may dull colors.
7. Harsh or abrasive cleansers should be avoided as repeated use will tend to scratch or mar the surface. A limited use of such cleansers for stubborn spots or lacquer thinner for removing paint or glue spots should not damage the surface

Doors – Interior and Exterior

INTERIOR DOORS

The 'reveal' (the space between the bottom of the door and the floor covering) was sized for the floor covering installed by Brightland Homes. Rubber doorstops in your home will minimize damage to gypsum wallboard from doorknobs striking its surface. For

- For the first year Brightland Homes will also perform all necessary finishing to the original specifications on any replaced or repaired interior doors.

EXTERIOR DOORS

Door operation is affected most by humidity. While the interior surface may be exposed to 20% to 30% humidity, in some areas the exterior humidity may be as high as 98% to 100%. If an exterior door is exposed to such extreme differentials in humidity frequently enough, it may warp. The excessive use of vaporizers/humidifiers can also create door jamming. Bi-Fold and Sliding Closet Doors For extra strength, bi-fold and sliding closet doors are hung at both the top and bottom on tracks with nylon guides. Expansion or contraction of the framing members surrounding the opening may cause a slight change in the size or shape of the opening permitting the nylon guide to slip from the track, usually at the top. A minor adjustment with a screwdriver will correct the slip. First, get into the closet and shut the door. On the edge of the door containing the guide mechanism there is an opening providing access to the guide mechanism. Slide the mechanism up or down as necessary until the guide sits in the track as far as it will go without force. Tighten the lock screw which holds the guide in place in the track. When making this adjustment, check the other lock screws for tightness and the guides for proper projection into the track. The aluminum track should be sprayed with a silicone solution to lubricate the nylon guide and provide easy operation.

Please Note: It is impossible to provide a seal that will keep out tiny insects. Consult with a pest control expert if you experience this after adjusting the threshold. Please also remember to check and adjust your door thresholds as explained to limit water penetration and subsequent floor damage.

Drainage

The primary purpose of finished lot grading is to provide drainage away from the foundation of your home. This grading is done in compliance with the standards established civil engineers, the FHA, the VA and municipal governments. Your survey states that Brightland Homes is responsible only for initially establishing the proper grades and swales. You are responsible for maintaining such grades and swales, which may/will be altered by the rain.

- For the first year Brightland Homes will repair any major erosion in swales carrying large amounts of water that remains standing in drainage areas during wet weather for a period of 72 hours. It is recommended that you and your neighbors establish a common watering schedule that will allow the opportunity for the swale to dry between watering.

Please Note: Homeowners living in communities with varying topography may experience some water runoff from adjoining properties. This situation has been taken into consideration when designing the drainage for the community and therefore is not warrantable.

Driveways, Walks, Patios, and Steps

Pitting, scaling, or spalling of concrete driveways is common in concrete. Soil conditions and climate characteristics described herein make it necessary for you to take routine precautions for the protection of your home's concrete and masonry work.

Brightland Homes offers these facts and suggestions:

1. Expansion and Contraction of walks, drives, patios and garage or carport slabs are subject to the same effects of soil conditions as your home's foundation. These surfaces contain less reinforcement than the foundation, since they support little or no structural weight, but their exposure to extreme heat and cold causes noticeable expansion and contraction.
2. Expansion joints are located in walks and drives at regular intervals to prevent a break in the concrete when it expands. When the joint absorbs the forces of expansion the joint material may be forced or squeezed above the surface of the concrete.

If the expansion joint material becomes unsightly, you can trim off the protruding edge flush with the surface of the concrete. However, when the concrete is cold, contraction may reopen the joint, leaving an opening larger than intended or desired. These openings should not be filled too soon, since the space may be needed when the concrete expands again. Eventually, due to normal settling, the gap may become permanent. Use sand, not dirt, to fill the opening. Your flatwork was built using sound construction methods; however, surface cracking may still occur. Surface cracks are normal and are not cause for alarm since they exist merely on the surface, and do not affect the strength of the concrete. If you wish to repair the surface crack, use a paintbrush to fill wet concrete into the crack. Remove excess mix from the surface with a damp sponge or cloth. Brightland cannot assume responsibility for asphalt areas damaged by gasoline, oil, or sharp objects such as outdoor furniture or bicycle kickstands, etc. Stoops or steps should not settle, heave, or separate in excess of 1 inch from the house structure.

Please Note: Do not permit any heavy equipment such as concrete trucks or moving vans to drive on your concrete, as it was not designed for these heavy loads.

Drywall

The painted surfaces (interior walls and ceiling) of your home are gypsum wallboard (sheetrock). This material is used for its stability, even painting surface and resistance to fire. Although gypsum wallboard possesses many desirable qualities, like all building materials, it has limitations. Normal house settling and shifting may cause small cracks to occur at door and window openings and at some wall and ceiling joints. Such cracks are not serious and do not reflect any weakness in the structure. Changes in the weather (temperature and moisture content) may cause these small cracks to appear wider at times and narrower at others. Immediate repair of these cracks should be delayed, as further shrinkage may reopen them. The best time for repair of hairline cracks is approximately one year after move-in, when most shrinkage and settling should have ended. There is no feasible method of preventing hairline cracks, as they are caused by the settling and shifting of the house. Nail pops and swelling of sheetrock joints are other conditions which can occur after move-in.

Easements

An easement is a legal right that allows someone else to use your property for a specific purpose. In the case of storm water runoff and utilities, the easement allows the utility company to access your property for maintenance. Easements are not subject to relocation, so you cannot build anything on your property that would interfere with the easement. If you are planning to do any digging on your property, it is important to contact the utility company first. They will be able to mark the location of their lines and pipes so that you do not accidentally damage them. In most communities, the utility company will mark the location of their services for free. However, it is always a good idea to call them ahead of time.

Electrical Systems

The electrical system in your house was engineered to meet code requirements and provide adequate power to your home's many appliances and electrical conveniences. Ordinarily, additional small appliances which require your personal attendance for their operation may be added without fear of overloading a circuit; however, if you intend to add a large appliance, such as heavy power tool, consult a reliable electrical contractor to determine whether additional wiring is required.

Safety Devices

A number of safety devices have been built into your electrical system. The primary safety device is the panel box, which contains a series of circuit breakers to prevent the overloading of circuits. It is usually located in the garage, the bedroom wing or on an exterior wall. It is a good idea to make a chart of your circuit breaker panel showing which outlets or appliances are on each line. When a circuit overloads, one or more circuit breakers "trip" or "break" to stop the flow of electrical current to all outlets serviced off that circuit. Too many electrical items being operated off one circuit, a worn cord, a defective

switch or plug or an overloaded appliance can all cause the circuit to trip. Locate the cause of the trip before resetting the circuit breaker. If a number of circuits fail at one time, the "main" should be checked to determine if the circuit has tripped. If the reset breaker trips again for no apparent reason, call an electrical contractor. In the event of a complete power failure in your home, check to see if your neighbors have power. If they have power and you don't, it is probable that one of your main circuits has tripped. Find out what caused the circuit to trip before you try to reset it. If your neighbors don't have power, the difficulty is probably somewhere in the power lines outside your home. Call the Emergency Department of the electric utility company and report it. Biannually and avoid alterations to your wiring by a non-licensed electrician. Contact an electrician or recognized appliance agent.

Please Note: LED light bulbs are known to be sensitive to minor current fluctuations, which may cause flickering. If you experience such conditions, it is recommended that you replace the impacted bulbs with those from a different manufacturer.

Exterior Brick and Other Masonry

Your exterior masonry walls have been constructed with high quality, weather resistant materials. Don't expect each brick, block, stone, or mortar joint to be identical or perfectly spaced. Surface chips, cracks and slight variations in size, color and placement are normal and help to create texture, beauty, and interest. Mortar joints in masonry are subject to deterioration from the normal weathering process. When this condition is evident, the joints should be repaired to maintain a weather-resistant exterior. Brick efflorescence is also common in masonry veneer products. The white residue that occurs can be cleaned off the brick and the brick sealed to prevent re-occurrence. This cleaning and sealing is considered homeowner maintenance.

Exterior Lot and Property Lines

Your lot was surveyed by a licensed surveyor after your home was built. A copy of the survey was given to you by the title company at closing. The survey shows your lot size and the location of lot boundaries and drainage. The survey will also show by dotted or broken lines if there are any easements affecting your property. The most common type of easement is the "utility easement," usually located parallel with the rear or side lot lines. The homeowners retain title to the property, subject to the rights of persons or firms to whom the easement has been granted. You are responsible for the maintenance of an easement. Since the utility companies are permitted access across utility easements at any time, an easement must never be obstructed so as to prevent such access. Your title company can answer any questions you have regarding your rights or responsibilities relating to an easement. The engineers drove in iron lot pins at each corner of your lot when they made your lot survey. Their location is shown on the survey with the letters "IP". Be sure to check your survey and locate your lot pins anytime you plan additional construction, such as a fence. The tops of the lot pins will be below the surface of the finished lot grading. If you are not able to locate them yourself, the firm noted on the survey may locate them for a minimum service charge.

Exterior Painting

Paint is most generally used to provide the protection wood requires. All paint is subject to fading, especially on areas exposed to direct sunlight. Touch-up may be necessary on a painted surface. An exact color match is difficult since the area to which the new paint is being applied may have already begun to oxidize. A close or reasonable match is the best one can expect. After a period of time, most paint touch-ups will weather out so as to be inconspicuous. Local water contains certain chemicals that, if sprayed repeatedly on any exterior painted surface, can cause the paint to bleach and fade when exposed to sunlight. Therefore, sprinklers should not be located where they will continually throw water against the side of the house during long periods of dry weather. However, it is recommended that the exterior painted surfaces be hosed down

occasionally to wash away accumulated dust and any residue which might have formed as a result of the oxidation process. Paint blistering and peeling is usually caused by moisture coming through the wood material. Over-painting the exterior of your home builds up an unnecessary and troublesome thickness of paint which may crack and peel. Therefore, frequent over-painting of your home should be avoided.

Foundation Walls (Where Applicable)

Your house rests on the foundation, which consists of a footing and a foundation wall. Foundation walls are usually made of poured concrete or masonry block. Do not be alarmed if you experience cracks in your foundation. These are fairly common and will not affect the overall strength of the wall in any way. There are two basic causes for these cracks:

1. expansion and contraction of materials; and
2. minor stress or settlement

The acceptable tolerance on basement foundation wall cracks is 1/4 inch in width.

- For the first year Brightland Homes shall repair all cracks in excess of the normal tolerance by surface patching.

It will be your responsibility to remove and replace any owner-completed improvements.

Fireplaces

Before using your fireplace, light a newspaper in it to make sure smoke is being drawn properly. Never start a fire in the fireplace until you are sure the damper is open. Keep the damper closed when the fireplace is not in use to prevent conditioned air from escaping up the chimney. Smoke from an improper fireplace draw can damage paint finish. Homeowners should take proper precautions to inspect the draw and extinguish fires immediately if improper draw occurs. A slightly open window may be necessary to provide a proper draw until a fire is started. Fires should be built to the rear of the firebox to avoid the likelihood of a burning log rolling out of the fireplace.

Floors

Floor joists are the horizontal beams that support the subfloor and flooring above them. They are typically made of wood, but they can also be made of steel or concrete. The weight capacity of floor joists is determined by a number of factors, including the size and spacing of the joists, the type of wood used, and the weight of the load. Excessive weight can cause floor joists to sag or deflect. This can lead to uneven floors and other problems. In some cases, excessive weight can even cause floor joists to break. If you are planning to put heavy objects on your floor, it is important to check the weight capacity of the floor joists. You can do this by contacting a structural engineer or by consulting the building codes for your area.

- For the first year Brightland Homes will perform any necessary floor repairs to conform to the normal industry standard. Floor squeaks and loose areas of subfloors are impossible to prevent. It is to be expected that incidental creaking and squeaking will be heard from time to time.

HARDWOOD FLOORS

Hardwood floors are a beautiful and durable flooring option, but they do require some regular maintenance. As for the movement between boards and creaking noises, these are both normal occurrences with hardwood floors. The movement is caused by the wood expanding and contracting in response to changes in humidity. The creaking noises are caused by the wood rubbing against each other. While these noises may be annoying, they are not a sign of damage.

VINYL & LAMINATE FLOORS

Your Vinyl and laminate floors are both durable and easy to clean, but they do have some potential drawbacks.

- Discoloration: This can occur if water or moisture penetrates under the flooring, typically in bathrooms. This is often caused by cracking or shrinkage in caulking. If the discoloration is caused by a lack of homeowner maintenance, Brightland will not warranty it.
- Raised nail heads: These can be caused by movement of the floor joists due to shrinkage and deflection. Brightland has attempted to minimize this problem by using special underlayment fasteners.
- Seam lifting: This can occur if water seeps through the seam in the flooring. This is most likely to happen in bathrooms near the shower or tub. It is important to take precautionary measures to avoid getting water on the floor.
- Ridging of underlayment: Ridge lines may appear beneath resilient flooring due to subfloor irregularities. This is considered cosmetic and is a result of butt joints in the underlayment. This is not a structural defect and is not warrantable.

It is important to be aware of these potential drawbacks so that you can take steps to prevent them or minimize their

impact. By following the instructions provided by Brightland Homes and taking proper care of your vinyl or laminate floors, you can help to ensure that they last for many years to come.

- For the first year Brightland Homes will take corrective action if the defect represents a performance problem other than cosmetic appearance. If the vinyl and laminate flooring lifts bubbles or becomes unglued, Brightland will repair or replace the affected area.

TILE FLOORS

Tile floors offer a high-quality finish to any room of the home. However, tile floors require more homeowner maintenance than hardwood, carpet, or resilient floors. Because of shrinkage, expansion and contraction, tiles, and grout joints may become loose and need repairing from time to time. Also, because of the manufacturing process, tiles vary in thickness, overall size, squareness, color, and sheen.

- For the first year Brightland Homes will repair tiles that become loose due to concrete slab movement, the deflection or shrinkage of floor joists one time at the end of the one-year warranty period. Please note that color variations between new and old tile and new and old grout may occur. Brightland is not responsible for these color variations.

Garage Door

You should periodically check garage doors for adjustment needs and lubricate the rollers for easy operation. If you add a garage door opener after closing, be sure the installation is done by a qualified installer. Garage door openers not installed by Brightland Homes will void many garage door warranties

Please Note: WE STRONGLY CAUTION YOU ON THE HOMEOWNER INSTALLATION OF AUTOMATIC DOOR OPENERS AS SEVERE DAMAGE CAN EASILY RESULT FROM NEGLIGENT AND/OR CARELESS INSTALLATIONS.

Gutters

Gutters are an important part of your home's drainage system, and they need to be maintained regularly to keep them working properly. Below are some tips for maintaining your gutters:

- Check your gutters regularly. You should check your gutters at least twice a year, once in the spring and once in the fall. This will help you to catch any problems early on and prevent them from becoming worse.
- Clean your gutters. You should clean your gutters thoroughly at least once a year. This will remove any leaves, debris, or ice that may have accumulated in the gutters. You can clean your gutters yourself or hire a professional to do it for you.
- Inspect your gutters for damage. When you are cleaning your gutters, be sure to inspect them for any damage. If you see any damage, such as cracks or holes, you should have them repaired as soon as possible.

For the first year Brightland Homes will reseal any joints leaking water in the gutters or spouting material.

Hardware

Because of the weathering process, the original finish on exterior locks and door handles will deteriorate with normal use. Polishing this exterior hardware will help prolong its life but deterioration can't be eliminated. Lubricate and tighten exterior and interior locks periodically. For keyed exterior locks, spray powdered graphite (dry lubricant) into the keyhole and on the latch bolt to ensure smooth operation.

Please Note: Brightland will not replace tarnished locksets, kick plates or door handles. Also, adjustment of door thresholds is a homeowner maintenance item.

Heating, Ventilating and Air Conditioning

When Your central heating and cooling system is designed to provide many years of comfort and trouble-free operation. Before selecting the size unit for your home, the engineers considered the climate in your location, the area of living space, window openings and their locations, as well as the directional orientation of your home to ensure that it can be heated or cooled to a comfortable temperature. However, the efficiency of the unit is affected by many things which cannot be anticipated and over which Brightland Homes has no control.

It is sometimes difficult to maintain temperatures within the comfort range under circumstances such as these:

1. When there is a gathering of a larger group than the size of family for which the unit was designed.
2. When an above-average amount of cooking is being done.
3. When windows and glass doors are not properly draped or shaded for protection from exposure to the sun.
4. When windows or doors are left open.

5. When the filter is allowed to become dirty.

These important facts about your heating and cooling system will help you understand its operation. Also, be sure to refer to the manufacturer's instructions attached to the unit.

1. DO NOT be alarmed if your A/C system runs extensively.
2. Air conditioners are most efficient when they run continuously for a long period of time. Oversized equipment will run for shorter periods of time but will not remove moisture (humidity) from the air. A properly sized unit will remove humidity effectively as it cools.
3. Condensation Drip Pan – Once every three months, the primary drain line (1" white plastic pipe) connected to the metal pan under the attic furnace must be inspected for clogging. If the primary drain line is clogged, call your A/C provider. Your secondary drain (located outside) will show signs of water dripping. Call your A/C contractor to correct the stoppage. To prevent the stoppage, pour 2 oz. of bleach down the primary drain.

Central cooling and heating systems are designed to go through a series of audible automatic operations that are not a cause for concern. These noises include:

1. Air noise results from air being drawn into the unit and being forced out through the ceiling diffusers in each room.
2. Expansion and contraction of ductwork may occur when the unit is new, or the temperature is extremely hot or cold.
3. Fan, motor and moving parts move the air as described under "air noise" above. The moving parts in your central system are designed to keep noise level at a minimum.
4. Thermostat "click" may be heard prior to the unit's starting or stopping. The thermostat is the brain of the system, activating its automatic operations. The greatest amount of electricity required to operate the unit is at the start of the cycle. The electricity used to keep the unit operating once started is comparatively slight.
5. Children should be cautioned against tampering or playing with the thermostat. The thermostat is delicate and contains bulbs of mercury essential to its operation which, if broken, can be dangerous to both children and adults.
6. Starting of fan: the delay in the starting of the fan when the heat is turned on is designed to deliver warm air into the room as soon as the blower starts. When cooling is turned on, the blower unit begins and runs the full length of the cooling cycle. The cooling cycle occurs more frequently and runs for a longer period of time than the heating cycle.

Please Note: Report total loss of heat or air conditioning immediately to your HVAC contractor.

Interior Paint

Interior wall surfaces have been painted using a high-quality latex paint. These surfaces have limited washability, as they will not withstand scrubbing or abrasive cleansers. They should be cleaned by lightly sponging with a warm water and a mild soap solution. In place of soap, a mild detergent solution may be used if applied carefully with a soft sponge. The wall texture in Brightland Homes' homes is sized with a hardening agent which gives a certain amount of added protection. However, scrubbing may break off the grains of texture, exposing the soluble texture to moisture. As a result, it is possible that the dissolved texture may wipe off, along with the paint adhering to it. Interior paint, although more protected than exterior painted surfaces, is exposed to light and other elements which cause fading and discoloration. Paint from the original can will not match a surface exposed to a month of sunlight. Therefore, Brightland Homes can be expected to make only a reasonable color match to the affected area when touch up is required.

Ice Damming

Ice damming is a common problem in areas with cold winters. It can occur when snow and ice accumulate on a roof and then melt. The melting snow and ice then refreezes in the gutters and downspouts, which can block the flow of water. This can cause water to back up under the shingles and leak into the home. Ice damming is considered an "act of God" and is not covered by warranty.

Please Note: Brightland homes is not responsible for cleaning gutter debris, removal of ice buildup, or water damage to ceilings, overhangs, etc.

Landscaping and Lawn Care

Brightland Homes does not warranty landscaping, seeding, or sodding done to your yard. It is not possible or practical to guarantee the quality of your lawn. Moreover, the quality of your lawn is dependent on how you maintain and take care of it. A fully- established lawn can be obtained only by careful watering, re-seeding, fertilizing and maintenance. This is the Homeowner's responsibility after closing. Frequent, even daily, watering during the first few weeks after an area has been sodded or seeded is essential. Once the grass has germinated, weekly watering is usually adequate.

Insufficient watering results in a shallow root system and makes the lawn susceptible to “burning”. For the same reason, grass should not be cut too short. Frequent fertilizing and weed control are also recommended. If you have questions, contact your local garden center for their recommendations. In planning and installing planting beds, be careful not to interfere with any underground drainage system. Be sure that planting beds are graded below and away from your foundation wall and air conditioning units. Also be sure that the beds do not prohibit the flow or drainage pattern of any swales. Soil against brick can cause a water leak. Before you plant around utility lines, call the utility company for an accurate marking of these lines. All shrubs and trees should be kept clear of the house. If you have trees on your property, you should immediately begin a program of tree care.

- For the first year Brightland Homes will repair, fill and/or restore all yard settlement in utility ditches, backfill areas, etc., due to initial construction.

Please Note: Your yard will be seeded or sodded in only those areas that were disturbed during construction. Due to some disturbance during construction, Brightland does not warrant the life of any existing tree on the premises. Also overwatering with irrigation systems is all too common. Wet, soft, and soggy areas are an indicator that adjustments should be made to your watering schedule.

Plumbing Systems

Your home has been equipped with a well-engineered plumbing system. Exercise caution in disposal of grease, fat, etc. as these materials tend to accumulate in your piping. Care should be observed to avoid disposal of heavy tissue, wet wipes, sanitary napkins, and other materials into plumbing fixtures.

- Brightland assumes the responsibility of cleaning clogged drains and the garbage disposal for the first 30 days after closing. After that, the homeowner assumes the responsibility for upkeep.
- Brightland will point out to you the location of the sewer cleanouts. Make a special note of their location as it is possible to landscape over them.

Your new Brightland home came with water-saving toilets because of less water being used, toilets will need to be flushed regularly. Brightland has provided your home with exterior hose faucets. Some of these faucets are frost-free, and others require the need to turn off an interior valve. Exterior hose faucets will freeze and/or rupture if a hose or sprinkler, etc. is left attached during freezing conditions. If the faucet freezes, the damage will not be readily apparent, and the faucet can still be turned on but will result in immediate water leakage into your home’s interior. Please familiarize yourself with the location and operation of these faucets and valves. All valves should be shut off during cold weather.

Please Note: Brightland will assume NO responsibility for consequential water damage resulting from such ruptures.

WATER LINES AND WASTE LINES

In areas where the water pressure is very high, you may sometimes get a pounding or knocking sound when you close a valve or faucet quickly. This can sometimes be regulated by closing your main water valve slightly to reduce the pressure coming into the house. At times, when you let your hot water run, you will hear a clicking noise which may resemble the sound of water dripping. This is the plastic waste pipe expanding. Even though this is normal, it warrants a check for leakage. With the use of your garbage disposal, a good rule to remember is to always use a generous amount of cold water to help keep the sink drain open.

Listed below are some suggested procedures for winterizing your home to protect against freeze breaks in your plumbing system. These are precautionary measures only and in no way guarantee that no frozen plumbing lines will exist. Prolonged exposure to cold/wind, combined with low temperatures may cause frozen pipes. Please take the freezing weather seriously and help protect the plumbing system in your new Brightland home.

1. Disconnect and drain water hoses prior to freezing weather.
2. Install insulated hose bib covers prior to winter months.
3. During periods of freezing temperatures, should have the faucets slowly drip and open cabinets on outside walls to allow the heat to reach the wall.
4. During periods of prolonged absence, shut off water supply at the valve box or water meter, drain water from lines in the house by opening outside hose bib until water has drained and reinstall the insulation around the bib.

Brightland has provided a plumbing system which meets local building code requirements.

- For the first year Brightland Homes will correct, repair, or replace the interior water supply pipe due to faulty workmanship or materials.
- For the first year Brightland Homes will correct faulty faucets, valves, joints, and fittings on pipes.

WATER HEATER

Your new hot water heater is installed with a pressure relief valve, called a “pop off” valve, to relieve excess pressure in the tank due to water pressure or high-water temperature. When the relief valve is operating it will appear that the tank is

leaking but it is simply releasing excess pressure. All hot water heaters should be drained and flushed once a year to remove sediment from the tank. Be sure to turn off the gas or electricity to the tank before the flushing process begins.

CAUTION: Ensure that electric water heaters are refilled with water prior to returning electric power to the heater. Failure to refill the water heater will cause the heating element to malfunction. Refer to your Manufacturer's Operational Manual for operating instructions and warranty.

DRAIN TILE SYSTEMS AND SUMP PUMPS (Where Applicable)

Your home is equipped with a system of perimeter drains which collects ground water that may otherwise accumulate around the foundation walls. Once collected, it is then dispersed in one of two methods, determined by your own specific lot conditions:

1. Gravity drains are utilized in those instances where sufficient fall or slope exists, and normally terminate on the lot.
2. Sump pumps are installed to accommodate lot conditions having little or no fall and customarily terminate near the foundation and dispersed on to a splash block.

Familiarize yourself with your particular method of dispersal and inspect and/or test your system monthly for proper operation. Extreme care must be exercised toward keeping all gravity and sump drains open and unrestricted. With a sump pump installation, care must be devoted toward a free and unencumbered operation of the pump and its moving parts. Extreme care must also be given toward keeping all windows and/or area well drains open and unrestricted.

Please Note: The sump pump operates off of electric power. During severe storms, temporary loss of electric power may occur, making your sump pump inoperable. You may want to consider the purchase of a battery backup system for your pump. Especially if your lower level is finished. This is the responsibility of the homeowner.

Post-Tension Foundation (Where Applicable)

Post-tension slabs are a type of concrete foundation that is designed to be very strong and durable. They are made up of a grid of steel cables that are tensioned after the concrete is poured. This helps to create a very strong and rigid foundation that is less likely to crack.

However, even post-tension slabs can crack. There are two main reasons for this:

- Expansion and contraction: Concrete is a porous material that expands and contracts with changes in temperature. This can cause small cracks to form in the slab.
- Minor stress or settlement: The slab may also crack if it is subjected to minor stress or settlement. This can happen if the soil under the slab shifts or if there is a heavy load placed on the slab.

In most cases, cracks in a post-tension slab are not a cause for concern. They will not affect the overall strength of the slab.

Radon Gas

Radon is a naturally occurring gas that sits at 4 feet off the lowest floor in the home. Brightland makes no warranty, either expressed or implied, regarding the presence of radon gas at or in the vicinity of your home. The U.S. Environmental Protection Agency is best equipped to render advice regarding the risk that may exist in a particular area.

Please Note: Brightland will not be responsible in any form for pre-existing, current, or future presence or levels of radon.

Roofing Materials

Shingles with "seal-tab" edges were used on your home to provide a long roof life. The underside of each shingle has spots of adhesive around the edge. Warm temperatures cause the adhesive to melt and seal each shingle to the shingle beneath it. This scaling action reduces wind damage and helps prevent roof leaks in driving rains. Occasionally, an exposed shingle will stick to the shingle beneath it in a humped position. You can easily correct this by pulling the exposed end of the humped shingle loose and flattening it.

Leaks

Leaks are most likely to occur where the roof joins the chimney, roof jacks or vent pipes. These areas are protected by a flashing which prevents water from leaking into the house. Flashing should be inspected for wear and tear at least once per year. If rust appears, clean it off with a wire brush and paint with a metal primer coat and a suitable topcoat.

If your inspection reveals the flashing to be cracked at the edges, repair the cracks with flashing cement or a similar compound from your local hardware store. Debris should be removed from the roof to avoid possible discoloration and deterioration. Be sure to get a qualified installer for radio or television antennas on the roof. It is important avoid attaching TV antennas or antenna guide wires to vent pipes or roof jacks. The vibration created by wind blowing against the antenna may break

the lead seal around the pipe, allowing water to leak into the house. As previously mentioned in the Warranty Exclusions section of this guide, roof rafters may be visible depending upon the time of year and angle of the sun. This is common, and no effort is necessary to correct it. Brightland Homes is not responsible for high winds or other natural weather occurrences resulting in shingles blowing off or other adverse consequences.

- For the first year Brightland Homes will repair or replace any roofing shingle, flashings, etc. that leak during normal rains.
- Annual roof inspections are recommended, inspections should include shingles, gutter, plumbing and heating stacks, fireplace caps and valley metal or shingles. Hail or wind damage is not warranted.

Siding

Plank siding is a durable alternative to traditional wood or brick siding. These products are engineered to resist exposure to moisture. It is resistant to fire and wood-destroying organisms, such as termites. It should not rot, crack or delaminate. Paint is applied for cosmetic reasons and, although it will perform very well while applied to plank siding, it will not stand up to exposure as well as the siding itself.

Sliding Glass Doors

The door unit is suspended in an aluminum frame and slides on nylon rollers. Occasional spraying of the tracks with a silicone solution after cleaning the bottom track will ensure smooth operation. Care must be taken not to rack the movable leaf of the glass door during operations. Rocks and dirt should be removed promptly from the track to avoid damage to both nylon guide wheels and the tracks. If a sliding glass door is hard to open or close, be sure to check the track to determine if an object is restricting its operation. The movable leaf of the door has adjustment screws in the jamb edges which, when tightened or loosened, provide the required tension for smooth operation. Small drain holes are located in the tracks to permit water to escape from the track channel. These holes should be kept open; otherwise, water may back up under the movable leaf and leak inside the house. Although this door is equipped with nylon weather stripping to provide a tight seal, some water may seep around the edges in a hard, driving rain.

Sliding Glass Door Screens

Sliding glass door screens have a double function, acting as both screens and doors. These units operate on the same track by tension provided by four spring-loaded rollers built into the screen. To remove the screen from the track, gently grasp the sides with both hands and lift up and out. If the screen is difficult to remove, loosen the two screws at the top or bottom and repeat the operation. Reverse the process to re-install. If normal screen operation is difficult, lubricate with silicone spray or adjust by turning the screws located at the top or the bottom of the frame on the side of the screen. Just as in operating the sliding glass door, care must be taken to prevent knocking the screen out of square when opening and closing.

Stain

Certain wood finishes are intentionally stained rather than painted. Stain provides a protective finish that penetrates and protects the material yet allows the natural weathering process. The faded or weathered appearance of stained exterior surfaces is the normal result of exposure of the wood to the elements and in no way decreases the life of the material. The change in appearance is designed to bring out the beauty of the wood and lend a mellow patina as time goes by.

However, if you don't prefer a weathered appearance, you may choose to re-stain the material every two to three years. Stain can be applied with either a brush or sprayer and is a relatively simple process which does not require the skill necessary for repainting. Varnish applied over the stain protects a stained finish, but may crack or begin to peel as a result of weather conditions, especially on a door exposed to the sun for long periods of time. Varnish may need sanding and resealing several times a year and is part of your routine maintenance requirements.

Stucco

Hairline cracks in stucco are a normal occurrence. They are caused by the natural expansion and contraction of the stucco as it is exposed to changes in temperature and humidity. The acceptable tolerance for cracking in stucco is 1/8 inch. This means that cracks that are smaller than 1/8 inch in width are considered to be within the normal range and do not need to be repaired. However, if the cracks are larger than 1/8 inch in width, they may need to be repaired. This is because larger cracks can allow water to seep into the stucco and cause damage.

- For the term of the one-year coverage, Brightland will repair all stucco cracks in excess of the acceptable tolerance. We caution you that no stucco crack repair will be an exact texture or color match. Brightland Homes is not responsible for color variations.

Trim and Molding

The normal settling of the house and shrinkage of wood may cause trim to separate at the joints or move slightly from its original position. To repair cracks in painted or stained trim joints, fill the crack with putty or wood filler and repaint the joint. If the joint between the floor and trim at the base of the wall begins to increase in width, you should caulk the open joint and repaint it. To repair cracks in pre-finished vinyl-clad wood trim joints, simply fill the cracks with a furniture repair putty stick of a color that blends with the trim. Repainting of pre-finished vinyl-clad wood trim and molding is unnecessary. Wood, the most versatile and widely used of all framing materials, was used to build the framework for your home. The size and grade of individual framing members provide a safety factor more than adequate to withstand the stresses to which they will normally be subjected. Natural settling, as well as expansion and contraction of wood framing, will occur. A break-in period will minimize the adverse effects of shrinkage and settling on a new home. During this period, your home's temperature and humidity should be maintained as constant as is possible. Do not over or under heat your new home. In the winter, hot dry air will cause the wood to dry too rapidly, resulting in rapid contraction and joint separation. Avoid this by maintaining an interior temperature between 70 and 80 degrees.

Weather Stripping

Some air infiltration is unavoidable around doors and windows, especially during high wind conditions. If the weatherstripping is torn or separated due to the owner's misuse or negligence, Brightland Homes has no responsibility.

- For the first year Brightland Homes will repair or replace an improperly fitted weatherstrip.

Windows

The aluminum windows in your home require minimal maintenance. These windows were checked for ease of operation and a tight seal after installation. Normal settling may cause the movable portion of the window to bind in the frame and require additional force to operate. Silicone spray lubricant applied to the channel on either side of the opening will normally restore free operation. Condensation on windows is caused by humidity conditions in the home. This is more prominent in new homes where all materials have not had time to cure. This condensation can be minimized by leaving all blinds and drapes open during the day. A constant interior temperature during the first six months will also help with the curing process and reduce the moisture on the windows. When raising a window, grab the lower edge of the movable leaf. When lowering the window, grab the top edge of the movable leaf. This procedure is recommended to minimize the chance of pulling the window frame loose from the glazed surface.

Window Screens

Window screens were carefully checked and installed for fit prior to the completion of your new home. The screen frames are aluminum, which requires little maintenance. They are lightweight and easy to remove and install. Most window screens are held in the frame by tension. If a screen is allowed to fall to the ground or is gouged by any object, permanent damage may result. For this reason, a periodic check of the screens should be made to ensure that they are tightly in place. Screens should always be handled with care.

- For the first year Brightland Homes will perform all necessary adjustments to ensure the proper operation of your windows.
- Brightland will not warrant or repair any scratched or cracked glass after closing unless documented at the Homeowner Orientation.
- Brightland will not warranty or repair any seal failures of the windows as seal failures are warranted by the window manufacturer.

Wood Decks (Where Applicable)

Your deck has been constructed of Pressure-treated lumber is a type of wood that has been treated with chemicals to make it more resistant to decay and insect damage. However, the treatment process also causes the wood to change color and fade over time. As for the cracking and warping of pressure-treated lumber, this is a normal occurrence. The wood will dry out as it is exposed to the weather, and this can cause it to crack and warp. However, this will not affect the structural integrity of the deck. The popping up of deck nails is also a normal occurrence. This is caused by the expansion and contraction of the wood as it is exposed to the weather. If this occurs, you can simply nail the nails back in place.

- Wood decking should be sealed as soon as possible to limit cracking.

WARRANTY INFORMATION

A supplement of the Ten-Year Structural Warranty

Ten-Year Structural Coverage

The ten-year structural warranty coverage is provided through a third-party warranty structural warranty provider. If a structural defect arises and meets the criteria for a structural defect you will contact the structural warranty provider and file a claim for a structural engineer to come out and survey your property and produce a plan of action to repair the structural defect.

The following conditions must be present to constitute a Structural Defect:

1. Actual physical damage to one or more of the load-bearing components of the home.
2. Failure of the major structural components. that affects the load bearing supports to the degree that affects the safety of the home.

The following are Load-bearing components of the home. These items may qualify as a ten-year structural warranty item:

1. Roof framing
2. Floor framing
3. Load-bearing walls
4. Block lintels
5. Load-bearing beams
6. Footings and foundations

Examples of non-load-bearing elements that are not a Structural Defect. These items would not qualify as a ten-year warranted item:

1. Non-load-bearing walls
2. Wall tile or wallpaper
3. Drywall, drywall seams, drywall corner, etc.
4. flooring and sub flooring material
5. Brick, stucco, stone, brick/stone angle irons, or other masonry veneer
6. Exterior siding, trim or deck
7. Roof sheathing, roof shingles, roof tar paper, gutters, and downspouts
8. mechanical systems
9. Appliances and fixtures
10. Windows, doors, trim, cabinets, hardware, insulation, paint, and stains
11. Concrete basement and garage floors, concrete driveways, porches, patios, sidewalks, and steps
12. ANY IMPROVEMENT ON OR AFFECTING YOUR PROPERTY DONE AFTER CLOSING

For any structural claims you will contact the Structural warranty company for your area. Below is a list of the areas and the structural warranty provider and the contact for them. We recommend reviewing the structural warranty guide from the below providers for the claim process and qualifications for a structural defect.

- **Dallas and Phoenix Customers** – StrucSure Limited Warranty.
 - Website: www.strucsure.com | Phone Number: (877) 806-8777
- **San Antonio, Austin, and Houston Customers** – HOME of Texas Limited Warranty.
 - Website: www.homeoftexas.com | Phone Number: (800) 445-8173
- **Denver and Florida Customers** – 2-10 Home Buyers Warranty.
 - Website: www.2-10.com | Phone Number: (720) 531-6717
- **Nashville Customers** – RWC Residential
 - Website: www.rwcwarranty.com | Phone Number: (800) 247-1812