



# TRUSTLAND

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INNOVATIVE DESIGN • SOPHISTICATED LIVING



## THE TRUSTLAND HOMEOWNER MANUAL

**TRUSTLAND**  
PO BOX 604  
Stephens City, VA 22655

**Congratulations on your decision to purchase  
a new home from TRUSTLAND, INC!**

We share your excitement about your new residence. We look forward to having you work with us while we show you the ins and outs of your new home and address any questions you may have.

The TRUSTLAND, INC Homeowner Manual has been designed to assist you during and after the purchase of your home. The information presented here will answer many questions and prepare you for each step of the new house experience, making this exciting time easier. In addition to guiding you through the process of purchasing and/or building, this manual provides you with maintenance suggestions and a description of our limited warranty program, component by component.

Please take time to review this material thoroughly. When complete, your manual will provide a useful record of information about your new home.

Our goal as a company is to build a quality home. If you need clarification of additional details about any topic discussed, please email us at **trustland@comcast.net** or visit our website at **www.trustlandinc.com/new-construction**

The warranty program that we offer has the following expiration dates

- One year from the date of sale on workmanship
- Five years on Foundation

If you have any further questions, please do not hesitate to contact us.

Sincerely,

TRUSTLAND, INC

# Table of Contents

Caring for Your Home.....	3	Gas Water Heater (tank type).....	35
Trustland, Inc Limited Warranty Guidelines.....	4	Gas Water Heater (Tankless).....	37
Reporting a Warranty.....	5	Grading and Drainage .....	38
Air Conditioning.....	7	Hardware.....	40
Alarm System.....	9	Hardwood & Engineered Floors .....	40
Appliances.....	9	Heating Systems .....	43
Attic Access.....	10	Heat Pump .....	46
Brick .....	11	Landscaping.....	48
Cabinets.....	12	Mildew .....	50
Carpet .....	13	Mirrors .....	50
Caulking .....	16	Paint and Stain.....	51
Ceramic Tile .....	16	Phone Jacks.....	53
Concrete Flatwork .....	19	Plumbing .....	53
Condensation .....	21	Roof .....	58
Countertops.....	21	Rough Carpentry .....	59
Countertops (Granite).....	22	Siding .....	60
Crawl Space (If Applicable) .....	23	Smoke Detectors.....	61
Doors and Locks .....	23	Stairs .....	61
Drywall .....	25	Stucco .....	61
Electrical Systems.....	29	Termites, Insects & Pest .....	62
Electric Water Heater .....	30	Ventilation .....	63
Fireplace .....	31	Windows, Screens, and Patio Doors ..	64
Foundation .....	32	Wood Trim.....	66
Garage Overhead Door.....	32	Conclusion .....	67
Gas Shut-Offs (If Applicable).....	35		

# Caring for Your Home

TRUSTLAND, INC has constructed your home with Licensed Contractors, quality materials and experienced craftsmen. Before we use any material, it must meet our specifications for quality and durability. All work is done under our supervision to attain the best possible results for your investment.

A home is one of the last hand-built products left in the world. Once we have assembled the natural and manufactured materials, the components interact with each other and this means it will require future care and maintenance. A home, like an automobile, requires care and attention from day one. General homeowner maintenance is essential to providing a quality home for a lifetime.

## Homeowner Use and Maintenance Guidelines

We are proud of the homes we build and the neighborhoods in which we build them. We strive to create long-lasting value. This cannot be achieved unless you, as the homeowner, properly maintain your home and all its components. Periodic maintenance is necessary because normal wear and tear, the inherent characteristics or the materials used in your home, and normal service required to the mechanical systems. Natural fluctuations in temperature and humidity also affect your home.

Many times, a minor adjustment, repair done immediately, or proper maintenance saves a more serious, time consuming and sometimes costly repair later. **Note: Neglect of routine maintenance can void applicable limited warranty coverage on all or part of your home.** By caring for your new home attentively, you ensure your enjoyment of it for years. The attention provided by each homeowner contributes significantly to the overall desirability of the community and value of your home.

We recognize that it is impossible to anticipate and describe every attention needed for good home care, but we have covered many important details. The subjects covered include components of homes we build, listed in alphabetical order. Each topic includes suggestions for use and maintenance followed by the TRUSTLAND, INC Limited Warranty Guidelines. **This manual may discuss some components and/or materials that are not present on your home.**

Please take time to read the literature provided by the manufacturers of consumer products and other items on your home. The information contained in that material is not repeated here. Although much of the information may be familiar to you, some points may differ significantly from homes you have had in the past.

We make every effort to keep our information current and accurate. However, if any detail in our discussion conflicts with the manufacturer's recommendations, you should follow the manufacturer's recommendations. **Specific manufacturer's warranties may extend beyond the first year and it is in your best interests to be apprised of such coverage.**

# TRUSTLAND, INC Limited Warranty Guidelines

We strive to build a defect-free home; however, we are realistic and know occasionally something in the home may not perform as intended or a mistake might be found. When either situation occurs, we will make any necessary corrections. In support of our commitment to quality, TRUSTLAND, INC provides you with a **limited home warranty of 1 year**. In addition to the information contained in the warranty itself; this manual includes details about **TRUSTLAND, INC** material and workmanship standards.

The purpose of this document is to let you know what our quality standards are for the most typical concerns that mostly come up in a new home. This manual describes TRUSTLAND, INC standards for each item and what we will do to remedy items that do not meet our standards.

Our criteria for qualifying warranty repairs are based on typical industry practices in our region and meet or exceed those practices for each component of your home. However, we reserve the right to exceed these guidelines if common sense or individual circumstances dictate, without being obligated to exceed all guidelines to a similar degree or for all homeowners.

Please read through this information, as well as the service procedures discussed on the following pages. If you have any questions regarding the standards or procedures, contact our office via email at [trustland@comcast.net](mailto:trustland@comcast.net) or visit our website at [www.trustlandinc.com/new-construction](http://www.trustlandinc.com/new-construction).

**\*TRUSTLAND, INC Limited Warranty Guidelines throughout this document strictly refer to a one (1) year period from date of purchase. All other information contained herein is for informational purposes only.**

# Reporting of Limited Warranty Items

**Non-Emergency Service Request and Limited Warranty Service Request Items MUST be submitted to TRUSTLAND INC. in writing via our new construction portal at....**

**[www.trustlandinc.com/new-construction/warranty-maintenance-request](http://www.trustlandinc.com/new-construction/warranty-maintenance-request)**

**ALL KITCHEN APPLIANCES:** Refer to Manufacturer Warranty Service

When we receive a non-emergency service request or a limited warranty service request, we will contact you for an inspection appointment. We inspect the items listed in your written request to confirm warranty coverage and determine appropriate action. Generally reported items fall into one of three categories:

- Trade contractor item
- In-house item
- Home maintenance item

If a trade partner or TRUSTLAND, INC warranty professional is required to complete repairs, we will issue a warranty work order and the repair technician will contact you to schedule an appointment. **We strive to complete all warranty work orders within 30 business days of the inspection unless you are unavailable for access.** If a back-ordered part or similar circumstance causes a delay, we will contact you to keep you informed of the situation.

If an item is deemed to be routine home maintenance, we will review the maintenance steps with you and offer whatever informational assistance we can. TRUSTLAND, INC will not provide routine home maintenance services. In order for our service program to operate at maximum efficiency and for your own convenience, we suggest that you wait at least 120 days before submitting any non-emergency warranty list. This allows you enough time to become settled in your new home and to thoroughly examine all components.

## Reporting of Emergency Service Items

As defined by our limited warranty, “**emergency**” includes situations such as:

- **Total** loss of heat or air.
- **Total** loss of electricity. (Check with the utility company before reporting this circumstance to TRUSTLAND, INC)
- **Total** loss of water. (Check with the water department to be certain the problem is not a general outage in the area.)
- Plumbing leak that requires **the entire water supply to be shut off.**
- Gas leak. (Contact your utility company or plumber if the leak is at the furnace or

water heater supply lines.

**THE BELOW TRUSTLAND INC TRADE PARTNERS MAY ONLY BE CONTACTED DIRECTLY FOR EMERGENCY SERVICE REQUEST.**

**PLUMBING: GLS Plumbing**

<https://www.glsplumbinginc.com/contact>  
540-667-5632  
glsplumbing@comcast.net

**HVAC:**

**Falcon Heating and Air**  
<http://www.falconhvac.com/service-request/>  
703-450-7777

**ELECTRICAL:**

**BUHL Electric**  
<http://buhlelectric.com/warranty/>  
Buhl Service Line: 703.450.2100  
Buhl Emergency Line: 571.722.5170

**IMPORTANT NOTE:** It is the Home Owners responsibility to notify TRUSTLAND, INC in writing within **24 Hours** of Initiated **EMERGENCY SERVICE** request. If a Home Owner fails to notify TRUSTLAND INC and/or contacts TRUSTLAND, INC trade partners or Others not listed above for any reason outside of an **EMERGENCY SERVICE** as defined above TRUSTLAND, INC will not be liable for any services, fees and/or workmanship rendered. Additionally, this **WILL** void Limited Warranty Items.

**Storm damage or Other Natural Disaster:** Contact your homeowner's insurance agent immediately. Contain damage as much as possible without endangering yourself. In extreme situations, photograph the damage.

# Air Conditioning

## Homeowner Use and Maintenance Guidelines

Air conditioners can greatly enhance the comfort of your home, but if it is used improperly or inefficiently, wasted energy and frustration will result. These hints and suggestions are provided to help you maximize your air conditioning systems function and provide you with a comfortable environment.

Your air conditioning system is a whole-house system (excludes garage). The air conditioning unit is the mechanism that produces cooler air. The efficiency of the air conditioning system involves everything inside your home including, for example, drapes, blinds, and windows.

Your home air conditioner 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 impossible. Therefore, you should keep all windows closed while running the system. The heat from the sun shining through windows with open drapes is intense enough to overcome the cooling effect of the air conditioner unit. For best results, close your drapes or blinds on these windows.

Time is very important in your expectations of an air conditioning system. Unlike the light bulb, which reacts instantly when you turn on a switch, the air conditioning unit begins the cooling process when you set the thermostat.

For example, if you come home at 6 p.m. when the temperature has reached 90 degrees F and 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 6 p.m. the air conditioning unit starts cooling the air, but the walls, carpet, and furniture release heat and nullify this cooling. By the time the air conditioning unit has cooled the walls, carpet, and furniture, you may well have lost patience and time.

If you wish to have a very cool home during the evening, set the thermostat at a moderate temperature on the morning while the house is cooler, allowing the system to easily maintain the cooler temperature. The temperature setting may then be lowered slightly when you arrive home, with better results. Once the system is operating, setting the thermostat at 60°F in cooling mode will not cool the home any faster than setting the thermostat 70°F and can result in the unit freezing up and not performing at all. Extended use under these conditions may result in permanent damage to the unit.

In addition to provide you with moderate interior temperatures the air-conditioning system is vital to maintaining proper moisture levels for the air in your home. Failure to run the unit for extended periods of time, say while you are on vacation, may create potential moisture issues caused by high relative humidity. This scenario can produce



mold and other undesirable side-effects. It is our suggestion that you refrain from turning the air conditioning unit off, and simply adjust the thermostat to a higher temperature, (80°F Summer/60° Winter), during periods where you will be gone for extended amounts of time.

## **Adjust Vents**

The orientation of the supply vents is important to the function of the system and their configuration should not be altered by anyone other than a professional. In general, the orientation of the supply grills will be towards the areas with the highest heating/cooling loads, so you may notice that the grill is facing the windows. This may seem incorrect as the air will not be blowing towards the center of the room, but this set-up will provide the most consistent temperature through the room. Small adjustments can be made by adjusting the damper on the supply register but closing the damper will result in more noise and lower air-flow to the room.

## **Air Filters**

TRUSTLAND, INC supplies each home with a new basic air filter or Filters (depending on the system type a home may have one or more air filters and sizes may vary depending on location). During the New Home Orientation inspection Trustland review this specific system and ensure you know where filters are located and understand the basis replacement procedure. Typically, Filters can be obtained at most major home improvement stores or online (These may not be available at your local store, so it would be wise to call to verify their availability).

## **Compressor Level**

Maintain the air conditioning compressor in a level position to prevent inefficient operation and damage to the equipment.

## **Service and Maintenance**

Carefully follow all manufacturer's instructions for maintenance. Your AC system should be inspected and serviced annually by a licensed service technician. Part of this regimen includes inspecting for signs of corrosion, deterioration, leaks and obstructions. On occasion, cleaning might be necessary. Scheduling of these inspections and any costs associated with this routine maintenance is your responsibility.

## **Temperature Variations**

Temperatures may vary from room to room by several degrees F. This is due to such variables as floor plan, orientation of the home on the lot, type and use of window coverings, and traffic through the home. TRUSTLAND, INC will make an effort to correct any variations over +/-5°F when measured at a height of 5ft. above the floor, but no guarantee will be

made if variables outside of our control are affecting system performance.

## **Alarm System (If Applicable)**

### **Homeowner Use and Maintenance Guidelines**

TRUSTLAND, INC homes may come pre-wired to receive a central alarm system, should you desire to obtain monitoring services, you must arrange for the final connection after your move-in. The alarm company will demonstrate the system and instruct you in its use. We recommend that you test the system each month to ensure it is functioning properly.

#### TRUSTLAND, INC Limited Warranty Guidelines

TRUSTLAND, INC will correct all wiring that does not perform as intended for the Alarm system but will not repair damage caused by the alarm company's installation or the system's components.

## **Appliances**

### **Homeowner Use and Maintenance Guidelines**

TRUSTLAND, INC recommends you read and follow all manufacturers' instructions for the use and maintenance of each appliance in your home and keep them available for future reference. **Water filters for your refrigerators require change and maintenance, this is not covered under your home warranty.**

#### **Manufacturer's Service**

If a problem arises with an appliance, follow the instructions set forth in the warranty reporting section of this manual.

#### **Registration**

Mail warranty registration cards directly to the manufacturer, as they will be required for your limited manufacturer's warranty to remain in effect.

### **TRUSTLAND, INC Limited Warranty Guidelines**

We confirm that all appliance surfaces are in acceptable condition during your homeowner orientation and final inspection. We assign all appliance warranties to you, effective on the date of closing. The appliance manufacturers warrant their products directly to you according to the terms and conditions of these written warranties.

# Attic Access

## Homeowner Use and Maintenance Guidelines

The attic space is neither designed nor intended to act as a for storage area. We provide access to this area for the maintenance of mechanical equipment that may traverse attic space. When you perform necessary tasks in the attic, use caution and avoid stepping off the wood members onto the drywall. This may result in personal injury and/or damage to the ceiling below. **Your limited warranty does not cover such injury or damage.**

## TRUSTLAND, INC Limited Warranty

During the home owner orientation, we will confirm that all fixtures are in acceptable condition. TRUSTLAND, INC does not warrant against damage caused by corrosion or mineral deposits to the external surfaces or internal workings of plumbing fixtures. This limitation includes solid or coated fixtures.

# Brick

## Homeowner Use and Maintenance Guidelines

Brick is one of the most durable and lowest maintenance finishes for a home's exterior. A record of your brick color is included in your selection sheets.

### Efflorescence

The white, powdery substance that sometimes accumulates on brick surfaces is called efflorescence. This is a natural phenomenon and cannot be prevented. In some cases, you can remove it by scrubbing with a stiff brush and vinegar. Consult your home center or hardware store for commercial products to remove efflorescence.

### Tuck-Pointing

After several years, face brick may require tuck-pointing (repair the mortar between the bricks). Otherwise, no regular maintenance is required.

### Weep holes

You may notice small holes in the mortar along the lower row of bricks. These holes allow moisture that has accumulated behind the brick to escape. **Do not fill these weep holes or permit landscaping materials to cover them.**

## **TRUSTLAND, INC Limited Warranty Guidelines**

We check the brickwork during your homeowner orientation and final inspection to confirm correct installation of designated materials.

### **Cracks**

One time during the limited warranty period, we repair masonry cracks that exceed 3/16 inch.

## **Cabinets**

### **Homeowner Use Maintenance Guidelines**

Your selection sheets are your record of the brand, style, and color of cabinets in your home. If you selected wood or wood veneer cabinets, expect differences in grain and color between and within the cabinet components due to natural variations in wood and the way it takes stain.

### **Cleaning**

Products such as lemon oil or polishes that include scratch cover are suggested for wood cabinet components due to natural variations in wood and the way it takes stain.

### **Hinges**

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

### **Moisture**

Damage to cabinet surface and warping can result from operating appliances that generate large amounts of moisture (such as crock pots and coffee pots) too near the cabinet. When operating such appliances, place them in a location that is not directly under the cabinet.

## **TRUSTLAND, INC Limited Warranty Guidelines**

During the orientation we will confirm that all cabinet parts are installed and that their surfaces are in acceptable condition.

### **Alignment**

Doors, drawer fronts, and handles should be level and even.

## **Operation**

Cabinets should operate properly under normal use.

## **Separations**

We will correct gaps between cabinets and the ceiling or cabinets and the walls by caulking or other means if the gap exceeds 1/8 inch (locations behind appliances are excerpted from this repair.)

## **Warping**

If doors or drawer fronts warp in excess of ¼ inch within 24 inches, we will correct this by adjustment or replacement.

## **Wood Grain**

Readily noticeable variations in wood grain and color are normal in all wood or wood veneer selections. Replacements are not made due to such variations.

# **Carpet**

## **Homeowner Use and Maintenance Guidelines**

Your 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 the various manufacturers' recommendations for additional information on the care of your floor coverings.

## **Cleaning**

You can add years to the life of your carpet with regular care. Carpet wears out because of foot traffic and dirt particles that get trampled deep into the pile beyond the suction of the vacuum.

The dirt particles wear down the fibers like sandpaper and dull the carpet. The most important thing you can do to protect your carpet is to vacuum frequently.

Vacuum twice each week lightly and once a week thoroughly. Heavy traffic areas may require more frequent cleaning. A light vacuuming is three passes; a thorough job may need seven passes. A vacuum cleaner with a beater-bar agitates the pile and is more effective in bringing dirt to the surface for easy removal.

Vacuuming high-traffic areas daily helps keep them clean and maintains the upright position of the nap. Wipe spills and clean stains immediately. For best results, blot or dab any spill or stain; avoid rubbing. Test all stain removers on an out-of-the-way area of the carpet, such as in a closet, to check for any undesirable effects. Have your carpet professionally cleaned regularly, usually once a year.

Some problem conditions that may occur with your new carpet and our suggested remedies are presented below.

### **Burns**

Take care of any kind of burn immediately. First snip off the darkened fibers, then use soap-less cleaning product and sponge with water. If the burn is extensive, talk with a professional about replacing the damaged area.

### **Crushing**

Furniture and traffic may crush a carpet's pile fibers. Frequent vacuuming in high-traffic areas and glides or cups under heavy pieces of furniture can help prevent this. Rotating your furniture to change the traffic pattern in a room promotes more even wear. Some carpets resist matting or crushing because of their level of fiber, but this does not imply or guarantee that no matting or crushing will occur. Heavy traffic areas such as halls and stairways are more susceptible to wear and crushing. This is considered normal wear.

### **Fading**

Science has yet to develop a color that will not fade with time. All carpets will slowly lose some color due to natural and artificial forces in the environment. You can delay this process by frequently removing soil with vacuuming, regularly changing air filters in heating and air conditioning systems, keeping humidity and room temperature from getting too high, and reducing sunlight exposure with window coverings.

### **Filtration**

If interior doors are kept closed while the air conditioning is operating, air circulation from the closed room will flow through the small space at the bottom of the door. This forces the air over the carpet fibers, which in turn acts as a filter, catching particulate pollution. Over time, a noticeable stain develops at the threshold.

### **Fuzzing**

In loop carpets, fibers may break. Simply clip the excess fibers. If it continues call a professional.

### **Piling**

Piling or small balls of fiber can appear on your carpet, depending on the type of carpet fiber and the type of traffic. If this occurs, clip off the piles. If they cover a large area, seek professional advice.

## **Rippling**

With wall-to-wall carpeting, high humidity may cause rippling, if the carpet remains rippled after the humidity has left then have a professional re-stretch the carpeting using a power stretcher, not a knee-kicker.

## **Seams**

Carpet usually comes in 12-foot widths, making seams necessary in most rooms. Visible seams are not a defect unless they have been improperly made or unless the material has a defect that makes the seam appear more pronounced than normal. The more dense and uniform the carpet texture, the more visible the seams will be. Carpet styles with low, tight naps result in most visible seams. Seams are never more visible than when the carpet is first installed. Usually with time, use, and vacuuming the seams become less visible.

## **Shading**

Shading is an inherent quality of fine-cut pile carpets. Household traffic causes pile fibers to assume different angles; as a result, the carpet appears darker and lighter in these areas. A good vacuuming, which makes the pile all go in the same direction, provides a temporary remedy.

## **Shedding**

New carpeting, especially pile, sheds bits of fiber for a period of time. Eventually these loose fibers are removed by vacuuming. Shedding usually occurs more with wool carpeting than with nylon or other synthetics.

## **Snags**

Sharp-edged objects can grab or snag the carpet fiber. When this occurs, cut off the snag.  
If the snag is especially large, call a professional.

## **Sprouting**

Occasionally you may find small tufts of fiber sprouting above carpet surface. Simply use scissors to cut off the sprout. Do not attempt to pull it, because other fibers will come out in the process.

## **Stains**

No carpet is stain proof. Although your carpet manufacturer designates your carpet as stain resistant, some substances may still cause permanent staining. These include hair dyes, shoe polish, paints, and India ink. Some substances destroy or change the color of carpets, including

bleaches, acne medications, drain cleaners, plant food, insecticides, and food or beverages with strongly colored natural dyes as found in some brands of mustard or natural tea.

Refer to your care and maintenance brochures for recommended cleaning procedures for your particular fiber. Pretest any spot-removal solution in an inconspicuous area before using it in a large area. Apply several drops of the solution, hold a white tissue on the area, and count to ten. Examine both tissue and carpet for dye transfer and check for carpet damage.

### **Static**

Cooler temperatures outside often contribute to static electricity inside. To avoid the problem, look for carpets made with anti-static. You can also install a humidifier to help control static build-up.

## **TRUSTLAND, INC Limited Warranty**

During your orientation, we will confirm that your carpet is in acceptable condition. We will correct stains or spots noted at this time by cleaning, patching, or replacement. TRUSTLAND, INC will not be responsible for dye lot variations if replacements are made.

### **Edges**

Edges of carpet along moldings and edges of stairs should be held firmly in place. In some areas, metal or other edging material may be used where carpet meets another floor covering.

### **Seams**

Carpet seams will be visible. TRUSTLAND, INC will repair any gaps or fraying.

## **Caulking**

### **Homeowner Use and Maintenance Guidelines**

Time and weather will shrink and dry caulking so that it is no longer provides a good seal. As routine maintenance, check the caulking and make needed repairs. Caulking compounds and dispenser guns are available at hardware stores. Read the



manufacturer's instructions carefully to be certain that you select an appropriate caulk for the intended purpose.

### **Colored Caulk**

Colored caulking is available where larger selections are provided. As with any colored material, dye lots can vary.

### **Latex Caulk**

Latex caulking is appropriate for an area that requires painting, such as along the stair stringer or where wood trim meets the wall.

### **Silicone Caulk**

Caulking that contains silicone will not accept paint; it works best where water is present, for example, where tub meets tile or a sink meets the countertops.

## **TRUSTLAND, INC Limited Warranty Guidelines**

During the orientation we confirm that appropriate areas are adequately caulked.

### **Refer to One-Time Drywall/Caulk Repair Certificate**

**We will touch up caulking one time during your Limited Warranty period. Time of this is at the discretion of the Home Owner per the One Time Drywall/Caulk Certificate.**

## **Ceramic Tile (If applicable)**

### **Homeowner Use and Maintenance Guidelines**

Your selection sheets include the brand and color of your ceramic tile (if applicable).

### **Cleaning**

Ceramic tile is one of the easiest floor coverings to maintain. Day to day care can be done by simply vacuuming when needed. Occasionally, a wet mopping with warm water may be appropriate. Avoid adding detergent to the water. If you feel a cleaning agent is required, use a mild solution of warm water and vinegar. Rinse thoroughly.

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

finish.

### **Grout Discoloration**

Clean grout that becomes yellowed or stained with a fiber brush, cleanser, and water.

Grout cleansers and whiteners are available at most hardware stores.

### **Sealing Grout**

**Sealing grout is your decision and responsibility.** Once grout has been sealed, ongoing maintenance of that seal is necessary and limited warranty coverage on grout that has been sealed is void.

### **Separations**

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

Tile around bathtubs or countertops may appear to be pulling up after time. This is caused by normal shrinkage of grout or caulk and shrinkage of wood members as they dry out. 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.

## **TRUSTLAND, INC Limited Warranty**

During the orientation we confirm that tile and grout areas are in acceptable condition. We will repair or replace cracked, badly chipped, or loose tiles noted at that time. TRUSTLAND, INC is not responsible for variations in color or discontinued patterns. New grout may vary in color from the original.

### **One-Time Repair**

Cracks appearing on grouting of ceramic tiles at joints or junctions with other materials are commonly due to shrinkage. During the first year, **TRUSTLAND, INC will repair Cracked Tile and associated grouting, if found to be from shrinkage and only if necessary, on one occasion.** We are not responsible for color variations in grout or discontinued tiles or colored grout. Any grouting or caulking that is needed after that time is your responsibility.

# Concrete Flatwork

## Homeowner Use and Maintenance Guidelines

Concrete is a rigid product that will crack. Though the Builder warrants the integrity of the concrete, cracking is not covered. The Builder warrants that all flatwork is supported by a compacted subsurface or 4" of compacted gravel. If major cracking occurs (i.e., cracks opening up wider than 1/4" in the first year) and if the cause is determined to be in compacted trenches, fill, or poor concrete mix, the Builder will replace the deteriorated section only. The color of the concrete will vary due to variables beyond the Builder's control and will not be covered by the Builder's Warranty.

By maintaining good drainage, you protect your home's foundation and the concrete flatwork: the porch, patio, driveway, garage floor, and sidewalks.

Concrete slabs are floating—they are not attached to the home's foundation walls. These are not a structural (load-bearing) element of the home and are not covered by the structural warranty.

## Cleaning

Avoid washing exterior concrete slabs with cold water from an outside faucet when temperatures are high and the sun has been shining on the concrete. The abrupt change in temperature can damage the surface bond of the concrete. We recommend sweeping for keeping exterior concrete clean. If washing is necessary, do this when temperatures are moderate.

Repeated cleaning of the garage floor by hosing can increase soil movement by allowing water to penetrate any existing cracks. We recommend sweeping to clean the garage floor.

## Cracks

A concrete slab 10 feet across shrinks approximately **5/8** inches as it cures. Some of this shrinkage shows up as cracks. Cracking of concrete flatwork also results from temperature changes that cause expansion and contraction.

During the summer, moisture finds its way under the concrete along the edges or through cracks in the surface. In winter, this moisture forms frost that can lift the concrete, increasing the cracking. Maintaining proper drainage away from all concrete will minimize the cracking caused by this process.

As cracks occur, you should seal them with a waterproof concrete caulk (available at hardware or home improvement stores) to prevent moisture from penetrating to the soil

beneath.

### **Control Joints**

We install control joints to help control the inevitable cracking that will occur. However, as the concrete shrinks during the curing process, moisture can penetrate under the concrete and lift the expansion joint. Expansion joints are designed to allow the concrete to crack so it will be able to expand and contract. Often times this will be an uneven crack that is not a structural defect, only cosmetic. When this occurs, fill the resulting gap with a water proof concrete caulk, which can be purchased at most hardware stores.

### **Heavy Vehicles**

Do not permit heavy vehicles such as moving vans or concrete trucks to drive on your concrete. We design and install this concrete for residential use only, and excessive loads will result in damage that will fall outside of your limited warranty.

### **Chemicals**

Protect concrete from abuse by chemical agents such as pet urine, fertilizers, radiator overflow, salt and ice-melting agents, pressure washing or repeated hosing. All these items can cause spalling (chipping of the surface) of concrete. These damages will fall outside of your limited warranty.

### **Sealer**

A concrete sealer, available at paint stores, will help you keep an unpainted concrete floor clean. Do not use soap on unpainted concrete. Instead, use plain water and washing soda or, if necessary, a scouring powder.

## **TRUSTLAND, INC Limited Warranty Guidelines**

**Concrete flat-work is free-floating—they are not attached to the home's foundation walls. These are not a structural (load-bearing) element of the home and are not covered by the structural warranty.**

### **Color**

Concrete slabs vary in color. No correction is provided for this condition.

### **Cracks**

If concrete cracks reach 3/16 inches in width or vertical displacement, TRUSTLAND, INC will patch or repair them one time during the first year. Subsequently,

concrete slab maintenance is your responsibility, if you prefer to have the slab replaced, we will obtain a price for you and assist in scheduling the work upon receipt of your payment. However, we advise against this expense since the new slab will crack as well.

### **Finished Floors (Interior)**

TRUSTLAND, INC will correct cracks, settling, or heaving that rupture finish floor materials that we installed as part of the home as you originally purchased it for one year.

### **Separations (Interior)**

TRUSTLAND, INC will correct separation of concrete slabs from the home if separation exceeds one inch for one year.

### **Settling or Heaving**

TRUSTLAND, INC will repair concrete flatwork that experience differential settling in excess of 2 inches.

### **Spalling (Surface Chips)**

Causes of spalling include pressure washing or repeated hosing of concrete for cleaning, animal urine, radiator overflow, fertilizer, uncleared snow and ice, ice-melting agents, and red salts from vehicles.

Repair of spalling is a home maintenance task, and is subsequently not covered in TRUSTLAND, INC limited home warranty.

### **Standing Water**

Water may stand on exterior concrete slabs for several hours after precipitation or from roof run-off. TRUSTLAND, INC will correct conditions that cause water to remain longer than 24 hours after a rain event within the 1 year limited warranty.

# Condensation

## Homeowner Use and Maintenance Guidelines

Condensation on the interior surfaces of the windows and frames comes from high humidity within the home combined with low outside temperatures and inadequate ventilation. Family lifestyle significantly influences these conditions.

See also Ventilation.

## TRUSTLAND, INC Limited Warranty Guidelines

Condensation results from a family's lifestyle; and TRUSTLAND, INC has no control over this. **The limited warranty coverage excludes condensation.**

# Countertops

## Homeowner Use and Maintenance Guidelines

A cutting board should be used to protect your counters when you cut or chop, as damage may occur from cutting directly on the surface. Protect the counter from heat and from extremely hot pans. If you cannot put your hand on it, do not put it on the counter. Do not use countertops as ironing boards and do not set lit cigarettes on the edge of the counter, as both actions may result in un-warrantable damage.

### Caulking

Over time the caulking between the countertop and the wall, along the joint at the backsplash, and around the sink may shrink, leaving a slight gap. Maintaining a good seal in these locations is important to keep moisture from reaching the wood under the laminates and to prevent warping; maintenance of this seal should be included in your normal home maintenance regiment.

### Cleaning

Avoid abrasive cleaners that will damage the luster of the surface.

### Mats

Rubber drain mats can trap moisture beneath them, causing the substrate to warp and blister. Dry the surface as needed.

See also ceramic tile.

## **TRUSTLAND, INC Limited Warranty Guidelines**

During your orientation and final walkthrough, we will confirm that all countertops are in acceptable condition.

**Repair of surface damage that occurs during or after your move-in is one of your home maintenance responsibilities.**

### **Laminates**

Laminated counter tops will have one or more discernible seams. TRUSTLAND, INC will repair gaps or differential at the seams that exceed 1/16 inch.

## **Countertops (Granite)**

### **Hard Surfaces**

Granite countertops are products of nature and as such are subject to variations in background color, shading, grain patterns, and color distribution. These differences can occur from one slab to another and can also vary within the same slab.

Fissures and pitting also occur naturally in all granite slabs and are not considered to be defects as they do not compromise the integrity of the finished product.

These differences are characteristics that are inherent to all natural stone products and only enhance the unique natural beauty of these products. No two granite countertops will look the same. Color variations can be apparent at initial installation or because of replacement.

Hard surfaces can be damaged by a sharp blow. Avoid abrasive cleansers or staining liquids on hard surfaces; both can damage and/or discolor the surface. **Granite should be cleaned routinely with cleaners that are specifically made and intended for this unique material.**

### **Separation from Wall**

Separation of countertops from walls, backsplash, and around sinks results from normal shrinkage of materials. **TRUSTLAND, INC will re-caulk these areas one time during the drywall and caulk certificate redemption.** Subsequently caulking will be your home maintenance responsibility.

# **Crawl Space (If Applicable)**

## **Homeowner Use and Maintenance Guidelines**

The crawl space is not intended as a storage area for items that could be damaged by moisture. Wood stored in a crawl space can attract termites.

You may notice slight dampness in the crawl space. Landscaping that is correctly installed helps prevent excessive amounts of water from entering crawl spaces. Report any standing water to TRUSTLAND, INC for inspection.

See also Ventilation

## **TRUSTLAND, INC Limited Warranty Guidelines**

During your homeowner orientation and final inspection, we will check the conditions of soils in the crawl space. Soils in the crawl space may be damp but should not have standing water. Provided that you have not altered the drainage nor caused excessive moisture to accumulate and remain in this area with incorrect landscaping, TRUSTLAND, INC will correct the conditions that result in persistent standing water.

# **Doors and Locks**

## **Homeowner Use and Maintenance Guidelines**

The doors installed in your home are wood products subject to such natural characteristics of wood as shrinkage and warpage. Due to natural fluctuation of relative humidity throughout the year, along with the use of forced air furnaces, showers, and dishwashers, your home's interior doors may occasionally require minor adjustments to operate smoothly and is considered home owner maintenance.

### **Exterior Finish**

To ensure life for your exterior wood doors, plan to refinish them at least once a year. Stained exterior doors with clear finishes tend to weather faster than painted doors. Treat the finish with a wood preserver every three months to preserve the varnish whenever the finish begins cracking.

### **Failure to Latch**



If a door will not latch because of minor settling, you can correct this by making a new opening in the jamb for the latch plate (re-mortising) and raising or lowering the plate accordingly and is considered home owner maintenance.

## Hinges

You can remedy squeaky door hinges by removing the hinge pin and applying a silicone lubricant to it. Avoid using oil, as it can gum up or attract dirt. Graphite works well as a lubricant but can create a gray smudge on the door or floor covering beneath the hinge if too much is applied and is not recommended.

## Keys

Keep a duplicate privacy lock key where children cannot reach it in the event of youngster locks him/herself in a room. TRUSTLAND, INC has provided such instruments on the top edge of the door casing (where a privacy lock is provided) for your convenience. If lost, a small screwdriver or similarly shaped devices can open some types of privacy locks.

## Locks

Your locks should not require lubrication, but if it becomes necessary, you should lubricate the lock assembly with graphite. Avoid using oil, as it may gum up the locking mechanism.

## Slamming

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

Children should be instructed not to hang on your home's doorknobs, as this will work the hardware loose and cause the door to sag, which will not be covered under your limited warranty.

## Sticking

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

Before you plane a door because of sticking, try two other steps: first, apply either paste wax, light coat of paraffin, or candle wax to the sticking surface; or second, tighten the screws that hold the door jamb or door frame. If planing is necessary even after these measures, use sandpaper to smooth the door and paint the sanded area to seal against moisture.

## Warping

If a door warps slightly, keeping it closed as much as possible often returns it to normal.

## Weather Stripping

Weather stripping and exterior door thresholds occasionally require adjustments or replacement to maintain an effective seal.

## TRUSTLAND, INC Limited Warranty Guidelines

**During your homeowner orientation and final inspection, we confirm that all doors are in acceptable condition and properly adjusted. TRUSTLAND, INC will repair construction damage to doors noted on the orientation list, but damage or warping occurring after closing will not be covered by TRUSTLAND, INC.**

## Adjustments

Due to normal settling of the home, doors may require adjustment for proper fit.

## Panel Shrinkage

Panels of wood doors shrink and expand in response to changes in temperature and humidity. Although touching up the paint or stain on unfinished exposed areas is your home maintenance responsibility, TRUSTLAND, INC will repair split panels that allow light to be visible during the 1 year materials and workmanship warranty.

## Warping

TRUSTLAND, INC will repair doors that warp in excess of ¼ inch.

# Drywall

## Homeowner Use and Maintenance Guidelines

Slight cracking, nail pops, or seams may become visible in walls and ceilings. These are caused by the shrinkage of the wood and normal deflection of building material on which the drywall is attached.

## Repairs

**With the exception of the one-time repair service provided by TRUSTLAND, INC care of drywall is part of normal homeowner maintenance, and therefore your**

**responsibility.** Most drywall repairs can be easily made. This work is best done when you redecorate the room.

Minor hairline cracks should be repaired with a coat of paint, but you should repair slightly larger cracks with spackle or caulk. To correct a nail/screw pop, reset the nail with a hammer and punch or completely remove nail/screw. Cover it with spackle, which is available at paint and hardware stores. Apply two or three thin coats. When dry, sand the surface with fine-grain sandpaper, and then paint. You can fill indentations caused by sharp objects in the same manner.

## **TRUSTLAND, INC Limited Warranty Guidelines**

During the orientation, we confirm that drywall surfaces are in acceptable condition. **One time during the materials and workmanship period, TRUSTLAND, INC will repair drywall shrinkage cracks, nail pops and touch up the repaired area using the same paint color that was on the surface when the home was delivered. Touch-ups will be visible, which will not be a warrantable defect.**

Repainting the entire room or the entire wall to correct any visible touch-ups is your choice and responsibility. You are also responsible for any custom paint colors or wallpaper that has been applied subsequent to closing. **Due to the effects of time on paint and wallpaper, as well as possible dye lot variations, touch-ups are unlikely to match the surrounding area.**

### **Lighting Conditions**

TRUSTLAND, INC does not repair drywall flaws that are only visible under particular lighting conditions. An example of an unwarrantable defect would be a texture flow that is only visible for 1 hour in the evenings.

### **Related Warranty Repairs**

If a drywall repair is needed as a result of poor workmanship (such as blisters in tape) or other warranty-based repair (such as a plumbing leak), TRUSTLAND, INC completes the repair by touching up the repaired area with the same paint that was on the surface when the home was delivered. You are responsible for any custom paint colors or wallpaper that has been applied subsequent to closing. Due to the effects of time on paint and wallpaper, as well as possible dye lot variations, the area being touched up may not match the surrounding area.

## **Electrical Systems**

### **Homeowner Use and Maintenance Guidelines**

Know the location of the breaker panel; it includes a main shut-off that controls all

the electrical power to the home. Individual breakers control the separate circuits. Each breaker is marked to help you identify which breaker is connected to which major appliances, outlets, or other service. Should a failure occur in any part of your home, always check the breakers in the main panel box to see if they have been tripped.

## **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 back on. Switching the breaker directly from tripped to on will not restore service.

## **Breaker Tripping**

Breakers trip due to overloads caused by plugging too many appliances into the circuit, a worn cord or defective appliance, or operating an appliance with too high voltage requirement for the circuit. The starting of an electric motor can also trip a breaker, as it will draw a large amount of amperage.

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. If the circuit remains on, one of the items you unplugged is defective and will require repair or replacement. TRUSTLAND, INC will not be responsible for appliances that cause the breaker to trip if it is isolated to the appliance itself.

## **Buzzing**

Fluorescent fixtures use transformer action to operate. This action sometimes causes a buzzing, which is considered normal.

## **Fixture Location**

We install light fixtures in the locations indicated on the plans. **Moving fixtures to accommodate specific furniture arrangements or room use is your responsibility, and will not be covered by TRUSTLAND, INC.**

## **GFCI (Ground-Fault Circuit-Interrupters)**

GFCI receptacles have a built-in element that senses fluctuations in power. Quite simply, the GFCI is a circuit breaker. Building codes require installation of these receptacles in bathrooms, the kitchen, outside, and the garage (areas where an individual can come into contact with water while holding an electric appliance or tool). Heavy appliances such as freezers or power tools may trip the GFCI breaker, which will not be considered a warrantable issue.

**Do not plug a refrigerator or food freezer into a GFCI-controlled outlet. The likelihood of the contents being ruined is high and your limited warranty will not cover such damage.**

Each GFCI receptacle has a test and reset button. Once each month, press the test button. This will trip the circuit. To return service, press the reset button. If a GFCI breaker trips during normal use, it may indicate a faulty appliance, and you will need to investigate the problem. One GFCI breaker can control up to 3 or 4 outlets; see if what appears to be a non-GFCI outlet doesn't have power, you should just attempt to reset every GFCI in your home.

## **Outlets**

If an outlet is not working, check first to see if it is controlled by a wall switch or GFCI. Next, check the breaker.

If there are small children in the home, TRUSTLAND, INC recommends you install safety plugs to cover unused outlets. This also minimizes the air infiltration that sometimes occurs with these outlets. Children should be instructed not to touch electrical outlets, sockets, or fixtures at any time.

## **Grounded System**

Your electrical system is a three-wire grounded system. Never remove the bare wire that connects to the box or device, as this is the ground.

## **Light Bulbs**

You are responsible for replacing burned-out bulbs other than those noted during your homeowner orientation and final inspection. TRUSTLAND, INC will not warranty light bulbs during any period of your home warranty.

## **Modifications**

If you wish to make any electrical modifications, contact the electrician listed on the Emergency Phone Numbers you received at the orientation. Having another electrician modify your electrical system during the warranty period will void that portion of your limited warranty.

## **Underground Cables**

Prior to digging anywhere on your home site, check the location of buried service leads by calling the local utility locating service. In most cases, wires run in a straight line from the

service panel to the nearest public utility pad. Maintain positive drainage around the foundation to help protect this service.

## **TRUSTLAND, INC Limited Warranty Guidelines**

During the homeowner orientation and final inspection, we will confirm that all light fixtures are in acceptable condition and that all bulbs are working.

### **Designed Load**

TRUSTLAND, INC will repair any electrical wiring that fails to carry its designed load to meet specifications. If electrical outlets, switches, or fixtures do not function as intended, TRUSTLAND, INC will repair or replace them as needed.

### **Power Surge**

Power surges are the result of local conditions beyond the control of TRUSTLAND, INC and are excluded from limited warranty coverage. These can result in burned-out bulbs or damage to sensitive electronic equipment such as TV's, alarm systems, and computers. Damage resulting from lightning strikes is excluded from limited warranty coverage but may be covered by your home insurance policy. Any questions pertaining to coverage should be directed to your insurance agent.

## **Electric Water Heater**

### **Homeowner Care and Maintenance**

Carefully read the manufacturer's literature and warranty for your specific model of water heater. You will find this affixed to the side of your water heater equipment.

### **Drain Tank**

Review and follow the manufacturer's timetable and instructions for drainage of several gallons of water from the bottom of the water heater. This reduces build-up of chemical deposits from the water, thereby prolonging the life of the tank as well as saving money on energy by maintaining efficiency. The tank should be drained if it will be shut down during periods of freezing temperatures. TRUSTLAND, INC recommends that you follow all of the manufacturer's recommended maintenance procedures pertaining to the care of your unit.

### **Element Cleaning or Replacement**

The heating elements in the water heater will require periodic cleaning. The frequency is determined in part by the quality of the water in your area. Again, refer to the

manufacturer's literature for step-by-step instructions and drawings, or contact an authorized service company.

## Hot Water

If you discover you have no hot water, check the breaker, the temperature setting, and the water-supply valve before calling your service. Refer to the manufacturer's literature for location of these items and other troubleshooting problems.

## Pressure Relief Valve

At least once each year, manually operate the pressure relief valve to ensure it is functioning properly. Stay clear of the discharge line to avoid injury. See manufacturer's literature for diagrams and detailed instructions.

## Safety

**Keep the area around a water heater clear of stored household items. Never use the top of a water heater as a storage shelf. Flammable materials should never be stored in the vicinity of the heater.**

## Temperature

Temperature settings on an electric water heater will produce approximately the temperatures listed below:

Hot	120 degrees F
A	130 degrees F
B	140 degrees F
C	150 degrees
F Very Hot	160 degrees
F	

The manufacturer's recommended setting for operation of a dishwasher is 120 degrees. Higher settings can waste energy dollars and increase the danger of injury from scalding. Hot water will take longer to arrive at sinks, tubs, and showers that are farther from the water heater, and higher heater setting will have a negligible effect on the amount of time received to deliver hot water to the fixture.

## TRUSTLAND, INC Limited Warranty

TRUSTLAND, INC will coordinate warranty repairs during the warranty period.

Refer to manufacturer's limited warranty for complete information regarding warranty coverage on your water heater beyond the limited warranty provided by

## **Homeowner Use and Maintenance Guidelines**

Changes in temperature and humidity cause all building materials to expand and contract, and dissimilar materials may expand or contract at different rates. This differential movement can result in the separation of materials, particularly dissimilar ones. You may see the effects of this movement as small cracks in drywall and/or paint, especially where moldings meet drywall, at mitered corners, and where tile grout meets tub, shower or sink. While this can alarm an uninformed homeowner, it is normal, and should not be cause for concern.

Shrinkage of the wood members of your home is inevitable and occurs in every new home. Although this is most noticeable during the first year, it may continue beyond that time. In most cases, caulk and paint are all that you need to conceal this minor evidence of a natural phenomenon. Even though properly installed, caulking shrinkage and cracks may occur. Maintenance of caulking is your responsibility.

## **TRUSTLAND, INC Limited Warranty**

**TRUSTLAND, INC provides one-time repairs to many of the effects of expansion and contraction. See individual categories for details.**

# **Fireplace (If Applicable)**

## **Homeowner Use and Maintenance Guidelines**

### **Gas, Electric and Wood Burning Fireplaces**

TRUSTLAND, INC may offer non-vented gas fireplaces, electric fireplaces and wood burning fireplaces. The function of the fireplace will be demonstrated during the orientation. Please read and follow all manufacturers' directions.

A slight delay between turning the switch on and flame ignition is normal in a non-vented gas fireplace. The flames should ignite gently and silently. If you notice any deviations from this function or any gas smell, immediately shut off the valve and report it to your gas service provider.

## **TRUSTLAND, INC Limited Warranty Guidelines**

Fireplaces are not intended to be the sole heat source in the home. The fireplace should function properly when TRUSTLAND, INC and the manufacturer's directions should be followed.



# Foundation

## Homeowner Use and Maintenance Guidelines

We install the foundation of your home according to the recommendation of our consulting engineer. The walls of the foundation are poured concrete with steel reinforcing rods. To protect your home's foundation, follow guidelines for installation and maintenance of landscaping and drainage in this manual.

### Cracks

Even though an engineer designed the foundation and we constructed it according to engineering requirements, surface cracks may still develop in the wall. Surface cracks are not detrimental to the structural integrity of your home. If a crack develops in a foundation wall that allows water to come through, follow the procedures for submitting a warranty claim.

## TRUSTLAND, INC Limited Warranty Guidelines

### Cracks

Shrinkage or backfill cracks are not usual in foundation walls. TRUSTLAND, INC will seal cracks that exceed 1/8 inch in width.

### Level Floors

Concrete floors in the habitable areas of the home will be level to within +/- ¼ inch within any 10 ft. measurement with the exception of an area specifically designed to slope toward a floor drain.

### Cosmetic Imperfections

Slight cosmetic imperfections in foundation walls, such as a visible seam where two pours meet or slight honeycombing (visible appearance) are possible and require no repair unless they permit water to enter the structure.

# Garage Overhead Door

## Homeowner Use and Maintenance Guidelines

Since the garage door is a large moving object, periodic maintenance is necessary.

Every six months apply a non-silicone base garage door lubricant, which can be found

at any major home improvement store, to all hinges, pulleys, and springs. At the same time, check that

all hardware is tight and operating as intended without binding or scraping. Avoid over lubricating to prevent drips on vehicles or the concrete floor. Do not lubricate the garage door tracks or wheels as they are made of nylon, and this lubrication will result in squeaking.

## **Opener**

To prevent damage to a garage door opener, be sure the door is completely unlocked and the rope-pull has been removed before using the operator. If you have an opener installed after closing on your home, we suggest that you order it from the company that provided and installed the garage door to assure uninterrupted warranty coverage. Be familiar with the steps for manual operation of the door in the event of a power failure.

If TRUSTLAND, INC installed a door opener as one of your selections, during orientation we demonstrate the electric eye that provides a safety stop in the event someone crosses through the beam while the overhead door is in motion. Use care not to place stored items where they interfere with the function of the electric eye. This should be the first item you check if the door fails to function. If the beam has been obstructed, you will notice the motor unit making 2 distinctive clicks accompanied by a flashing light bulb when operation is attempted. If you experience this problem, check to make sure the eyes are aligned with one another and that no objects are in between.

## **Painting**

Follow the manufacturer's suggested procedure. (If applicable, i.e, wooden doors)

## **Safety**

Follow the manufacturer's instructions for safe and reliable operation. Do not allow anyone except the operator near the door when it is in motion. Keep hands and fingers away from all parts of the door except the handle. Never allow children to play with or around the door.

For your safety, have any needed adjustments made by a qualified specialist. The door springs are under a considerable amount of tension and require special tools and knowledge for accurate and safe servicing. Have the door inspected by a professional garage door technician after any significant impact to the door.

## **TRUSTLAND, INC Limited Warranty Guidelines**

The garage door should operate smoothly and with reasonable ease. TRUSTLAND, INC warrants door components and opener during the 1-year materials & workmanship warranty period, unless the problem is caused by the owner adjustment,

negligence or non-maintenance of a garage door opener subsequent to closing on the home.

## **Light Visible**

Garage overhead doors cannot be airtight. 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, which is considered normal.

# **Gas Shut-Offs (If Applicable)**

## **Homeowner Use and Maintenance Guidelines**

You will find shut-offs on gas lines near their connection to each gas appliance. In addition, there is a main shut-off in the mechanical room. We will point these out during your homeowner orientation and final inspection. If you suspect a gas leak, leave the home and call the gas service provider immediately for emergency service.

## **TRUSTLAND, INC Limited Warranty Guidelines**

The gas company is responsible for leaks up to the meter and TRUSTLAND, INC will correct leaks from the meter into the home, should it be found to be caused by faulty workmanship, during the 1-year warranty.

# **Gas Water Heater (tank type)**

## **Homeowner Use and Maintenance Guidelines**

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

### **Condensation**

Condensation inside your new water heater may drip onto the burner flame. This causes no harm, and in most cases will disappear in a short period of time.

### **Drain Tank**

Review and follow manufacturer's timetable and instructions for draining several gallons of water from the bottom of the water heater. This reduces the build-up of chemical deposits from the water, prolonging the life of the tank and saving energy dollars.

### **Pilot**

Never light a gas pilot when the water heater tank is empty. Always turn off the gas before shutting off the cold water supply to the tank.

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

While depressing the pilot button, push the igniter repeatedly. Once the pilot is lit, continue to hold the red button down for 30-60 seconds. When you release the red button, the pilot should stay lit, if it does not, wait several minutes to allow the gas to dissipate from the tank and repeat the entire process. If it stays lit, rotate the on-off pilot knob to the on position.

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

Water heaters sometimes collect small quantities of dirty water and scale in the main gas lines, which may put out the pilot light.

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

## **Safety**

Vacuum the area around a gas-piped water heater to prevent dust from interfering with proper flame combustion. **Avoid using the top of a heater as a storage shelf.**

## **Temperature**

The recommended thermostat setting for normal everyday use is warm, which is 120F. Higher settings can result in wasted energy dollars and increase the danger of injury from scalding. Hot water will take longer to arrive at sinks, tubs, and showers that are farther from the water heater regardless of the temp-setting.

## **No Hot Water**

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

## **TRUSTLAND, INC Limited Warranty Guidelines**

Refer to the manufacturer's limited warranty for information regarding coverage of the water heater. **See also Plumbing.**

# Gas Water Heater (Tankless)

## Homeowner Use and Maintenance Guidelines

Your tankless water heater is installed on the interior wall of your home and requires unobstructed venting to operate safely and properly. Carefully read and follow all manufacturer's literature for your specific model of water heater.

### Inspection

Inspection of burners and internal components of the tankless water heater requires the front cover of your water heater to be removed—exposing you to live electricity—and should only be performed by a **qualified service technician** with the unit and breaker switched OFF.

### Operation

Your tankless gas water heater features an electric burner ignition system and will not operate without electricity to the unit.

Hot water will take longer to arrive at sinks, tubs, and showers that are farthest from the water heater, regardless of the temperature setting. Your water temperature is controlled on the electronic control pad located in the mechanical closet.

Your tankless water heater is outfitted with a pressure switch that activates the gas burners when a hot-water valve is turned on. The burners may not activate if water flow is too low to engage the sensor switch. Try increasing the flow and recheck.

### Maintenance

Periodic cleaning of the exterior of your water heater is recommended for best operation. With the control pad turned OFF and breaker switched OFF, vacuum or wipe around unit with a damp, soft cloth and mild detergent. Ensure the air inlet and vent are free of blockage and debris.

Your tankless water heater is equipped with a water filter on the cold water supply line within the plumbing box under unit, and should be cleaned monthly for optimal performance. Please consult your water heater User Manual for proper removal and cleaning procedure.

## Freezing Temperatures

Freezing temperatures can damage plumbing lines and common freeze-protection measures should be undertaken, if needed. NEVER, turn off or turn down temperatures within your home that would cause such damages, as doing so would void TRUSTLAND INC. limited 1 year warranty.

## Draining and Flushing Tank

Refer to your User Manual for water heater drainage procedure. In areas with hard water, calcium deposits may impede water heater performance over time, and TRUSTLAND, INC recommends only a **qualified service technician** perform internal flushing and cleansing of water heater lines. Draining and flushing the tank is the homeowner's responsibility.

## No Hot Water

If you discover that you have no hot water, ensure you've given sufficient time for water to reach the fixture, there is sufficient flow, your gas supply is turned on, and your thermostat in the mechanical closet is ON and set at the correct temperature before calling for service. Refer to the manufacturer's literature for specific locations of these items and other troubleshooting information.

## TRUSTLAND, INC Limited Warranty Guidelines

Refer to the manufacturer's limited warranty for information regarding coverage of the water heater. **See also Plumbing.**

# Grading and Drainage

## Homeowner Use and Maintenance Guidelines

The final grades around your home have been inspected and approved for proper drainage for your lot. The local building authorities as well as TRUSTLAND, INC inspected the site.

## Drainage

Typically, the grade around your home should slope as per approved drainage plan. In most cases, drainage swales do not follow property boundaries. Maintain the slopes around your home to permit the water to drain away from the home as rapidly as possible. This is essential to protect your foundation. **Failure to do so can result in major structural damage and will void your warranty.**

## Settling

The area we excavated for your home's foundation was larger than the home to allow room to work. In addition, some trenching is necessary for installation of utility lines. Although we replace and compact the soil, it does not return to its original density. Some settling will occur, especially after prolonged or heavy rainfall or melting of large amounts of snow. Settling can continue for several years. It will be your responsibility to inspect the perimeter of your home regularly for signs of settling and fill settled areas as needed to maintain positive drainage from the home.

## TRUSTLAND, INC Limited Warranty Guidelines

We established the final grade to ensure adequate drainage away from the home. **Maintaining this drainage is your responsibility. If you alter the drainage pattern after closing, or if changes in drainage occur due to lack of maintenance, the limited warranty is void.**

## Erosion

**TRUSTLAND, INC is not responsible for weather-caused damage to non-landscaped yards after the final grade has been established or the closing date, whichever occurs last.** Sod or hay on the yard will slow erosion and TRUSTLAND, INC will not warranty erosion resulting from the homeowners' failure to provide proper ground cover.

New sod installation and the extra watering that accompanies it can cause temporary drainage problems, as can unusually severe weather conditions.

## Recommendations

TRUSTLAND, INC documents the grades that exist at the time of delivery of your home or as soon thereafter as possible. The ground must be dry and free of frost to make these determinations. Once final grades are set, TRUSTLAND, INC will inspect drainage problems reported in writing during the warranty period, compare grades to those originally established, and advise you on corrective actions you might take.

## Swales

TRUSTLAND, INC does not alter drainage patterns to suit individual landscape plans. Typically, a lot receives water from and passes water on to other lots, so changes in grade often



affect adjacent or nearby lots. TRUSTLAND, INC advises against making such changes. After heavy rain (or snow), water may stand in swales up to 48 hours.

## **Winter Grade**

Due to weather conditions, especially during the winter and early spring, the final grade may not have been established at the time of closing. We document the status of your grading at the time of delivery. When conditions permit, grading work will continue. Confirm that we have completed your grading before beginning additional landscaping.

# **Hardware**

## **Homeowner Use and Maintenance Guidelines**

Doorknobs and locks should operate correctly with little attention. Over time, they may need slight adjustments due to normal shrinkage of the framing. Occasionally you may need to tighten screws.

## **TRUSTLAND, INC Limited Warranty Guidelines**

We confirm that all hardware is in acceptable condition during your homeowner orientation and final inspection. The limited warranty excludes repairs for cosmetic damage subsequent to the orientation.

TRUSTLAND, INC will repair hardware items that do not function as intended during the materials and workmanship period of your warranty. You may have an extended warranty through the manufacturer.

# **Hardwood Floors**

## **Homeowner Use and Maintenance Guidelines**

In daily care of hardwood floors, preventive maintenance is the primary goal.

## **Cleaning**

Sweep on a daily basis or as needed. Never wet mop a hardwood floor. Excessive water causes wood to expand and can possibly damage the floor. When polyurethane finishes become soiled, damp-mop with a mixture of one-cup vinegar to one gallon of

warm water. When damp- mopping, remove all excess water from the mop. Check with the hardwood company if your floor has a water-based finish.

### **Dimples**

Placing heavy furniture or dropping heavy or sharp objects on hardwood floors can result in dimples.

### **Filmy Appearance**

A white, filmy appearance can result from moisture, often from wet shoes or boots.

### **Furniture Legs**

Install proper floor protectors on furniture placed on hardwood floors. Protectors will allow chairs to move easily over the floor without damaging the flooring. Regularly clean the protectors to remove any grit that may have accumulated, as this can act as sand paper and damage the floors over time.

### **Humidity**

Wood floors respond noticeably to changes in humidity in your home. Especially during winter months, the individual planks and pieces expand and contract as the water content changes. A humidifier helps but does not eliminate this reaction.

### **Mats and Area 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. However, be aware that rubber backing on area rugs or mats can cause yellowing or warping of the floor surface.

### **Recoat**

If your floors have a polyurethane finish, you may want to have an extra coat of polyurethane applied by a qualified contractor within six months to a year. The exact timing will depend on your particular lifestyle. If another finish was used, always refer to the manufacturer's recommendations.

### **Separation**

Expect some shrinkage around heat vents of any heat-producing appliances, or during seasonal weather changes.

See also Warping.

## Shoes

Keep high heels in good repair. Heels that have lost their protective cap (thus exposing the fastening nail) will exert over 8,000 pounds of pressure per square inch on the floor. That's enough to damage hardened concrete; it will mark your wood floor.

## Spills

Clean up food spills immediately with a dry cloth. Use a vinegar-and-warm-water solution for tough food spills.

## Splinters

When floors are new small splinters of wood may appear.

## Sun Exposure

Exposure to direct sunlight can cause irreparable damage to hardwood floors. To preserve the beauty of your hardwood floors, install and use window coverings in these areas.

## Traffic Paths

A dulling of the finish in heavy traffic areas is likely.

## Warping

Warping will occur if the floor repeatedly becomes wet or is thoroughly soaked even once. Slight warping in the area of heat vents or heat-producing appliances is also typical.

## Wax

Waxing and the use of products like oil soap are neither necessary nor recommended. Once you wax a polyurethane finish floor, recoating is difficult because the new finish will not bond to the wax. The preferred maintenance is preventive cleaning and recoating annually with polyurethane or as needed to maintain the desired luster.

## TRUSTLAND, INC Limited Warranty Guidelines

During your homeowner orientation and final inspection we will confirm that hardwood floors are in acceptable condition. We will correct any readily noticeable cosmetic defects listed during the orientation. You are responsible for the routine maintenance of hardware floors.

## **Separations**

Shrinkage may result in separations between the members of hardwood floors, if these exceed 1/8 inch, TRUSTLAND, INC will fill them one time. TRUSTLAND, INC is not responsible for removing excess filler that appears on the surface if the boards expand due to subsequent changes in humidity and expel the filler.

# **Engineered Floors**

## **Homeowner Use and Maintenance Guidelines**

In daily care of an Engineered floor, preventive maintenance is the goal. These floors are resilient however require attention and care on a daily basis to keep looking great throughout the lifetime of your home.

### **Cleaning**

Refer to Manufacturer Recommendations

### **Maintenance**

Refer to Manufacturer Recommendations

## **TRUSTLAND, INC Limited Warranty Guidelines**

During your homeowner orientation and final inspection we will confirm that Engineered floors are in acceptable condition. We will correct any readily noticeable cosmetic defects listed during the orientation. You are responsible for the routine maintenance and care of Engineered floors.

# **Heating Systems**

## **Homeowner Use and Maintenance Guidelines**

The guidelines here include general information only.

### **Adjust Vents**

Experiment with the adjustable registers in your home to establish the best heat flow for your lifestyle. Generally, you can reduce the heat in seldom used or interior

rooms. This is an individual matter and you will need to balance the system for your own family's needs.

### **Avoid Overheating**

**Do not overheat your new home. Overheating can cause excessive shrinkage of framing lumber, which may materially damage the home. In the beginning, use as little heat as possible and increase it gradually.**

### **Ductwork Noise**

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

### **Filter**

Remember to change or clean the filter monthly throughout the year. Depending on the location of your home, your air filter will be in 1 of 2 locations. A clogged filter can slow airflow and cause cold spots in your home. Although it takes less than one minute to change the filter, this is one of the frequently overlooked details of normal care. We recommend buying filters in large quantity for the sake of convenience.

If you have a permanent, washable, reusable filter, you need to clean this monthly. Use water only to clean the filter, tap to dry or air dry, and leave unit off for a brief period. Do not use soaps or detergents on the filter.

### **Furnished Home**

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

### **Gas Odor**

If you smell gas, evacuate the home, and call the gas service provider immediately.

### **Odor**

A new heating system may emit a burning smell for a short period of time when you first turn it on. An established system may emit a burning odor after being unused for an extended time (such as after the summer months). This is caused by the dust that has settled in the ducts and on the heat exchanger, which should pass rather quickly.

### **Registers**

Heat register covers are removable and adjustable. You are responsible for adjusting the dampers in these covers to regulate the heat flow within the home. Registers in the rooms farther away will usually need to be opened wider.

### **Return Air Vents**

For maximum comfort and efficient energy use, arrange furniture and draperies to allow unobstructed airflow from registers and to cold air returns.

### **Temperature**

Depending on the style of home, temperatures can normally vary from floor to floor 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 during severe cold spells.

### **Thermostat**

The furnace will come on automatically when the temperature at the thermostat registers below the setting you have selected. Once the furnace is on, setting the thermostat to a higher temperature will not heat the home faster. Thermostats are calibrated to within plus or minus 1 degree.

### **Trial Run**

Have a trial run early in the fall to test the furnace. (The same applies to air conditioning in the spring.) If service is needed, it is much better to discover the problem before the heating season is upon you.

## **TRUSTLAND, INC Limited Warranty Guidelines**

We will install heating systems according to local building codes, as well as to engineering designs of the particular model home.

### **Duct Placement**

The exact placement of heat ducts may vary from those positions shown in similar floor plans.

### **Ductwork**

Although the heat system is not a sealed system, the ductwork should remain attached and securely fastened. If it becomes detached, TRUSTLAND, INC will repair

as needed.

## **Thermostat**

Thermostats are calibrated to within plus or minus one degree.

# **Heat Pump**

## **Homeowner Use and Maintenance Guidelines**

If your home contains a heat pump system, you should be aware of the performance characteristics unique to these systems. As with any system, read the manufacturer's literature and follow all instructions for efficient operations and maintenance of your system. Clean or replace filters once a month. Provide professional service for your system at least once every two years.

### **Air Circulation Across Coils**

**Keep the outside unit clear of any materials that would interfere with air circulation. Snow, ice, landscaping materials, trash, leaves, and other accumulating items can cause inefficiency or damage the unit.**

### **Air Conditioning and Heating**

A heat pump system operates differently from a gas forced-air furnace. The same system provides both heat and air conditioning. This is possible because a refrigerant flows back and forth in the coils of the heat pump controlled by a reversing valve. In the heat mode, the heat pump removes heat from the outside air and transfers it to the inside of the home. In the cooling mode, it does just the opposite, removing heat from the inside air and discharging it outside of the home. The thermostat inside your home controls this heating or cooling activity.

### **Air Temperature at Vents**

Do not expect dramatic temperature differences in the air coming from the vents as is common with other kinds of systems. The coils used in a heat pump system operate at lower temperatures than those common in gas forced air systems. As a result, for example, in the heat mode, air from the supply vents will typically range from 85 to 90 degrees F. The vents will not feel hot, though the air discharged is warmer than the air in the room by as much as 20 degrees.

### **Auxiliary Heat System**

At lower outside temperatures, less heat is available for the heat pump to draw from the exterior air. Therefore, from time to time, the auxiliary heat system will come on to maintain the temperature that you set at the thermostat. The auxiliary system will also

come on whenever the temperature of the thermostat is moved 1.5 degrees or more at one time. If the light stays on when the outside temperature is more than 30 degrees F, contact a service person.

### **Defrost Cycle**

When the heat pump is operating in the heat mode, the coils outside may reach below freezing temperatures. Moisture in the air will condense into frost and accumulate on the coils under these circumstances. From time to time, the system will go into defrost mode to clear accumulated frost from the coils. This is a normal part of the operation of the system and will occur automatically. During the defrost cycle; the outside fan will stop temporarily. The temperature of the airflow to the home will be a bit lower during the defrost cycle. The defrost cycle can only occur every 90 minutes and lasts no longer than 10 minutes.

### **Night Setback**

Unless you have a night setback thermostat designed to work with a heat pump system, do not turn the thermostat down in the evenings. Adjust the temperature a fraction of a degree at a time until a comfortable permanent setting is found.

### **Register Adjustment**

**Registers will require adjustment from time to time to maximize your family's comfort. Do not completely close off more than one supply at a time. This can restrict the airflow too much and reduce the efficiency of the system. A good technique is to completely open all the vents, and then gradually move the temperature setting up until the coolest room is comfortable. Once the coolest room is comfortable, gradually close the vents in the warmer rooms until all rooms are comfortable as well. Reverse the process for air conditioning.**

### **Return Air Vents**

**As with any heating system, return air vents must be clear so the air flows through the ducts unimpeded. Avoid placing furniture where it blocks the return air vents.**

## **TRUSTLAND, INC Limited Warranty Guidelines**

**Refer to the manufacturer's limited warranty for information regarding warranty coverage. Any modification, alterations, replacement of thermostat will void the Limited Warranty.**



# Landscaping

## Homeowner Use and Maintenance Guidelines

Plan to install the basic components of your landscaping as soon after closing as weather permits. In addition to meeting your homeowner's association requirements to landscape in a timely manner, well-designed landscaping prevents erosion and protects the foundation of your home.

### Additions

Before installing patio additions or other permanent improvements, consider soil conditions in the design and engineering of your addition.

### Backfill

We construct the foundation of your home beginning with an excavation into the earth. When the foundation walls are complete, the area surrounding them is backfilled. Soil in this area is not as compact as undisturbed ground. Water can penetrate through the backfill area to the lower areas of your foundation. This can cause potentially severe problems such as cracks in foundation walls or floor slab movement. Avoid this through proper installation of landscaping and good maintenance of drainage areas.

Backfilled areas will settle and require prompt attention to avoid damage to your home and voiding of the structural warranty. Maintaining proper drainage is your responsibility.

See also Grading and Drainage.

### Bark or Rock Beds

Do not allow edgings around decorative rock or bark beds to dam the free flow of water away from the home. You may use a woven landscape fabric between the soil and rock or bark to restrict weed growth while still permitting normal evaporation of ground moisture. This fabric can be purchased at most home improvement stores.

### Contractors

You are responsible for any changes to the drainage pattern made by any changes to landscape, concrete, deck, or pool contractor. Discuss drainage with any company you hire to do an installation in your yard. Do not permit them to tie into existing drainage pipes without prior approval from TRUSTLAND, INC

### First 5 Feet

No plants or sprinkler heads shall be placed within 5 feet of your home.

## **Irrigation**

If you do not water your sod, it will die. Make provisions for efficient irrigation, as it is imperative for a healthy yard. Conduct weekly operational checks to ensure proper performance of the system. Direct sprinkler heads away from the home, as water sprayings on the home can create moisture problems. Trickle or bubbler type irrigation systems are not recommended for use adjacent to the structure. Regularly drain and service sprinkler systems in accordance with manufacturer recommendations.

## **Planting**

Locate plants and irrigation heads out of the way of pedestrian or bicycle and car bumpers. Space groves of trees or single trees to allow for efficient mowing and growth. Group plants with similar water, sun, and space requirements together, as this will provide better results.

See also Xeriscape.

## **Plant Selection**

Plant with regard to your local climate. Favor native over exotic species, and consider the ultimate size, shape, and growth of the species.

## **Requirements**

**Check with your local building department and homeowner's association before designing, installing, or changing landscaping for any regulations that they might require you to follow.**

## **Utility Lines**

A slight depression may develop in the front lawn along the line of the utility trench. To correct this roll back the sod, spread topsoil underneath to level the area, and then relay the sod. This will be considered normal, and is therefore your responsibility.

Waiting to Landscape

If you leave ground unlandscaped, it erodes. Correcting erosion that occurs after closing is your responsibility.

## **Xeriscape**

TRUSTLAND, INC recommends careful consideration of landscape design and

selection of planting materials to minimize the demands of your yard on water supplies. Detailed information about Xeriscape is available from reputable nurseries. This has the triple benefit of helping the environment, saving on water bills, and reducing the amount of moisture that can reach your foundation.

**PRIOR TO ANY MODIFICATIONS, ALTERATIONS, OR ADDITIONS, HOMEOWNERS ARE TO CALL MISS UTILITY PRIOR TO ANY EXCAVATION OR DIGGING.**

**<http://www.missutilityofvirginia.com/>**

**CALL VIRGINIA MISS UTILITY LOCATION SERVICE BY**

**DIALING 811**

**TRUSTLAND, INC Limited Warranty**

**Maintaining landscaping is your responsibility and TRUSTLAND, INC will NOT replace any landscaping after you have taken possession of the home. If you fail to water your landscaping properly it will die.**

## **Mildew**

### **Homeowner Use and Maintenance Guidelines**

Mildew is a fungus that spreads through the air in microscopic spores. They love moisture and feed on surfaces or dirt. On siding, they look like a layer of dirt. **Cleaning mildew from your home is your responsibility.** Solutions that remove mildew are available from local paint or home improvement stores. Wear protective eyewear or rubber gloves for this task; the chemicals that remove mildew are unfriendly to humans.

### **TRUSTLAND, INC Limited Warranty Guidelines**

We will remove any mildew noted during the homeowner orientation and final inspection. **TRUSTLAND, INC warranty excludes mildew.**

## **Mirrors**

### **Homeowner Use and Maintenance Guidelines**

To clean your mirrors, use any liquid glass cleaner or polisher available at most hardware or grocery stores. Avoid acidic cleaners and splashing water under the mirror;

either can cause the silvering to deteriorate. Avoid getting glass cleaners on plumbing fixtures as some formulas can deteriorate the finish.

## **TRUSTLAND, INC Limited Warranty Guidelines**

We will confirm that all mirrors are in acceptable condition during your homeowner orientation and final inspection and TRUSTLAND, INC will correct any scratches, chips or other damage to mirrors noted during orientation. Subsequent damage will not be covered under your limited warranty.

# **Paint and Stain**

## **Homeowner Use and Maintenance Guidelines**

Due to changes in the formula for paint (such as the elimination of lead to make paints safer), painted surfaces must be washed gently using mild soap and as little water as possible. Avoid abrasive cleaners, scouring pads, or scrub brushes, flat paints show washing marks more easily than gloss paints do. Often, homeowners prefer the results obtained by touching up rather than washing.

### **Colors**

Your selection sheets are your record of the paint and stain color names, numbers, and brands in your home.

### **Exterior**

Regular attention will preserve the beauty and value of your home. Check the painted and stained surfaces of your home’s exterior annually. Repaint before such chipping and wearing away of the original finish occurs; this will save the cost of extensive surface preparation. Plan on refinishing the exterior surface of your home approximately every two or three years or as often as your paint manufacturer suggests for your area or climate. Climatic conditions control the chemical structure of the paint used on the exterior. Over time this finish will fade and dull a bit.

When you repaint the exterior of your home, begin by resetting popped nails and removing blistered or peeling portions of paint with a wire brush or putty knife. Sand, spot with primer, and then paint the entire area. Use a quality exterior paint formulated for local climate conditions.

Avoid having sprinklers spray water on the exterior walls of your home. This may cause blistering, peeling, splintering, and other damage to the home.

## Severe Weather

Hail and wind can cause a great deal of damage in a severe storm, so it is advisable to inspect your home after such weather. Promptly report any damage caused by severe weather to your insurance company, as your limited warranty will not cover this damage.

## Stain

For minor interior stain touch-ups, a furniture polish and stain treatment is inexpensive, easy to use, and will blend in with the wood grain. Follow directions on the bottle to achieve the best results.

## Touch-Up

When doing paint touch-ups, use a small brush, applying paint only to the damaged spot. Touch-up may not match the surrounding area exactly, even if the same paint mix is used. When it is time to repaint a room, prepare the wall surfaces first by cleaning with a mild soap and water mixture or a reliable cleaning product.

## Wall Cracks

We suggest that you wait until after the first heating season to repair drywall cracks or other separations due to shrinkage.

See also Drywall.

## TRUSTLAND, INC Limited Warranty Guidelines

During your homeowner orientation and final inspection, we will confirm that all stained & painted surfaces are in acceptable condition. TRUSTLAND, INC will touch up paint as indicated on the orientation list. You are responsible for all subsequent touch-up, except painting we perform as part of another warrantable repair.

## Cracking

As it ages, exterior wood trim will develop minor cracks and raised grain. Much of this will occur during the first year. Raised grain permits moisture to get under the paint and can result in peeling. **This is not a defect in materials or workmanship.** Paint maintenance of wood trim is your responsibility.

## Fading

Expect fading of exterior paint due to the effects of sun and weather. TRUSTLAND, INC limited warranty excludes this occurrence.

## **Visible Touch-ups**

Paint touch-up will be visible under certain lighting conditions, and this will not justify repainting an entire wall/room.

## **Wood Grain**

Due to wood characteristics, color variations will result when stain is applied to wood. This is natural and requires no repair. Today's water-based paints make wood grain visible on painted trim. TRUSTLAND, INC does not provide corrections for this condition.

# **Phone Jacks**

## **Homeowner Use and Maintenance Guidelines**

Your home is equipped with a single telephone jack (unless otherwise expressed and paid for prior to construction). Initiating phone service, additions to phone service and moving phone outlets for decorating purposes or convenience is your responsibility.

## **TRUSTLAND, INC Limited Warranty Guidelines**

TRUSTLAND, INC will repair wiring that does not perform as intended from the phone service box into the home. From the service box outward, care is the responsibility of the local telephone service company.

# **Plumbing**

## **Homeowner Use and Maintenance Guidelines**

We wish to draw your attention to the water saving regulation that was put into place in 1993, which prohibits the manufacture of any toilet fixture that use more than 1.6 gallons of water per flush. In the search for the balance among comfort, convenience, and sensible use of natural resources, the government conducted several studies. It was determined that the 1.6- gallon toilet turned out to be the size that overall consistently saved the most water over time.

As a result of implementing this standard, flushing twice is occasionally necessary to completely empty the toilet bowl. Even though you flush twice on occasion, rest assured that overall you are saving water and we have complied with the

law. Similarly, flow restrictors are manufactured into most faucets and all showerheads and cannot be removed. We apologize for any inconvenience this may cause.

## Aerators

Even though your plumbing lines have been flushed to remove dirt and foreign matter, small amounts of minerals may enter the line. Aerators on the faucets strain much of this from your water. Minerals caught in these aerators may cause the faucets to drip because washers wear more rapidly when they come in contact with foreign matter.

See Also Dripping Faucet.

## Cleaning

Follow manufacturer's directions for cleaning fixtures. Avoid abrasive cleansers. They remove the shiny finish and leave behind a porous surface that is difficult to keep clean. Clean plumbing fixtures with a soft sponge and soapy water (a nonabrasive cleaner or a liquid detergent is usually recommended by manufacturers). Then polish the fixture with a dry cloth to prevent water spots.

## Clogs

The main causes of toilet clogs are domestic items such as disposable diapers, excessive amounts of toilet paper, sanitary supplies, Q-tips, dental floss, and children's toys. Improper garbage disposal may cause many plumbing clogs. **Always use plenty of cold water when running the garbage disposal. Allow the water to run 10-15 seconds after shutting off the disposal. TRUSTLAND, INC does not warrant clogged drains caused by the above listed items. We will gladly contact a plumber and the expense will be charged to the homeowner. If you wouldn't eat it, then don't put it in the disposal.**

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

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

## Dripping Faucet

You can repair a dripping faucet by shutting off the water at the valve directly under

the sink, then removing the faucet stem, changing the washer, and reinstalling the faucet stem. The showerhead is repaired the same way. Replace the washer with another the same type and size. You can minimize the frequency of this repair by remembering not to turn the faucets off with excessive force. (Please note that some manufacturers do not use rubber washers.)

## **Extended Absence**

If you plan to be away for an extended period, you should drain your water supply lines. To do this, shut off the main supply line and open the faucets to relieve any pressure in the lines. You may also wish to shut off the water heater. Do this by turning off the cold water supply valve on top and the gas control at the bottom. If you leave the water on, keep the pilot on and set the temperature to its lowest or “vacation” setting to help conserve everything. Check the manufacturer’s directions for additional hints and instructions.

## **Freezing Pipes**

Providing the home is heated at a normal level, pipes should not freeze at temperatures above 32 degrees F, set the heat at 62 - 65 degrees F if you are away during winter months. Keep garage doors closed to protect plumbing lines running through this area from freezing temperatures.

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. Use an ordinary hair dryer to thaw pipes that are frozen. Never use an open flame.

## **Laundry Tub**

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

## **Leaks**

**If a major plumbing leak occurs, the first step is to turn off the supply of water to the area involved. This may mean shutting off the water to the entire home. Then contact TRUSTLAND, INC to discuss the issue unless an EMERGENCY (as defined) then directly call a TRUSTLAND INC. trade contractor.**

## **Low Pressure**

**Occasional cleaning of the aerators on your faucets (normally every three to four months) will allow proper flow of water. The county water authority controls the overall water pressure. If you detect low water pressure, please contact your water service provider as we have absolutely no control over water pressure.**



## **Hard Surfaces**

Hard surfaces can be damaged by a sharp blow or heat. Avoid abrasive cleansers or razor blades, hair dryer, curling irons etc. on manufactured marble; both will damage the surface.

## **Outside Faucets (EXTERIOR HOSE BIBS)**

Exterior faucets should be dripped to prevent freezing during freezing cold temperatures. If a hose is left attached, the water that remains in the hose can freeze and expand back into the pipe, causing a break in the line. Repair of a broken line that feeds an exterior faucet is an unwarrantable maintenance item. TRUSTLAND, INC does not warrant hose bibs against freezing.

## **Porcelain**

You can damage porcelain enamel with a sharp blow from a heavy object or by scratching. Do not stand in the bathtub wearing shoes unless you have placed a protective layer of newspaper over the bottom of the tub. If you splatter paint onto the porcelain enamel surfaces while redecorating, wipe it up immediately. If a spot dries before you notice it, use a recommended solvent.

## **Running Toilet**

To stop running water, check the shut-off float in the tank. You will most likely find it has lifted too high in the tank, preventing the valve from shutting off completely. In this case, gently bend the float rod down until it stops the water at the correct level. The float should be free and not rub the side of the tank or any other parts. Also check the chain on the flush handle, if it is too tight, it will prevent the rubber stopper at the bottom of the tank from sealing, resulting in running water.

## **Shut-Offs**

Your main water shut-off is located where the main water feed enters the home, with the main supply for the house on either the left or right hose bib coming out of the ground. You use this shut-off for major water emergencies such as a water line break or when you install a sprinkler system or build an addition to your home. Each toilet has a shut-off on the water line under the tank. Hot and cold shut-offs for each sink are on the water lines under the sink.

## **Stainless Steel**

Clean stainless-steel sinks with soap and water to preserve their luster. Avoid abrasive cleaners; these will damage the finish. An occasional cleaning with a good stainless-steel cleaner will enhance the finish. Avoid leaving produce on a stainless-steel surface, since prolonged contact with produce can stain the finish. Contrary to popular

belief, stainless steel can rust under extreme conditions.

### **Tank Care**

Avoid exposing the toilet to blows from sharp or heavy objects, which 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.

## **TRUSTLAND, INC Limited Warranty Guidelines**

During your homeowner orientation and final inspection, we will confirm that all plumbing fixtures are in acceptable condition and that all faucets and drains operate correctly.

### **Cosmetic Damage**

TRUSTLAND, INC will correct any fixture damage noted on the homeowner orientation and final inspection list. Repairing chips, scratches, or other surface damage noted subsequent to the orientation list is your responsibility.

### **Exterior Faucets**

TRUSTLAND, INC will repair leaks at exterior faucets noted on your homeowner orientation and final inspection list. Subsequent damage to an exterior faucet will be your responsibility.

### **Jetted Tub Care**

Periodic cleaning is required on whirlpool jets for best operation. To clean, fill the unit 2 inches above the highest jet with hot water and turn on the whirlpool system. There are specific Whirlpool Jetted Tub Care cleaners available for purchase at your local hardware store. Follow instructions per package. After draining unit, re-rinse; the cleaning process is complete.

Tub surfaces can be cleaned with *bleach-free* liquid bathroom cleaning products. Avoid using abrasive scrubbing materials, as this can damage tub surfaces. Once surfaces are cleaned, rinse with warm water.

### **Freezing Pipes**

Providing the home is heated at a normal level, pipes inside the house should not freeze. Set the heat at 62 - 65 degrees F if you are away during winter months. Keep garage doors closed to protect plumbing lines running through this area.

### **Leaks**

TRUSTLAND, INC will repair leaks in the plumbing system that are not due to damage. If a plumbing leak caused by a warrantable item results in drywall or floor covering damage, TRUSTLAND, INC will repair or replace items that were part of the home as originally purchased. Insurance should cover all other personally insured items.

## **Noise**

Changes in temperature or the flow of the water itself may cause some noise in the pipes. This is normal behavior and requires no repair. TRUSTLAND, INC will repair persistent

“water hammer”. Expect temperatures to vary if water is used in more than one location in the home as the distance from the hot water heater will affect each fixture differently.

## **Supply**

TRUSTLAND, INC will correct construction conditions that disrupt the supply of water to your home as a result of other warranty repairs. All supply leaks between the house and the meter will be TRUSTLAND, INC responsibility, but all leaks on the street side of the meter will be handled by the water service provider.

# **Roof**

## **Homeowner Use and Maintenance Guidelines**

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

### **Clean Gutters**

Maintain the gutters and downspouts so that they are free of debris and able to quickly drain precipitation from the roof. If TRUSTLAND, INC has not installed the gutter system, any damage caused by said gutters will not be covered under your limited warranty.

### **Leaks**

If a leak occurs, try to detect the exact location. This will greatly simplify finding the area that requires repair when the roof is dry.

### **Limit Walking**

Limit walking on your roof. Your weight and movement can loosen the roofing material and in return result in leaks. Never walk on the roof of your home when the

shingles are wet--- they are very slippery, and you could be seriously injured.

### **Additional Flooring**

**Do not install additional flooring to your attic.** Your home design is based on specific weight & structure and is not designed to suspend additional living quarters to your attic. **Your warranty will be voided and no repairs to a specific area caused by additional remodeling to your attic will be covered.**

### **Severe Weather**

After severe storms, do a visual inspection of the roof for damages. **Notify your insurance company if you find pieces of shingle in the yard or shingle edges lifted on the roof.** This damage will not be covered under your limited home warranty.

### **TRUSTLAND, INC Limited Warranty Guidelines**

TRUSTLAND, INC will repair any roof leaks caused by installation or material defects other than those caused by severe weather, such as hail damage, or some action you have taken, such as walking on the roof. Roof repairs are made only when the roof is dry. **Should you choose to install or affix any equipment, devices and or apparatus, to any roof or any exterior surface this will void your limited home warranty.**

### **Inclement Weather**

**Storm damage is excluded from warranty coverage.** Notify your homeowner's insurance company if storm damage is discovered.

## **Rough Carpentry**

### **TRUSTLAND, INC Limited Warranty Guidelines**

Some floor and stair squeaks are unavoidable. Although TRUSTLAND, INC does not warrant against floor squeaks, a reasonable effort will be made to correct them.

### **Floor Deflection**

Floors may deflect (bend) when walked on. This will be more noticeable next to

hutches, bookcases, pianos, chairs, and other heavy furniture. This is not a structural deficiency and TRUSTLAND, INC will take no action for its occurrence.

**Floor Level**

Floors will be level to within 1/4 inch within any 10ft. distance, as measured perpendicular, to any ridge or indentation.

**Plumb Walls**

TRUSTLAND, INC will correct walls that are out of plumb more than 1/2 inch in an 8-foot distance or walls that are bowed more than 1/4 inch in any 32-inch measurement.

# Siding

**Homeowner Use and Maintenance Guidelines**

Siding expands and contracts in response to changes in humidity and temperature. Slight waves are visible in siding under certain weather conditions. This cannot be entirely eliminated, but measures have been taken to minimize the severity of the issue.

Wood or wood-product siding will require routine refinishing. The timing will vary with climatic conditions.

See also Paint and Wood Trim.

**TRUSTLAND, INC Limited Warranty Guidelines**

TRUSTLAND, INC will caulk and apply touchup paint to cracks that exceed 3/16 inch. We provide this repair one time only near the end of the first year. Paint or stain touch-up will not match.

We will correct any separation at joints or where siding meets another material if the separation allows water to enter the home. TRUSTLAND, INC will correct delaminating siding. Inspect your home after severe weather and notify your insurance company should you see any damage to your vinyl, as this will be excluded from your limited warranty.

**Should you choose to install or affix any equipment, devices and or apparatus, to any siding or any exterior surface this will void your limited home warranty.**

# Smoke Detectors

## Homeowner Use and Maintenance Guidelines

Read the manufacturer’s manual for detailed information on the care of your smoke detectors. Check batteries for replacement.

### Cleaning

For your safety, clean each smoke detector monthly to prevent a false alarm or lack of response in a fire. After cleaning, push the test button to confirm the alarm is working.

## TRUSTLAND, INC Limited Warranty Guidelines

TRUSTLAND, INC does not represent that the smoke detectors will provide the protection for which they are installed or intended. We will test smoke detectors during the orientation to confirm that they are working and to familiarize you with the alarm. You are responsible for obtaining fire insurance to cover any possible losses.

# Stairs

## Homeowner Use and Maintenance Guidelines

No known method of installation prevents all vibration or squeaks in a staircase. A shrinkage crack will develop where the stairs meet the wall. When this occurs, apply a thin bead of latex caulk and, when dry, touch up with paint.

## TRUSTLAND, INC Limited Warranty Guidelines

Although TRUSTLAND, INC does not warrant against stair vibrations and squeaks, a reasonable effort will be made to correct them.

# Stucco

## Homeowner Use and Maintenance Guidelines

Stucco is a brittle cement product that is subject to expansion and contraction. Minor hairline cracks will develop in the outer layer of stucco. This is normal and does not reduce the function of the stucco in any way.

### Drainage

To ensure proper drainage, keep dirt and concrete flatwork a minimum of 2

inches below the stucco screed (mesh underneath final coat of stucco). Do not pour concrete or masonry over the stucco screed or right up to the foundation.

**Efflorescence**

The white, powdery substance that sometimes accumulates on stucco surfaces is called efflorescence. This is a natural phenomenon and cannot be prevented. In some cases, you can remove it by scrubbing with a stiff brush and vinegar. Consult your home center or hardware store for commercial products to remove efflorescence.

**Sprinklers**

Since stucco is not a water barrier, avoid spraying water from irrigation or watering systems on stucco surfaces to avoid possible leaks. Check the spray from the lawn and plant irrigation system frequently to make certain that water is not swaying or accumulating on stucco surfaces.

**TRUSTLAND, INC Limited Warranty Guidelines**

**One time during the warranty period, TRUSTLAND, INC will repair stucco cracks. The repair will not exactly match the surrounding area. Repainting the entire stucco area after a repair is your responsibility.**

**Termites**

**Homeowner Use and Maintenance Guidelines**

We treat the area surrounding the foundation for termites and provide you with a certificate confirming that treatment. **Plan to renew this treatment annually or as directed by the literature that accompanies the certificate. Renewing treatment is your responsibility.**

**Treatment for other types of insects or animal infestations is your responsibility. TRUSTLAND, INC Limited Warranty excludes animal infestations such as insects and rodents.**

**TRUSTLAND, INC Limited Warranty Guidelines**

We certify treatment of the area surrounding the foundation for termites at closing. This is our final action for termites. **TRUSTLAND, INC warranty excludes treatment for any other insect (such as ants) or animal (such as mice) infestation.**

# Insects and Pest

## Homeowner Use and Maintenance Guidelines

Keep home clean and free of filth, trash, scum, dust, exposed foods. Keep home properly maintained.

**TRUSTLAND, INC Limited Warranty excludes animal infestations such as insects and rodents.**

## TRUSTLAND, INC Limited Warranty Guidelines.

TRUSTLAND, INC warranty excludes treatment for any other insect (such as ants) or animal (such as mice) occurrence and/or infestation.

# Ventilation

## Homeowner Use and Maintenance Guidelines

Homes today are built more tightly than ever. This saves energy dollars but creates a potential concern. Condensation, cooking odors, indoor pollutants, radon, and carbon monoxide, may all accumulate. We provide mechanical and passive methods for ventilating homes. Your attention to ventilation is important to health and safety.

Building codes require attic and crawl space vents to minimize the accumulation of moisture. Attic ventilation occurs through vents in the soffit (the underside of the overhangs) or on gable ends. Driving of snow sometimes enters the attic through these vents. Do not cover them to prevent this. Instead, cover the insulation in front of the vent. When you do this, precipitation that blows in safely evaporates and ventilation can occur.

Homes with crawl spaces usually include two or more vents. Open crawl space vents for summer months and close them for winter months, pulling insulation over them. Failure to close these vents and replace insulation may result in plumbing lines freezing in the crawl space. This occurrence is not covered by your warranty.



Your daily habits can help keep your home ventilated:

- Turn on the bath fans when bathrooms are in use.
- Air your house by opening windows for a time when weather permits.

Proper ventilation will prevent excessive moisture from forming on the inside of the windows, which can greatly reduce maintenance.

## **TRUSTLAND, INC Limited Warranty Guidelines**

TRUSTLAND, INC warranty guidelines for active components (for example, exhaust fans) are discussed under the appropriate headings (such as electrical systems, heating systems, etc.).

# **Windows, Screens, and Patio Doors**

## **Homeowner Use and Maintenance Guidelines**

Contact a glass company for reglazing of any windows that break. Glass is difficult to install without special tools.

### **Cleaning**

Clean glass as needed with vinegar and water, a commercial glass cleaner, or the product recommended by the window manufacturer.

### **Condensation**

Condensation on interior surfaces of the window and frame is the result of high humidity within the home and low outside temperatures. Your family's lifestyle controls the humidity level within your home. If you use a humidifier, closely observe the manufacturer's directions for use. TRUSTLAND, INC limited warranty does not include condensation.

### **Door Locks**

Acquaint yourself with the operation of all door hardware for maximum security.

### **Sticking Windows**

Most sliding windows (both vertical and horizontal) are designed for a 10-pound pull. If sticking occurs or excessive pressure is required to open or close the window, apply a silicon lubricant. This is available at hardware stores. Avoid petroleum-based products.

## Storing Screens

Many homeowners remove and store screens for the winter to allow more light into the home. To make re-installation more convenient, label each screen as you remove it. Use caution: screens perforate easily and the frames bend if they are not handled with care.

## Weep Holes

With heavy rains, water may collect in the bottom channel of window frames. Weep holes are provided to allow excess water to escape to the outside. Keep the bottom window channels and weep holes free of dirt and debris for proper operation. **TRUSTLAND, INC limited warranty excludes any damage to the home from blocked weep holes.**

## TRUSTLAND, INC Limited Warranty Guidelines

We will confirm that all windows and screens are in acceptable condition during the orientation. TRUSTLAND, INC will repair or replace broken windows or damaged screens noted on the orientation list. Windows should operate with reasonable ease and locks should perform as designed.

## Condensation

Condensation on interior surfaces of the window and frame is the result of high humidity within the home and low outside temperatures. You influence the humidity level within your home; TRUSTLAND, INC provides no corrective measure for this condition.

Condensation that accumulates between the panes of glass in dual-glazed windows indicates a broken seal. The manufacturer will replace the window if this occurs. The manufacturer's warranty may extend well beyond that of your limited warranty, but that will be handled directly by the manufacturer and TRUSTLAND, INC will play no role in the warranty claim.

## Infiltration

Some air and dust will infiltrate around windows, especially before the installation of landscaping in the general area. TRUSTLAND, INC warranty excludes

this occurrence.

## Scratches

TRUSTLAND, INC confirms that all window glass is in acceptable condition at the orientation. Minor scratches on windows can result from delivery, handling, and other construction activities. TRUSTLAND, INC will replace windows that have scratches readily visible from a distance of 6 feet. TRUSTLAND, INC does not replace windows with scratches visible only under certain lighting conditions or certain angles.

## Tinting

If you add tinting to dual-glazed windows, all warranties are voided. Damage can result from condensation or excessive heat build-up between the panes of glass. Refer to the manufacturer's literature for additional information.

See also Ventilation.

# Wood Trim

## Homeowner Use and Maintenance Guidelines

Shrinkage of wood trim occurs during the first two years or longer, depending on temperature and humidity. All lumber is more vulnerable to shrinkage during the heating season. Maintaining a moderate and steady temperature helps to minimize the effects of shrinkage. Wood will shrink less length wise than across the grain. Wood shrinkage can result in separation at joints of trim pieces. You can usually correct this by caulking and painting the area.

Shrinkage may also cause a piece of trim to pull away from the wall. If this occurs, drive in another nail close to, but not exactly in, the existing nail hole. Fill the nail hole with putty and touch up with paint as needed. If the base shoe (small trim between base molding and the floor), appears to be lifting from the floor, this is probably due to slight shrinkage of the floor joists below. Again, you can correct this condition by removing the old nail and re-nailing. You may prefer to wait until after the first heating season to make any needed repairs at one time when redecorating.  
See also Expansion and Contraction

## **TRUSTLAND, INC Limited Warranty Guidelines**

During the orientation we will confirm that wood trim is in acceptable condition. Minor imperfections in wood materials will be visible and require no action. TRUSTLAND, INC will correct readily noticeable construction damage such as chips and gouges listed during the orientation.

### **Exterior**

TRUSTLAND, INC will caulk and apply touch-up to cracks in exterior trim components that exceed 3/16 inch. We provide this repair one time only near the end of the first year. Paint or stain touch-up will not match. We will correct any separation at joints that allows water to enter the home.

### **Raised Grain**

Because of the effects of weather on natural wood, you should expect raised grain to develop. This is normal and not a defect in the wood or paint. Warranty coverage excludes this condition.

## **Conclusion**

We hope this manual has helped you to become familiar with items in your home and how to care for them. If you have any questions, please feel free to email TRUSTLAND INC directly at [trustland@comast.net](mailto:trustland@comast.net). Our office hours are from 8:00am to 5:00pm and we will be glad to answer any questions you may have or to direct you toward finding the answers within your 1 year limited warranty period. Thank you and we hope you enjoy your new home.