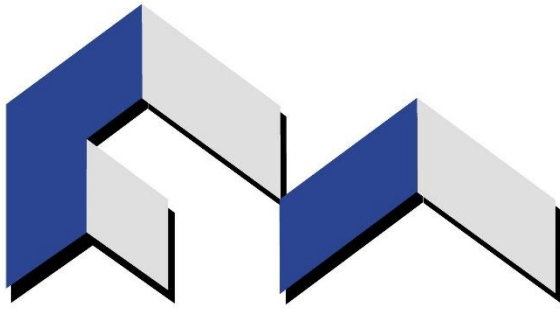




PREMIER HOMES HOMEOWNERS MANUAL



PREMIER
H O M E S INC.
More Home. Exceptional Value.

Congratulations on your decision to purchase your new home with Premier Homes. We are excited to be part of this journey and look forward to working with you as we build your new home.

The ***Premier Homes Homeowner Manual*** is designed to support you throughout the purchase and building process—and long after you move in. It answers many common questions, outlines each step of the experience, and includes helpful maintenance guidelines along with details of our limited warranty program.

Please take time to review the manual carefully. As we move forward, additional information will be added, creating a valuable reference for your home.

If you have any questions or need further clarification on any topic, please don't hesitate to contact us. We are delighted to welcome you to the Premier Homes family and look forward to serving you.

Sincerely,

Your Premier Homes Team

Premier Homes Inc. Homeowner's Manual

Table of Contents

- | | |
|-------------------------------------|--|
| 1. Table of Contents | 8. Homeowner Orientation |
| 2. Introduction | 9. Closing Your Home |
| 3. Purchasing Your Home | 10. Limited Warranty Policy |
| 4. Plot Plan | 11. Warranty Claim Procedures |
| 5. Applying for Your Loan | 12. Customer Service Request |
| 6. New Home Selections | 13. Quality & Performance Standards |
| 7. Construction of Your Home | 14. Caring For Your Home |

Introduction

Congratulations on your NEW home purchase! Your new home has been constructed by skilled craftsmen in accordance with approved home-building techniques. It has been routinely inspected and accepted by all appropriate regulatory agencies as well as by our own well-trained staff.

There are thousands of component parts and materials used in the construction of your home. Many of these materials are the products of nature and have their own unique characteristics and maintenance requirements.

Proper care of these materials will not only reduce your maintenance costs but also preserve the beauty of your home. On the following pages, we offer various suggestions for your use in maintaining your home. We have also outlined several inherent characteristics of the materials used in the construction of your home so you will know exactly what to expect from them.

To insure your complete satisfaction with your new home, Premier Homes warrants your home against any defect in workmanship or materials for a period of one year.

We have also outlined standards and tolerances for your use in identifying a defect and procedures for making a claim.

What Happens Next?

An Overview of Your New Home Experience

Purchasing a new home is an exciting experience. The process is also complex, with many details to be decided and arranged. While Premier Homes is building your new home, you participate by taking care of several important aspects of your purchase. The chronological list that follows outlines the events that typically take place in the purchase of a new home. Where time frames are specified, you need to observe them in order for us to deliver your home on schedule.

Purchasing Your Home

The purchase agreement and various addenda constitute the legal understanding regarding the purchase of your new home. Please read the purchase agreement and all attachments carefully. As with any legal agreement, you may wish to have your attorney review them. All agreements made must be put in writing. It is your responsibility to verify that all agreements and choices have been made in writing. Premier Homes will build by written documents only

Applying for Your Loan

Once you have signed the purchase agreement, finalizing the details for financing is next. Section 5, Applying for Your Loan, contains hints and information on the loan process.

Your New Home Selections

New Home Selections, Section 6 of this manual, will assist you in the exciting process of personalizing your new home with your selections.

Construction of Your Home

We invite you to tour your new home with us at several points during construction. We also expect and welcome your casual visits to the site. Please read Section 7, Construction of Your Home, for guidelines on safety, security, and work in progress.

Homeowner Orientation

The homeowner orientation has two purposes. The first is to demonstrate the features of your home and discuss maintenance and our limited warranty program. Equally important, we want to

confirm that we have delivered your new home at the quality level shown in our model homes and with all your selections correctly installed. For detailed information, please review Section 8, Homeowner Orientation.

Closing on Your Home

Closing on Your Home, Section 9 of this manual, describes the documents you will sign and other important details about the closing process. We have included guidelines to assist you in preparing for closing and move-in.

Caring for Your Home

Many of your responsibilities as an owner and Premier Home's responsibilities under the terms of our limited warranty are discussed in Quality & Performance Standards, Section 13. You should begin now to become familiar with the home maintenance you should provide and our warranty service commitment to you.

Your Feedback and Suggestions

Our desire to maintain open communication with you extends through the buying process and after your move-in. In an effort to continually improve the product and service we provide, we welcome your comments on how we've performed. Our goal is to build the best home and achieve the best customer relationship possible. Your feedback helps us reach that goal.

As time passes, if your housing needs change, we are ready at any time to build you another home. We also appreciate your referrals. Our office is always happy to provide you with information about where we are currently building and the products we offer.

Referrals

As a satisfied customer, Premier Homes would greatly appreciate hearing from any friends, family or acquaintances you might refer to us. Premier Homes will reward you for these referrals. Ask your New Home Counselor about the "Customer Assisted Sales Help" Program (CASH). If a referral contracts for a new home, you will receive **\$1,000**.

Purchasing Your Home

You will use several standard forms when you buy your new home. These include the purchase agreement and several addenda. All parties must sign all forms and attachments before the purchase agreement becomes binding.

Purchase Agreement

The purchase agreement is the legal document that represents your decision to purchase a home. It describes your home (both a legal description and the street address), financing information, homeowners association information, if applicable, and additional legal provisions. Several exhibits are typically attached to the purchase agreement. The features of the community determine the specific items, but the list below is typical.

Exhibit A: . A set of Plans to be prepared by Premier from the preliminary floor plan identified as “Your Floor Plan Selection”

Exhibit B: The specifications set forth in The Quote Sheet attached hereto.

Exhibit C: The quality standards as stated in the Premier Homes Homeowners Manual.

Exhibit 1: General soil analysis performed on the Home Site for Single Family Homes

Exhibit 2: Special publications No. 43 prepared by The Colorado Geological Survey

Covenants Disclosure: Covenants and Homeowners Association Dues notice set forth per community

Plot Plan

For Single Family Homes

A plot plan shows how your home will be placed on the building site. The plot plan will also show property line dimensions, easement sizes and locations and setbacks from the home to the property lines.

Please note that the front property corners are seldom located at the edge of the street, curb, or city sidewalk. Street right of ways usually extend beyond those landmarks into what may be perceived as the building site boundary.

Home placement on the site is determined by minimum setbacks requirements and drainage requirements. Garages should be placed on the uphill side of the site as viewed from the street.

The property will have a final grade done before closing set to Premier Homes standards. If any adjustments are made to that drainage during the landscaping process that changes the grade a void in warranty could occur.

Applying for Your Loan

The first item you'll need to take care of is the selection of a lender and completion of a mortgage application. Plan to accomplish this within five business days of signing your purchase agreement. Take the completed purchase agreement with you when you first visit your lender.

Your lender's job is to understand your particular financial circumstances completely. You will review all information on the application at your meeting with the loan officer. A situation rarely arises that your loan officer has not encountered in the past. Do not hesitate to discuss any questions you have regarding your assets, income, or credit. By providing complete information, you prevent delays or extra trips to deliver documents.

Loan Processing

Once you have given all preliminary information to your loan officer, your lender sends verification forms to your employers, banks, and current mortgage company or landlord and also orders a credit report and appraisal. You sign a release to authorize these steps. Your lender will provide you with a Good Faith Estimate and a Truth-in-Lending Disclosure.

The Good Faith Estimate lists the costs you will incur at closing. Some of the numbers listed on this form are prorations, subject to change based on the actual date of the closing. Others are set fees that should remain the same.

The Truth-in-Lending Disclosure shows the total cost to you, over the term of the loan, for your specific financing. The calculation is based on the assumption that you own the home and make regular payments throughout the term of the loan.

The lender sends Verification of Employment (VOE) forms to all employers for the last two years. The employers complete, sign, and return the forms to the lender. The forms show the dates of employment, the amount of money you earned last year, and how much you have earned so far this year. The VOE documents bonuses and overtime you earned.

Verification of Deposit (VOD) forms go to each banking institution listed on your application. The institutions indicate the date you opened each account, average balances for the last three months, and the amount of money you have in each account on the day they complete the form. Any loans or overdraft accounts you have with the bank will also be shown.

Mortgage companies and landlords complete Verification of Mortgage (VOM) forms. These show the lender how much you owe, the amount of your monthly payment, and whether you make your payments by the due date.

Your credit report shows the amounts of money you owe to each of your creditors, minimum monthly payments, and your payment history. The appraisal confirms the value of the home you are purchasing for you and your lender.

Typically, several weeks pass as these reports and forms are returned to the lender. If any delays are encountered, the loan officer may contact you for assistance. The credit reporting agency may call you to verify that the information they have gathered is correct.

Once the loan processor has collected this standard documentation, you may be asked to write letters describing your assets, income, or credit. Few loans are finalized without requests for additional information just before the package is submitted to the underwriter for final approval. At this point you may become frustrated with the loan process. Please remember that your lender requests these letters to assist you in obtaining your financing. Do not hesitate to discuss your concerns with your loan officer. Perhaps he or she can provide some additional insight on what may seem to be redundant requests.

Before the processor submits your file to the underwriters for final approval, he or she will verify the final sales price. Make sure that copies of all addenda such as change orders signed after the original purchase agreement was completed have been sent to the lender. This assists the lender in determining the exact loan amount. If change orders affect the total price after this point, you may have to resubmit your loan application for the higher amount or the lender may ask you to pay for the additional items in cash.

Loan Approval

During your first meeting, you and your lender determine the timing to obtain pre-qualification. This allows us to start the home even though final approval is still pending. You will discuss additional items that you may need to obtain final loan approval. Several weeks after your first meeting with the lender, you should receive loan approval. If any of the documents requested have not been returned to the lender in a timely manner, approval may take longer.

Contingencies

Loan approvals often carry conditions of approval. The sale of a previous home or proof of funds are two examples. Discuss any concern you may have about such conditions with your loan officer and obtain any requested documentation as soon as possible. Once all contingencies are met, the final loan can be approved.

New Home Selections

Part of the fun of buying a new home is selecting finish materials and colors. Depending on the home you build you may be able to pick some of your selections. You will make these choices at our main office located at 200 W. City Center Drive, Pueblo, CO.

Selection Hints

Premier Homes provides you with selection sheets that list the choices you need to make. Schedule time to visit our showroom to make your selections as soon as possible. Plan to finalize your selections within 30 days of signing your purchase agreement. Your prompt completion of these selections helps prevent the delays caused by back orders.

Please be thorough. Our selection sheets are very detailed. Fill in all blanks completely. Costly errors arise from assumptions and incomplete selection sheets. Decorating choices that exceed the standard inclusions, such as those for floor coverings, Countertops, or light fixtures, may require additional payment. Although such amounts can be credited to you at closing and subsequently added to your mortgage, they are not refundable.

You are welcome to bring cushions or swatches to our main office to coordinate colors. View color samples in both natural and artificial light to get an accurate impression of the color. Variations between samples and actual material installed can occur. This is due to the manufacturer's coloring process (dye lots) and to the fact that over time, sunlight and other environmental factors affect samples.

Your homeowner's association and your future neighbors have already made selections which may limit some of your choices for exterior finish materials. The sooner you can make your selections, the greater the number of choices you have. Driving through the area to view existing homes is one way to select exterior colors. Selections often look different on a full-size home than on samples.

We reserve the right to place a hold onto your selections or require a non-refundable deposit until your lender has approved your loan and all contingencies are released. If suppliers have discontinued any of your selections, we will contact you and ask you to make an alternate selection within five days. When purchasing a home already under construction, Premier Homes may have made some or all these choices. Upon completion of this form, double-check all color numbers and names and sign and date each page.

Custom Changes

The possibilities for your new home far exceed the popular ideas we suggest on our option and upgrade lists. In addition to the options available, you may have custom features you want us to incorporate into your new home. Think, dream, imagine, look—we will assist you in any way that we can to make these decisions as early as possible.

Please keep in mind that your new neighbors have this same opportunity and may request still other features. We will be happy to provide you with pricing on duplicating such items in your home but make no claim that we have mentioned or offered every possible idea.

To deliver your home as close as possible to the target date, we order many items well in advance of installation. Once a particular item is ordered, making further changes may involve an adjustment in the planned delivery date and additional costs. By working within the boundaries of the change order schedule, you can usually avoid both.

Cutoff Points for Changes

By completing any change orders according to the schedule below, you will save additional costs and avoid adding days to the construction schedule.

Changes affecting	Should be made prior to
(1) Foundation	Engineering and permit application
(2) Windows, doors, and elevation	Foundation
(3) Mechanical systems, cabinets, and appliances	Framing
(4) Texture, wallpaper; hardware and lighting	Mechanical rough-ins
(5) Interior trim and floor coverings	Mechanical rough-ins
(6) Landscape design	Interior trim

Change Order Policy

Any construction changes initiated after the pre-construction meeting will insure a \$500.00 change order fee plus the cost of the change. The change must be approved by the personal builder and delays to the completion date may occur.

Construction of Your Home

The construction of a new home differs from other manufacturing processes in several ways. By keeping these differences in mind, you can enjoy participating in the construction process and assist us in building your new home:

As a consumer, you rarely have the opportunity to watch as the products you purchase are created. Your new home is being created in front of you. You have more opportunities for input into the design and finish details of a new home than for most other products. Our success in personalizing your home depends on effective communication. Because of the time required for construction, you have many opportunities to view your home as it is built, ask questions, and discuss details.

You have the opportunity to meet with us at several points in this process. The first is the site visit where we determine the location of your home on your homesite and review any special foundation design for your home. The second of these is a preconstruction conference, where we review your home needs, plans, selections, and the changes you have requested. At that time, we provide an overview of the construction process and answer your questions. The third scheduled meeting is the pre-insulation walk. This meeting is conducted by our warranty/construction representative. You will be given an opportunity to review the framework of the home and all in-wall custom selections you have chosen. Please take the time to assure all selections have been installed as it may be too late to add items after the wallboard is applied.

We also invite you to schedule routine construction reviews. At these meetings, you will have our undivided attention. We discuss questions you have, review the target delivery date, and confirm that we have correctly installed your selections or change orders.

We understand that you will want to visit your new home between these construction reviews. Whether you are on site for a routine meeting or a casual visit, we ask that you keep the following points in mind.

Safety

A new home construction site is exciting, but it can also be dangerous. Your safety is of prime importance to us. Please observe common-sense safety procedures at all times when visiting:

- Keep older children within view and younger children within reach, or make arrangements to leave them elsewhere when visiting the site.
- Do not walk backward, even one step. Look in the direction you are moving at all times.
- Watch for boards, cords, tools, nails, or construction materials that might cause tripping, puncture wounds, or other injuries.
- Do not enter any level of a home that is not equipped with stairs and rails.
- Stay a minimum of six feet from all excavations.
- Give large, noisy grading equipment or delivery vehicles plenty of room. Assume that the driver can neither see nor hear you.

- Please wear appropriate shoes and clothing to job site.
- Be aware of any overhead activities and if a hard hat would be necessary.

Plans and Specifications

The Regional Building Department must review and approve the plans and specifications for your home. We construct each home to comply with the plans and specifications approved by the building department. Your specifications become part of our agreements with trade contractors and suppliers. Only written instructions from Premier Homes can change these contracts.

Regulatory Changes

From time to time, city or county agencies adopt new codes or regulations that can affect your home. Such changes are usually adopted in the interest of safety and are legal requirements with which Premier Homes must comply. Therefore, builders may construct the same floor plan slightly differently or at two different times within the same jurisdiction.

Individual Foundation Designs

Another area where variations among homes can appear is in the foundation system. The foundation design is specific to each lot. Based on the results of a soil test, an engineer determines which foundation system to use. Because of variations in soil conditions among lots, your foundation may differ from your neighbors' foundation or that of the same home in another neighborhood.

Changes in Materials, Products, and Methods

The new home industry, building trades, and product manufacturers are continually working to improve methods and products. In addition, manufacturers sometimes make model changes that can impact the final product. As a result, we may use methods or materials in your home that differ from those in our other homes.

In all instances, any substitution of method or product will have equal or better quality than that shown in our other homes. Since such substitutions or changes may become necessary due to matters outside our control, we reserve the right to make them without notification.

Natural Variations

Dozens of trade contractors have assembled your home. The same individuals rarely work on every home in the same way and, even if they did, each one would still be unique. The exact placement of switches, outlets, registers, and so on will vary slightly from the model and other homes of the same floor plan.

Quality

Our company will build your new home to the quality standards demonstrated in our model homes although specifications may be different. Each new home is a handcrafted product—combining art, science, and raw labor. The efforts of many people with varying degrees of knowledge, experience, and skill come together. We coordinate and supervise these contributions to produce your new home.

From time to time during a process that takes several months and involves dozens of people, an error or omission may occur. We have systems and procedures for inspecting our homes to ensure that the level of quality meets our requirements. We inspect every step of construction and are responsible for quality control. In addition, the Building Department or an engineer conducts a number of inspections at different stages of construction. Your home must pass each inspection before construction continues.

We also respect your interest and appreciate your attachment to the new home. Therefore, your input into our system is welcome. However, to avoid duplication of efforts, confusion, misunderstandings, or compounding errors, we ask that you address your concerns to your sales representative. The sales representative will discuss this with builder and determine if an on-site meeting needs to be scheduled.

During the construction process, every home being built experiences some days when it is not at its best. Homes under construction endure wind, rain, snow, foot traffic, and activities that generate noise, dust, and trash. Material scraps are a by-product of the process. Although your new home is cleaned by each trade upon completion of their portion of the work, during your visits you will encounter some messy moments. Keep in mind that the completed homes you toured also once endured these “ugly duckling” stages.

Trade Contractors

Your home is built through the combined efforts of specialists in many trades—from excavation and foundation, through framing, mechanicals, and insulation, to drywall, trim, and finish work. In order to ensure you the highest possible standard of construction, only authorized suppliers, trade contractors, and Premier Homes employees are permitted to perform work in your home.

Suppliers and trade contractors have no authority to enter into agreements for Premier Homes. For your protection and theirs, the terms of our trade contractor agreements prohibit alterations without written authorization from Premier Homes. Their failure to comply with this procedure can result in termination of their contract. See your personal sales representative if there are alterations or changes you wish to initiate.

Schedules

The delivery date for your new home begins as an estimate. Until the roof is on and the structure is enclosed, weather can dramatically affect the delivery date. Even after the home itself

is past the potential for weather-related delays, weather can severely impact installation of utility services, final grading, and concrete flatwork, to mention a few examples. Extended periods of wet weather or freezing temperatures bring work to a stop in the entire region. When favorable conditions return, the tradespeople go back to work, picking up where they left off. Please understand that they are as eager as you are to get caught up and to see progress on your home.

Delivery Date Updates

We will update you on the estimated delivery date at each of our construction meetings. You are also welcome to check with us for the most current target date. As completion nears, more factors come under our control and we can be more precise about that date. Expect a firm closing date no later than 30 days before delivery. This will typically occur once the home has passed the drywall texture stage.

We suggest that, until you receive this commitment, you avoid finalizing arrangements for your move. Until then, flexibility is the key to comfort, sanity, and convenience. We want you to enjoy this process and avoid unnecessary stress caused by uncertainty that cannot be avoided. Review the Loan Lock heading in Section 6, Applying for Your Loan, for additional suggestions on this topic.

"Nothing's Happening"

Expect several days during construction of your home when it appears that nothing is happening. This can occur for a number of reasons. Each trade is scheduled days or weeks in advance of the actual work. This period is referred to as "lead time." Time is allotted for completion of each trade's work on your home. Sometimes, one trade completes its work a bit ahead of schedule. The next trade already has an assigned time slot, which usually cannot be changed on short notice.

Progress pauses while the home awaits building department inspections. This is also part of the normal sequence of the construction schedule and occurs at several points in every home. If you have questions about the pace of work, please contact your personal builder.

Construction Sequence

Although the specific sequence of construction steps varies and overlaps, generally we build your home in the following order:

Foundation

- Excavation
- Footer installation
- Form and pour walls
- Perimeter drain if applicable
- Damp proofing
- Insulation if applicable
- Inspection

Utilities

Framing

First floor

Second floor

Roof trusses

Roof sheathing

Roofing

Felt or paper

Valley flashing

Shingles

Exterior

Exterior trim

Fascia (boards at ends of rafters)

Windows and doors

Siding or Stucco

Trim

Deck, if applicable

Gutters, if applicable

Exterior painting or staining

Concrete or asphalt

Fine grading

Landscaping, if applicable

Interior

Rough-in of mechanical systems

HVAC (heating, ventilating, and air conditioning)

Plumbing

Electrical (extra outlets need to be installed at this point)

Rough inspections

Insulation

Drywall

Hang

Tape and texture

Interior trim

Doors

Baseboards, casings, other details

Paint and stain

Finish work

Cabinets

Countertops

Tile

Floor coverings

Appliances

Hardware

Screens
Light fixtures
Plumbing fixtures

Interior (continued)

Finish Work (continued)
Construction cleaning
Builder's punch list
Final Inspections
Certificate of occupancy
Homeowner orientation
Closing then Home Maintenance

Homeowner Orientation

Your homeowner orientation is an introduction to your new home and its many features. A meeting that goes beyond the traditional walk-through to include a detailed demonstration of your home and review of information on its maintenance. We will arrange two walkthroughs with you at the end of construction prior to closing: a Quality Control walkthrough and a final homeowner orientation walkthrough.

Scheduling

We schedule the orientation with you as your home nears completion. Appointments are available Monday through Friday, 8 a.m. to 3 p.m. We meet at your new home. Expect your orientation to take approximately one to two hours.

Preparation

Allow enough time. We expect the orientation to take up to two hours. By arranging your schedule so you can use the full amount of time allotted, you will derive maximum benefit from the orientation. If you have questions about home inspection items, home maintenance or the limited warranty coverage, make note of them to bring up at the orientation. If you have not already done so, please read Quality & Performance Standards, Section 17 of this manual, before the orientation.

Experience has shown that the orientation is most beneficial when buyers are able to focus all their attention on their new home and the information we present. Although we appreciate that friends and relatives are eager to see your new home, it would be best if they visit at another time. Similarly, we suggest that, if possible, children and pets do not accompany you at this time.

If a real estate agent has helped you with your purchase, he or she is not required to attend. If you would like to have a friend or real estate agent view the home with you, we encourage you to do this before our scheduled orientation.

Acceptance

In addition to introducing you to your new home, the orientation is also an opportunity for you and Premier Homes to confirm that the home meets the quality standards shown in our model homes and that we have completed all selections and changes.

Cosmetic surface damage caused during construction is readily noticeable during the orientation. Such damage can also occur during the move-in process or through daily activities. Therefore, ***after we correct any items noted during the orientation, repair of cosmetic surface damage is your responsibility. This includes paint touch-up. Our limited warranty excludes cosmetic damage to items such as:***

- Sinks, tubs, and plumbing fixtures
- Countertops and cabinet doors
- Light fixtures, mirrors, and glass
- Windows and screens
- Tile, carpet, hardwood, and resilient flooring
- Doors, trim, and hardware
- Paint and drywall
- Finish on appliances

Completion of Items

Premier Homes takes responsibility for resolving any items noted at the orientation. We will complete most items before your move-in. If work needs to be performed in your new home after your move-in, construction personnel are available for appointments Monday through Friday, 8 a.m. to 4 p.m. Under normal circumstances, you can expect us to resolve all items within 15 working days. We will inform you of any delays caused by back-ordered materials. Please note that we will correct only those items listed. No verbal commitments of any kind will be honored by Premier Homes.

Future Service

Premier Homes responds to warranty items according to the terms and conditions of the limited warranty agreement. For more details, review Section 17, Quality & Performance Standards.

Note to Home Buyer:

After your homeowner orientation, you will receive:

--A list of emergency phone numbers for critical trade contractors, such as heating and plumbing, who might be needed after hours or weekend that will be posted in the house.

-- Copies of completed orientation forms.

Timing. Premier Homes is responsible for resolving items noted. We will correct many of these items immediately. However, some of the corrections may require the services of a trade contractor or we may need to order parts or materials. You should expect completion of these items within 15 business days of closing unless we inform you of other scheduling.

Cosmetic Items. Premier Homes corrects readily noticeable cosmetic defects listed during this inspection. *This is your only opportunity to obtain service on such items.* Repair of subsequent cosmetic damages (such as chips, dents, scratches) are your responsibility. Therefore, take careful note of such items as:

- Sinks, tubs, and plumbing fixtures
- Countertops and cabinet doors
- Light fixtures, mirrors, and glass
- Windows and screens
- Tile, carpet, hardwood, and resilient flooring
- Doors, trim, and hardware
- Paint and drywall
- Finish on appliances

Defects in items such as these are readily detectable during the orientation. These items are also the most likely to be damaged during the move-in process. *As a result, later warranty claims on cosmetic damages to these items are not accepted.*

Warranty Service. Submit any new items for which you wish to request service in writing to Premier Homes approximately 90 days after closing. *We accept reports of emergency items by phone.*

Closing on Your Home

Premier Homes recognizes that timing is vitally important in planning your move and locking in your loan. We can specify an exact delivery date when construction reaches a point at which weather and other factors are unlikely to affect completion of your home. This occurs after drywall texture stage of the home. Until then, many factors can influence the schedule:

- Weather can delay getting the foundation in and can affect framing, roofing, and exterior finish.
- Material and labor shortages may also affect the construction schedule.
- If you are delayed in responding to a request from your lender, this can affect work progress.
- Change orders signed after the original purchase agreement has been completed can add to the schedule.

Date of Closing

The closing, or settlement, takes place shortly after your orientation. Premier Homes will notify you of the date after drywall texture stage of construction. We will schedule closing time and date once finalized. Typically, the closing process takes from 45 minutes to an hour.

Location of Closing

The closing on your new home typically takes place at the title company. We confirm the location with you when we set the appointment.

Closing Documents

At closing, the documents necessary to convey your new home to you and to close the loan from the mortgage company will be executed and delivered. In addition to these standard items, the lender, the title company, and Premier Homes may require other documents to be signed. The principal documents typically include the following:

General Warranty Deed—The general warranty deed conveys the home and homesite to you, subject only to permitted exceptions. This does not apply if you already own the home site.

Title Commitment—At or before closing, we will deliver to you a standard form for an Affiliated Land Title Association (ALTA) owner's title insurance commitment to insure salable title of your home to you in the amount of the purchase price, subject to the permitted title exceptions that may be described in the purchase agreement. Review the title commitment carefully. Discuss any questions with your title company. Within 60 days after the closing, the title company mails a standard ALTA owner's title insurance policy, insuring you the title to your home in accordance with the commitment you received at closing. Keep the title insurance policy with your other valuable papers.

Premier Homes Limited Warranty—We provide a copy of the limited warranty in this manual for your review. Please read it thoroughly.

Promissory Note—The promissory note is from you, payable to the lender in the principal amount of the loan, plus interest. One-twelfth of your annual taxes and homeowner's insurance will be added to the principal and interest payment to determine your total monthly payment.

Deed of Trust—This encumbers your home as security for repayment of the promissory note.

Closing Expenses

Certain customary items in connection with the property will be prorated to the date of closing such as prepaid expenses, or reserves required by your lender and homeowners association, if applicable. Prorations of general real property taxes and assessments will be based on the current year's taxes and assessments or, if they are unavailable, on the taxes and assessments for the prior year.

"The Final Number"

The final cost figure is available near to the actual closing. Although a reasonably close estimate may be determined before the date of closing, the proration of several items included is affected by the closing date and cannot be calculated until that date is known.

Preparation

Plan to bring certified funds payable to title company or request wire instructions several days before closing. In your planning, be sure to allow time to arrange for and obtain these funds. In addition, please keep the following items in mind:

Documents—The Real Estate Settlement Procedures Act (RESPA) provides you with many protections. Under this law, you can review the settlement page that lists costs you are paying at closing one day before the closing appointment. Although these documents are not negotiable and thousands of home buyers have signed them, you should read them.

Insurance—You need to provide proof of a homeowner's policy from your insurance company. Your insurance agent should know exactly what is needed. We suggest you arrange for this at least three weeks before the expected closing date.

Premier Homes or Lender Issues—The title company is not authorized to negotiate or make representations on behalf of any of the parties involved in the closing. Therefore, please discuss any questions, agreements, or other details directly with us or your lender in advance of the closing.

Utilities—Premier Homes will have utility service removed from its name three days after closing. You will need to notify all applicable utility companies of your move so that service is provided in your name. We suggest that you contact these companies well ahead of time to avoid any interruption in service. You will be provided contact information one week before closing.

Limited Warranty Policy

The terms of this warranty are a part of the contractual agreement between the purchaser (Homeowner) and Premier Homes Inc.

When does the warranty take effect?

The limited warranty policy goes into effect immediately upon move-in or close of escrow, whichever comes first. This warranty terminates one year after the date it goes into effect.

Who is covered?

The limited warranty policy is extended to you as the owner of record and is automatically transferred to subsequent owners of the home for the unexpired portion.

Items covered for first 72 hours of occupancy:

Sewage Blockage

Items covered for one year:

- Faulty workmanship or materials which exceed industry standards and tolerances as outlined in the quality and performance standards section of this manual.
- Structural defects.

Items covered for 10 years:

Major structural defects to the foundation which prevent the foundation from functioning as a load bearing component or which renders the home uninhabitable. The basement floor slab or garage floor is not a structural part of the foundation and is not covered under the 10 year warranty. Failure on the part of the Homeowner to maintain proper drainage away from the foundation, or watering of plants or sod within 6 feet of the foundation will void any and all warranties covering the foundation and garage or basement slab floors.

Items not covered after the walk-through inspection:

Defects or smudges of interior and/or exterior painted or stained surfaces.

Defects or smudges in stucco and/or concrete surfaces.

Scratched, chipped or otherwise defective surfaces of:

- ceramic, porcelain, fiberglass fixtures
- counter tops
- cabinets
- hardware
- fixtures
- appliances
- doors, jambs and casings
- mirrors, glass and skylights

- floor and window coverings
 - hardwood flooring
- Torn, bent or defective window screens.
Any defects of similar nature.

During the walk-through inspection, it is important that you take as much time as is necessary for you to inspect each of the above items to your satisfaction. Premier Homes can only be responsible for the above type defects if noted on the walk-through inspection form.

Items not covered by the Premier Homes, Inc. Warranty Policy:

- 1) Any damage to the extent it is caused or made worse by:
 - A. Negligence, improper maintenance or improper operation by anyone other than Premier Homes, Inc., its employees, agents or subcontractors; or
 - B. Failure by the homeowner or by anyone other than its employees, agents, or subcontractors to comply with the warranty requirements of manufacturers of appliances, fixtures and items of equipment; or
 - C. Failure by the homeowner to give notice to Premier Homes, Inc. of any defects within a reasonable time; or
 - D. Changes of the grading of the ground by anyone other than Premier Homes, its employees, agents, or subcontractors; or
 - E. Changes, alterations or additions made to the home by anyone; or
 - F. Dampness or condensation due to the failure of the homeowner to maintain adequate ventilation.
- 2) Loss or damage which the homeowner has not taken timely action to minimize.
- 3) Normal wear and tear or normal deterioration of the home.
- 4) Loss or damage caused by or resulting from accidents, riot and civil commotion, fire, explosion, smoke, water escape, falling objects, aircraft, vehicles, Acts of God, lightning, windstorm, hail, flood, mud slide, earthquake, volcanic eruption, wind-driven water or snow, and changes in the underground water table.
- 5) Loss or damage caused by or resulting from seepage of water.
- 6) Loss or damage caused by or resulting from soil movement which was not reasonably predictable through soil testing.
- 7) Insect damage or environmental hazards.
- 8) Loss or damage which arises while the home is being used for non-residential purposes or from being used above the designed occupancy level.

- 9) Loss or damage caused by or resulting from abnormal loading on floors by the homeowner which exceeds design loads as mandated by codes.
- 10) Costs of shelter, transportation, food, moving, storage, or other incidental expenses related to inconvenience or relocation during repairs.
- 11) Any claim not filed in a manner set forth in the customer service procedure section of this manual.
- 12) Normal home maintenance including, but not limited to, painting, caulking, lubricating, minor adjustments and cleaning.
- 13) Financial responsibility for repairs ordered directly by the homeowner without prior written authorization from Premier Homes.
- 14) Minor cracking of concrete, stucco, ceramic tile and/or wood that is a normal characteristic of the material.
- 15) Responsibility for obtaining and/or matching of paint or other finished areas that were not applied by Premier Homes.
- 16) Bodily or personal injury of any kind (including physical or mental pain and suffering and emotional distress), medical, hospital, or rehabilitation or other incidental expenses; damage to personal property or damage to property of others.
- 17) Loss of use, loss of opportunity, loss of market value, loss of rental value or any consequential loss (except to the extent that any such exclusion is not permitted by law).
- 18) Changes in the level of underground water table or development of perched water tables.
- 19) Conditions which do not cause actual damage to the home.
- 20) Any defects not reported prior to the end of the warranty term.
- 21) Structural slab foundation systems that have shown some movement but are within the foundations design performance criteria.
- 22) Defects in driveways, sidewalks, fences, landscaping or final grading which were not put in writing at the Home Buyers Orientation.
- 23) Any loss resulting from the Homeowner's obstruction to efforts by Premier Homes to complete repairs or replacements.
- 24) Damage to landscaping and fences caused by settlement.

Other Considerations:

- 1) Any agreement that modifies, adds to or subtracts from the text of this policy must be in writing.
- 2) Premier Homes reserves the right to repair rather than replace any defect for which services is requested.
- 3) **All service work must be done during normal working hours, which are 8:00 am to 4:00 pm, Monday through Friday.**
- 4) Premier Homes' obligation under this warranty is limited to repair, replacement or payment of reasonable cost of same for the defective item. Premier Homes has the sole choice between repair, replacement, payment or combination there of. Replacement items will be of like kind and quality. Identical styles, colors or textures may not be available.
- 5) Actions taken by Premier Homes to correct defects shall not constitute an admission of liability or extend the terms or provisions of the warranty.
- 6) The warranties contained herein are given in exclusions of all other guaranties expressed or implied including merchantability or habitability.
- 7) If after the Homeowner has contacted Premier Homes in writing per the terms of the warranty and if Premier Homes and the Homeowner can not reach an agreement to the resolution of a defect, either the Homeowner or Premier Homes may request a third party arbitration with the American Arbitration Association to be conducted by their rules and regulations. A.A.A. will apply their Construction Industry Rules. The judgment awarded by the Arbitrator shall be binding and may be entered in any court holding jurisdiction. The parties involved will each be responsible for their own costs, including attorney fees.
- 8) The Homeowner is responsible for providing access to all defects. This includes moving furniture, removing blinds or curtains, emptying cabinets and closets, and any similar situations.
- 9) Repair, replacement or payment under warranty shall not extend the term of the warranty.
- 10) Premier Homes' total liability under this warranty is limited to the final sales price of the home less the land cost.
- 11) To the extent that standards are not specified, defects and deficiencies in materials and workmanship will be those recognized under generally accepted standards of the building industry in Colorado.

Warranty Claim Procedures

Prior to making a claim, you should refer to the limited warranty policy and quality and performance standard sections of this manual to determine if your claim is covered by warranty.

Emergencies - Total loss of air conditioning during the summer months (when exceeding 80 degrees).
 -Total loss of heat during cold winter months.
 - Total loss of electricity.
 - Total stoppage of the plumbing sewer system (if it occurs during the first 72 hours of occupancy).
 - A water leak that requires the main water service to be shut off to avoid serious damage to the home or its contents.

If your claim is an emergency and covered by warranty, please refer to the subcontractor list posted at the house for the appropriate phone number.

Remember, a request that is serviced (**except during the hours of 8 a.m. to 4:00 p.m. Monday through Friday, excluding holidays**) and is not an actual emergency will result in a minimum of \$150 service charge, regardless of its relationship to the limited warranty policy.

Non-Emergencies - Toilet stopped up (covered by warranty for the first 72 hours of occupancy).
 - Leaking drains at kitchen sink or lavatories.
 - Leaks which occur at water supply lines which can be turned off at the stop (valve below the sink or toilet).
 - Running toilets.
 - Loss of air conditioning.
 - Furnace cycling.
 - Loss of hot water.
 - Appliance failure.
 - Roof leaks (but should be reported as soon as possible).

We maintain a highly skilled staff to respond to defects in materials and workmanship during the warranty period. In order to service you professionally, we require that all requests (except emergencies) **be submitted in writing to emails below.** Many appliances and other products are also protected by manufacturers' warranties. Their toll-free hotline numbers, if available, are in the manufacturer's warranty material you received at the Pre-Closing Orientation.

For your convenience, we have enclosed several requests for service forms in the **Customer Service Request** Form section of the manual.

ALL REQUESTS FOR SERVICE FORMS SHOULD BE EMAILED:

PUEBLO vquintana@premierhomesinc.com AND warranty@premierhomesinc.com
 PUEBLO WARRANTY REQUEST FORM [CLICK HERE](#)
 COLO. SPRINGS krist@premierhomesinc.com AND warranty@premierhomesinc.com
 COLORADO SPRINGS WARRANTY REQUEST FORM [CLICK HERE](#)

Premier Homes, Inc.

Customer Request for Service Procedure & Policy

Step 1: In your Warranty and Performance Standards Manual, turn to Warranty Claims Procedures. Remember that all Service Request must be in writing to emails.

Step 2: Email/Submit Warranty Request Form

PUEBLO vquintana@premierhomesinc.com AND warranty@premierhomesinc.com

PUEBLO WARRANTY REQUEST FORM [CLICK HERE](#)

COLO. SPRINGS kriskrist@premierhomesinc.com AND warranty@premierhomesinc.com

COLORADO SPRINGS WARRANTY REQUEST FORM [CLICK HERE](#)

Step 3: A member of the Customer Service Department will process the Customer Service Request form. Please allow 5 business days for processing.

Step 4: At this time the Customer Service Request form is activated. This means that the Building Team Members will contact the Homeowner and schedule appointment to take care of the service work requested. Please notify any scheduling problems or missed appointments to your New Home Sales Representative.

Step 5: Once the Building Team Member has completed the Warranty work, you will receive a service completion notice

Step 6: At the conclusion of the One Year Warranty, you will be issued a letter confirming the completion of the warranty

Premier Homes is committed to customer satisfaction and our staff is prepared to welcome and satisfy your requests. Thank you again for choosing Premier Homes as your new home builder— your home, your way!

**PREMIER HOMES, INC.
QUALITY AND PERFORMANCES STANDARDS CONTENTS**

APPLIANCES

ATTIC

CABINETS

CARPENTRY

CARPETING

CAULKING

CONCRETE: DRIVEWAYS, PATIOS & SIDEWALKS, PORCHES, STEPS &
STOOPS, FOUNDATIONS & BASEMENT WALLS, BASEMENT
AND GARAGE SLAB FLOORS

COUNTERTOPS AND VANITY TOPS

CRAWL SPACE

DOORS: INTERIOR DOORS
BI-FOLD / BY PASS & SLIDING GLASS DOORS
EXTERIOR GARAGE DOOR & OPENERS

DRYWALL

ELECTRICAL: PRE-WIRED TELEPHONES, TV ANTENNA, CABLE TV
LIGHT FIXTURES
SMOKE DETECTORS

EXTERIOR FINISHES:

MASONRY
SIDING & WOOD TRIM
STUCCO

FIREPLACE: FIREPLACE (GAS)
FIREPLACE, STOVES (WOOD BURNING)

FLOORING: VINYL, HARDWOOD, TILE, LVP

FRAMING

HARDWARE AND ACCESSORIES

HEATING AND AIR CONDITIONING:

FORCED AIR, THERMOSTAT, REFRIGERATED AIR
EVAPORATIVE COOLER

INSULATION

LANDSCAPING AND FINAL GRADING

MILDEW

PAINTING: INTERIOR PAINTING & STAINING, EXTERIOR PAINTING

PLUMBING SYSTEM:

MAIN SHUT - OFF VALVE, WATER INTAKE VALVES,
DRAIN TRAPS, SANITARY SEWER LINES, GAS LEAKS,
FREEZING PIPES, WATER LINES, PLUMBING FIXTURES,
OUTSIDE FAUCETS, SEWAGE EJECTOR PUMP, SINKS,
TUB / SHOWER UNITS AND JET TUBS

ROOFING, GUTTERS AND DOWN SPOUTS

STAIRS

VENTILATION

WINDOWS AND MIRRORS

WOOD DECKS

APPLIANCES

APPLIANCES

At the time of your walk-through inspection, Premier Home's representative will see that you will receive all information, service manuals and warranties which have been supplied by the manufacturer for each appliance. Send all warranty cards within one week of closing.

ONE YEAR'S LIMITED WARRANTY POLICY

ITEMS NOT COVERED AFTER WALK-THROUGH INSPECTION:

1. Cracked, chipped, scratched or other cosmetic defects in surfaces of appliances.

ITEMS COVERED FOR ONE YEAR:

1. Any defect in the installation of the appliance that causes malfunctions or failure of proper operation will be corrected by Premier Homes (does not apply to the actual appliances — see item # 2).
2. The manufacturer of each appliance warrants his product directly to the consumer. You should consult the information the manufacturer has supplied with this product for terms and periods of coverage. When calling for service you will need to provide your closing date, model number and serial number of the appliance and a description of the problem.

ITEMS NOT COVERED:

1. Cracked, chipped, scratched or other cosmetic defects in surfaces of appliances that were not noted on the walk-through inspection.

HOMEOWNER'S MAINTENANCE

1. Water conditions vary widely from area to area, so you may have to experiment with different detergents until you find the one that works best for you. You may also need to experiment with amounts to determine how much detergent is most effective in your machine and with the water in your area.
2. Garbage disposals are permanently lubricated and are self-cleaning. Use a steady flow of cold water and allow the unit to run long enough to thoroughly complete its job. Fibrous materials, such as corn husks and artichoke leaves, should not be run through the disposal and larger pieces of food should be cut up first.
3. Never put lye or drain clearing chemicals into either the garbage disposal or dishwasher, as they may cause permanent damage.

ATTIC

ATTIC

INTRODUCTION

The attic space, located immediately below the roof, is constructed with a truss or rafter system.

Warranty Caution

Roof trusses should not be cut for any reason. This can structurally damage the integrity of the roof and will void the structural defect warranty.

HOMEOWNER'S MAINTENANCE

The attic truss system is not engineered to support additional weight and should not be used for any storage purpose.

Premier Homes installs a variety of attic vents to remove excessive heat and moisture from the attic space. These include ridge vents, gable louvers, roof louvers, soffit vents, and baffles where the roof meets the wall. Do not cover these vents with insulation or any other material. During times of high wind events, driving rain or snow may come through the vents. This is normal. Periodically inspect attic after these occurrences.

Insulation in the attic protects the rooms below it. If the insulation is moved, it will leave gaps and may obstruct the attic vents. Always replace moved insulation back to its original position.

It is best not to enter the attic, but if you must, never put weight on the drywall of the ceiling. It is incapable of supporting your weight.

CABINETS

Cabinets

You may notice some variations in the appearance of your cabinets. These variations are caused by natural imperfections in the wood and inconsistencies in the wood grain, which are expected in all natural wood products. This may also affect the consistency in which the wood accepts the stain that is applied when cabinets are being finished. These characteristics add to the natural beauty of your cabinets and other wood products.

ONE YEAR LIMITED WARRANTY POLICY

ITEMS NOT COVERED AFTER WALK-THROUGH INSPECTION:

1. Cracked, chipped, scratched or other cosmetic defects in surfaces of cabinets.

ITEMS COVERED FOR ONE YEAR:

1. Any defect in workmanship or materials that cause malfunction or failure of proper operation will be corrected.
2. Opening of wood joints in excess of 1/8 of an inch will be corrected.
3. Doors or drawers which have warped in excess of 1/4 of an inch will be adjusted or replaced.
4. Gaps between cabinets to cabinets, ceilings or walls shall not exceed 1/8-inch Scribe mold may be installed to cover gaps.

ITEMS NOT COVERED:

1. Cracked, chipped, scratched or other cosmetic defects in surfaces of cabinets that were not noted on the walk-through inspection
2. Opening of wood joints which do not exceed 1/8 of an inch.
3. Warping which is not in excess of 1/4 of an inch.
4. Imperfections in grain or stain which are caused by normal characteristics of wood.
5. If repairs or replacements are made, Premier Homes cannot guarantee wood grain or color match between old and new.

HOMEOWNER MAINTENANCE

1. The finish on your cabinets is very similar to the finish on the furniture in your home. Use only a manufactured cabinet or furniture polish to clean your cabinets. Use of water for cleaning can damage the finish. Scott's Liquid Gold or Old English are acceptable products.
2. Minor surface scratches can often be removed with an almond stick (available in most paint or hardware stores) by following directions on the package

CARPENTRY

Carpentry

Like other wood products in your home, the interior and exterior wood trim expands with summer heat, and contracts with winter cold, as well as the natural shrinkage that takes place

during the normal drying (curing) process. This often causes minor swelling, shrinking, warping, twisting, cracking and/or separating of joints, which is normal and beyond the control of the subcontractor or the builder.

ONE YEAR LIMITED WARRANTY POLICY

ITEMS NOT COVERED AFTER THE WALK-THROUGH INSPECTION:

1. Cracked, chipped, scratched or other cosmetic defects in surfaces of interior and exterior wood moldings and trim.

ITEMS COVERED FOR ONE YEAR:

1. Any defect in workmanship or materials which prevent intended function.
2. Separation of joints between exterior wood elements and adjoining surfaces, whether wood or otherwise, that exceeds 1/4 of an inch will be repaired.
3. Separation of joints between interior wood elements and adjoining surfaces, whether wood or otherwise, that exceeds 1/8 of an inch will be repaired.

ITEMS NOT COVERED:

1. Cracked, chipped, scratched or other cosmetic defects in surfaces of wood products that were not noted on the walk-through inspection.
2. Separation of joints between exterior wood elements and adjoining surfaces, whether wood or otherwise, that does not exceed 1/4 of an inch.
3. Separation of joints between interior wood elements and adjoining surfaces, whether wood or otherwise, that does not exceed 1/8 of an inch.
4. Warping, cracking, twisting, swelling or shrinking which is caused by normal characteristics of wood.

HOMEOWNER'S MAINTENANCE

1. During the first heating season, try to keep your home about 65-75 degrees or slightly lower. Too high of a temperature will tend to dry the wood too quickly which can increase warping, twisting and cracking.

CARPETING

Carpeting

Both the carpet and the pad have been designed to meet specifications developed by governmental agencies. Depending upon the color and texture of your carpet, seams may show slightly. This is normal and expected in all installations, although any gaps between butted backing will be corrected.

ONE YEAR LIMITED WARRANTY POLICY

ITEMS NOT COVERED AFTER THE WALK-THROUGH INSPECTION:

1. Stains, burns, discoloration or other cosmetic defects of similar nature.
2. Roll crush will subside after repeated vacuuming.

ITEMS COVERED FOR ONE YEAR:

1. The manufacturer of the carpeting warrants his product directly to the consumer.
2. You should consult the information the manufacturer has supplied with his product for terms and periods of warranty coverage.
3. Carpeting will be installed to be free of bubbles, wrinkles, or frayed edges.

ITEMS NOT COVERED:

1. Stains, burns, discoloration or other cosmetic defects of similar nature that were not noted on the walk-through inspection.

HOMEOWNER MAINTENANCE

1. Daily care for carpet should include a once-over lightly with a vacuum cleaner, particularly in high traffic areas and near entrances from the outdoors. Never fear that you might vacuum too often. Vacuuming does not wear out your carpet. On the contrary, you will find that a clean carpet is a longer wearing carpet.
2. To prolong the life and beauty of your carpets, draw the drapes on sunny or hot days. The sun will fade and dry out the carpeting, as well as your furniture.
3. Periodic care - when carpet is too soiled to respond to vacuuming, it should be cleaned by a reputable professional cleaner. Please remember that professional cleaning companies use strong cleaners, and this process should be done as infrequently as possible.
4. Disputes arising after a carpet manufacturer had declined a defect claim will be settled via inspection by an independent representative. The representative's findings shall prevail.

CAULKING

Caulking

Premier Homes will apply caulking both interior and exterior as the home is prepared for closing. Please list any areas requiring caulking at the Homeowner Orientation. Maintenance of caulk joints is the Homeowner's responsibility.

HOMEOWNER'S MAINTENANCE

Time and weather will shrink and dry caulking so that it no longer provides a good seal. As a 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.

Tub & Tile Caulk

Tub and Tile caulk can be used on the interior of the home around sinks, and where tubs or shower pans meet tiled surfaces or vinyl flooring. These joints should remain sealed at all times and it is part of regular homeowner's maintenance.

CONCRETE

BASEMENT AND GARAGE SLABS

Concrete expands with summer heat and contracts with winter cold, as well as the natural shrinkage that takes place in concrete when it obtains its final set. This often causes minor cracking, which is normal and beyond the control of the builder.

Basements if not finished by Premier Homes are not considered to be habitable space.

Basement slabs or slab floors in areas finished as living space by Premier Homes are designed to move independently of surrounding foundation walls. Movement of slabs in finished living areas in excess of 1-1/2" vertically shall be considered excessive. Cracks in excess of 1/4" vertically or horizontally shall be considered excessive. Premier Homes will correct slab floor defects in finished living areas to the above standard during the first year.

Unfinished basement floors (Uninhabitable) and garage floors are also designed to move independently from foundation walls. Slab floors in unfinished areas shall not move more than 3" vertically nor crack more than $\frac{1}{4}$ " horizontally or vertically. Premier Homes will correct slab floor defects in unfinished areas to the above standard during the first year.

Floor slabs are a non-structural part of the home and are not covered under the 10 year foundation warranty.

Concrete slab repairs or replacements will only be made once during the warranty period. Weather permitting this should be at the end of the one year term. Where determined possible, replacement will be limited to the damaged area.

Failure of the Homeowner to maintain proper drainage away from the foundation or watering plants or sod within 6 feet of the foundation will void any and all warranties for garage and basement slab floors.

ONE YEAR LIMITED WARRANTY POLICY

ITEMS NOT COVERED AFTER THE WALK-THROUGH INSPECTION:

1. Except for basement floors or where a floor or portion of floor has been designed for specific drainage purposes, concrete floors in rooms designed for habitability should not have pits, depressions, or areas of unevenness exceeding $\frac{3}{8}$ inch in 32 inches.
2. Interior concrete surfaces shall not disintegrate. Aggregate pops are normal; minor scaling is uncontrollable at all. Exterior surfaces may not be warranted.
3. Minor cracks in concrete basement floors and slabs are normal. Cracks exceeding $\frac{1}{4}$ inch in width or $\frac{3}{8}$ inch in vertical displacement will be repaired.

ITEMS NOT COVERED:

1. Cracked, chipped, scratched or other cosmetic defects in surfaces of concrete that were not noted on the walk-through inspection.
2. A basement or garage slab that settles, heaves, or separates which does not exceed 1 inch from house structure.
3. Minor cracks in concrete basement and garage floors are normal. Cracks which do not exceed $\frac{1}{4}$ inch in width or $\frac{3}{8}$ inch in vertical displacement.
4. Except for basement floors or where a floor or portion on floor has been designed for specific drainage purposes, concrete floors in rooms designed for habitability

shall not have pits, depressions, or areas of unevenness which do not exceed 3/8 inch in 32 inches.

5. A basement or garage slab that settles, heaves, or separates that does not exceed the standard will be inspected by Premier Homes representative to determine the cause and to monitor the future movement.

CONCRETE REPAIR NOTE: Premier Homes cannot ensure that concrete repairs requiring new material will match the color of the existing material. Color and texture variations are Normal.

Slab On Grade Concrete Foundations

Homes built on slab on grade poured concrete foundation designs.

One Year Limited Warranty Policy

Items Covered For One Year

1. Cracks in concrete slab on grade floors that significantly impair appearance will be repaired so not to be apparent when the finished flooring is re-installed.
2. Floors shall not have pits, depressions or unevenness exceeding 3/8" in 32 inches. Areas exceeding this standard will be repaired.

HOMEOWNER'S MAINTENANCE

You should conduct a monthly inspection of concrete flatwork and do any maintenance necessary to improve drainage and minimize the infiltration of water. This is especially important during the first five years for a newly built home, as this is when the most severe adjustment between the new construction and its environment occurs. The process of inspection and maintenance should continue over the years, but cracking, settling and other problems should become less common.

Some cracking will occur in most new concrete flatwork. However, cracking tends to be more severe and common on swelling soils. If cracks are not sealed, they can cause the flatwork problem to get worse and contribute to deeper saturation that may damage the foundation. It is the home owner's responsibility to caulk these cracks to prevent water from getting under the slab and causing the soil underneath to settle or expand, further compounding the cracking of the concrete.

All cracks in flatwork should be sealed as soon as possible. Quality exterior acrylic caulking compounds or equivalent products manufactured for this purpose can be purchased at most hardware stores, do-it-yourself departments and lumber yards.

Salt Damage: Salt and other de-icing chemicals will cause severe damage to exterior concrete surfaces. Even when salt is not used, it can be tracked in from the street on feet, tires, or accumulated under the fenders of your vehicle. When left to melt, this highly concentrated salt

causes pitting, spalling, and possibly the exposure of the aggregate. Although unsightly, this surface deterioration eventually stops and does not continue past to contaminating areas.

Salt Precautions: Park your vehicle on the street during inclement weather conditions to reduce surface deterioration. Apply a concrete sealant to protect the concrete from water penetration.

Slab Maintenance: After the end of the warranty period the Homeowner should monitor the basement slab for movement to prevent damage to plumbing and mechanical systems and the structure above. It may be necessary to re-establish voids in framed walls and the furnace plenum, as well as, relieve pressure on plumbing and gas lines. It may also be necessary to re-level the floor beams by adjusting the steel columns under the beams.

The Homeowner can help prevent slab movement by maintaining proper drainage away from the foundation and avoiding excessive wetting of the slab.

DRIVEWAYS, PATIOS, AND SIDEWALK

Driveways are subjected to heavy use and severe weather conditions, You may experience light cracking and movement in the driveway slab due to the freeze-thaw cycle, vehicular traffic, and soil settlement or expansion. It is not uncommon for exterior poured concrete to rise and fall due to freezing and thawing of the soil on which they are poured.

ONE YEAR LIMITED WARRANTY POLICY

ITEMS NOT COVERED AFTER THE WALK-THROUGH INSPECTION:

1. Gouged, chipped, scratched, or other cosmetic defects in surfaces of concrete.

ITEMS COVERED FOR ONE YEAR:

1. A slight expansion or contraction crack in the driveway slab, patio or sidewalk that exceeds 1/4 inch in width will be repaired.
2. A driveway, patio or sidewalk that permanently settles, heaves or separates in vertical displacement excess of 1 inch from any adjoining slab or apron will be repaired
3. A concrete surface that disintegrates by means other than chemicals or abuse will be repaired.
4. Standing water on a patio for more 24 hours.

ITEMS NOT COVERED:

1. Cracked, chipped, scratched or other cosmetic defects in surfaces of concrete that were not noted on the walk-through inspection.

2. A slight expansion or contraction crack in the driveway slab, patio or sidewalk which does not exceed 1/4 inch in width will be repaired.
3. A crack in the driveway slab, patio or sidewalk which does not exceed 1 inch in vertical displacement.
4. A separation at a expansion joint that does not exceed 1" horizontally or 2" vertically in a non-frost condition.

CONCRETE REPAIR NOTE: Premier Homes cannot ensure that concrete repairs requiring new material will match the color of the existing material. Color and texture variations are Normal.

HOMEOWNER MAINTENANCE

You should conduct a monthly inspection of concrete flatwork and do any maintenance necessary to improve drainage and minimize the infiltration of water. This is especially important during the first five years for a newly built home, as this is when the most severe adjustment between the new construction and its environment occurs. The process of inspection and maintenance should continue over the years, but cracking, settling and other problems should become less common.

Some cracking will occur in most new concrete flatwork. However, cracking tends to be more severe and common on swelling soils. If cracks are not sealed, they can cause the flatwork problem to get worse and contribute to deeper saturation that may damage the foundation. It is the home owner's responsibility to caulk these cracks to prevent water from getting under the slab and causing the soil underneath to settle or expand, further compounding the cracking of the concrete.

All cracks in flatwork should be sealed as soon as possible. Quality exterior acrylic caulking compounds or equivalent products manufactured for this purpose can be purchased at most hardware stores, do-it-yourself departments and lumber yards. We recommend that you caulk the control joints on all exterior concrete to prevent water to seep under and cause expansion or rising of the concrete.

Salt Damage: Salt and other de-icing chemicals will cause severe damage to exterior concrete surfaces. Even when salt is not used, it can be tracked in from the street on feet, tires, or accumulated under the fenders of your vehicle. When left to melt, this highly concentrated salt causes pitting, spalling, and possibly the exposure of the aggregate. Although unsightly, this surface deterioration eventually stops and does not continue past to contaminating areas.

Salt Precautions: Park your vehicle on the street during inclement weather conditions to reduce surface deterioration. Apply a concrete sealant to protect the concrete from water penetration.

Weight Precautions: Keep excessive weight, such as firewood, sand, lumber, and moving vans, off the driveway to prevent cracking.

PORCHES, STEPS AND STOOPS

In most cases, exterior concrete cracks are due to the freeze and thaw cycle, settlement, or soil expansion.

ONE YEAR LIMITED WARRANTY POLICY

ITEMS NOT COVERED AFTER THE WALK-THROUGH INSPECTION:

1. Gouged, chipped, scratched, or other cosmetic defects in surfaces of concrete.

ITEMS COVERED FOR ONE YEAR:

1. A slight expansion or contraction crack on porches, steps, and stoops, that exceeds 1/4 inch in width will be repaired by filling the crack with a flexible silicone concrete caulking.
2. A crack on porches, steps and stoops that exceeds 1/4 inch in vertical displacement will be repaired by grinding, chiseling or surface patching of the affected area.
3. A porch, stoop or step that settles, heaves or separates in excess of 1 inch from the house structure will be repaired.
4. Puddling of water on stoops and walkways which exceeds 1/4 of an inch in depth and 18 inches in diameter will be repaired.

ITEMS NOT COVERED:

1. Cracked, chipped, scratched or other cosmetic defects in surfaces of concrete that were not noted on the walk-through inspection.
2. Puddling of water which does not exceed 1/4 of an inch in depth and 18 inches in diameter.

CONCRETE REPAIR NOTE: Premier Homes cannot ensure that concrete repairs requiring new material will match the color of the existing material. Color and texture variations are NORMAL.

Remove snow and ice promptly from porches, steps and stoops. If a thin layer of ice cannot be removed, cat litter or clean sand offer a safe traction.

Do not apply de-icing salts or chemicals to any concrete surface. Repeated thawing and freezing caused by the use of salt and chemicals can damage brick, concrete and mortar, as well as kill grass, shrubs and trees.

FOUNDATION AND BASEMENT WALL

It is important to understand that concrete is a porous, brittle material that will expand, contract and crack as the result of temperature changes, shrinkage and stress. Hairline cracks that may appear on foundation walls are usually cosmetic, as opposed to structural. Foundation cracks are common and are caused by shrinkage or stress.

Shrinkage results from the normal curing process of concrete that varies with the time of year and the moisture conditions that exist when the concrete is poured. Stress is caused by soil placed up against the wall, plus the full weight of the home that rests upon the walls. The weight from these forces can create a variety of stresses which, in combination with seasonal temperature variations, can cause concrete and masonry foundations to expand and contract.

Foundation walls are protected with a material that is water-resistant but not waterproof.

ITEMS COVERED FOR ONE YEAR:

1. A vertical crack in the foundation that exceeds 1/8 inch in width will typically be repaired as follows:
 - A. A slight contraction or expansion crack may be filled with a flexible silicone concrete caulking.
 - B. In the case of water penetration or a structural repair of a poured wall foundation, a crack can be repaired from the interior by injecting an epoxy resin material into the crack to bond the concrete together.
 - C. A crack in a poured foundation may be repaired by excavating the exterior wall, chiseling an inverted V-shaped channel, filling the exposed crack with a hydraulic cement and then re-damp-proofing the wall.
2. A horizontal crack in the foundation occurs infrequently. It is considered more serious than a vertical crack and will be inspected by a Premier Homes representative to determine the cause and to monitor future movement.
3. A wall tie or honeycomb that leaks water will be repaired by applying an epoxy or hydraulic cement to the affected area from either side.

ITEMS NOT COVERED:

1. Slight “honey combing”, cold joints, or imperfections in foundation walls will not be repaired.

Drainage: Proper water drainage around the foundation will help keep the basement dry and eliminate unnecessary stress on the foundation wall.

Sump pumps are used to drain water away from the foundation. Familiarize yourself with the system installed in your home. Check periodically to ensure that all drains are clear of debris, that pumps are operating, window wells are clean, and that the soil around the foundation properly slopes away from the home.

Moisture Control: Slight moisture condensation on basement walls and floor is normal during the first year since hundreds of gallons of water are used to make the concrete, drywall mud and paint. As this water evaporates, it naturally raises the moisture content. Proper ventilation will reduce this condensation. Open basement windows during clear, dry weather and then close them during damp, humid weather. If excessive humidity develops, consider using a de-humidifier to remove unwanted moisture from the air.

Efflorescence: A white, powdery substance that may appear on block walls or stucco is called efflorescence. It is composed of water-soluble salts, originally present in evaporates. White efflorescence is common and is not a cause for concern. It can be removed with a stiff scrub brush and water.

Failure of the Homeowner to maintain proper drainage away from the foundation or watering plants or sod within 6 feet of the foundation will void any and all warranties on the foundation.

COUNTERTOPS AND VANITY TOPS

COUNTERTOPS AND VANITY TOPS

Bathroom and kitchen counter tops are covered with laminate material or solid surface.

ONE YEAR LIMITED WARRANTY POLICY

ITEMS COVERED AFTER THE WALK-THROUGH INSPECTION:

1. A laminate counter top that delaminates will be repaired by re-gluing.
2. Seams in laminated counter tops should not exceed 3/64". Excessive gaps at seams may be filled with seam sealer.
3. A cracked ceramic counter top tile will be replaced if caused by structural movement and will not be replaced if caused by home owner abuse or negligence.
4. A loose ceramic counter top tile will be re-secured by removing and replacing the tile mastic, re-positioning the tile, and then re-grouting.
5. A crack or void in the grouting of ceramic counter top tile will be re-grouted one time.

6. A crack in caulking where the laminate or ceramic tile counter meets the wall will be re-caulked one time.

Pre-Closing Orientation Checklist: Carefully examine all counter tops and vanity tops during the Pre-Closing Orientation. Scratches, chips, and cracks will not be repaired after occupancy unless specifically noted on the Pre-Closing Check List.

Ceramic Counter top Tile Repair Note: Premier Homes cannot ensure that ceramic counter top tile repairs requiring new material will match the color of the existing tile material or colored grouting. Color variations are normal.

ITEMS NOT COVERED:

1. Cracked, chipped, scratched or other cosmetic defects in surfaces of countertops that were not noted on the walk-through inspection.

HOMEOWNER'S MAINTENANCE

Laminate Countertops: Clean laminate countertops with a soapy cloth or sponge, or use a non-abrasive liquid household cleanser to remove stubborn stains. There are one-step cleaning products available for laminates that clean, reduce streaking, and leave surfaces polished. As with all cleaning products, carefully follow the manufacturer's instructions.

Keep standing water away from the back splash, seams, and the seal around the sink. These areas are prone to water damage, since excessive moisture will eventually break down the seal and cause swelling or delaminating. Check seams periodically and re-caulk as necessary.

Do not use countertops as a cutting board. Always use a heat pad under hot pans or appliances.

DOORS

INTERIOR DOORS

INTRODUCTION

Your Premier Home comes with a variety of doors, including interior passage doors, French doors, louver doors, bi-fold doors, bi-pass doors, sliding glass doors, exterior doors and garage doors.

Interior doors expand and contract in reaction to temperature and moisture changes and will be wider in humid summer periods and narrower during dryer winter months.

ONE YEAR LIMITED WARRANTY POLICY

ITEMS NOT COVERED AFTER THE WALK-THROUGH INSPECTION:

1. Cracked, chipped, scratched or other cosmetic defects in surfaces of doors.

ITEMS COVERED FOR ONE YEAR:

2. An interior passage, closet, or bi-fold door that warps in excess of 1/4 inch, as measured diagonally from corner to corner, will be repaired by adjusting the door back to normal operation.
3. An interior door that sticks will be repaired by adjusting the door, hinges and jambs or by planing the edges of the door back to normal operations.
4. An interior door with detached veneers will be repaired by gluing and clamping.
5. An interior door with a gap that exceeds 1 and 1/4 inches, as measured from the bottom of the door to the finished floor surface, will be re-hung.

ITEMS NOT COVERED:

1. Cracked, chipped, scratched or other cosmetic defects on surfaces of doors that were not noted on the walk-through inspection.
2. Warpage of exterior doors, due to differences in outside and inside temperatures, that does not exceed 1/4 of an inch.
3. Warpage of interior doors that does not exceed 1/4 of an inch.
4. Shrinkage of insert panels is expected, any exposure of raw wood edges as result of shrinkage is considered normal homeowner maintenance.
5. Variations in stain consistency caused by normal imperfections in wood or grain.

HOMEOWNER'S MAINTENANCE

Sticking Doors: Home settlement or damp weather may cause swelling that puts the door out of alignment. In some cases, this may only be temporary due to seasonal variations, and the sticking will tend to correct itself without any adjustment. If adjustment is required:

1. Check the hinge screws and tighten as necessary.

2. Fold sandpaper around a wooden block and sand the edge that sticks. A small plane can also be used, but be careful not to remove too much wood.
3. Always paint or varnish sanded or planed areas to protect the wood from future moisture penetration and sticking.

Door Precautions: Interior doors are hollow-core and are not designed to support attachments and hanging accessories. Hanging heavy items on door knobs, or at the top of a door can damage hardware and hinges.

BI-FOLD AND BI-PASS DOORS

HOMEOWNER'S MAINTENANCE

Keep the door tracks free of paint and dirt, and apply a small amount of wax or silicone spray to the guide edges of the tracks. Also, bi-fold doors can be adjusted at their base with a wrench. Bi-pass doors can be adjusted at the top with a screwdriver.

SLIDING GLASS DOORS

ONE YEAR LIMITED WARRANTY POLICY

ITEMS NOT COVERED AFTER THE WALK-THROUGH INSPECTION:

1. Gouged, chipped, scratched, or other cosmetic defects in surfaces of doors.

ITEMS COVERED FOR ONE YEAR:

1. A sliding glass door that binds will be inspected and corrected by adjusting it to meet the manufacturer's installation specifications.
2. A sliding glass door lock that does not lock properly will be repaired by adjusting the latch/keeper or door lock mechanism.
3. Double-pane glass doors that lose their seal and become fogged between the panes will be replaced in accordance with the manufacturer's product warranty.

HOMEOWNER'S MAINTENANCE

Clean glass with a spray glass cleaner and wipe frames with sudsy water and a soft cloth. Periodically clean the bottom of the door track and check to ensure that drain holes are clear of obstructions. To keep the doors moving freely, apply a silicone spray to the tracks.

Keep sprinklers away from sliding glass doors and windows when watering the lawn. Be aware that heavy condensation on glass doors during the winter heating season can, if not wiped away, freeze up the door such that it cannot be opened.

An exterior door that is properly aligned, fitted, weather stripped, and maintained will help control energy costs.

One Year Limited Warranty Policy

ITEMS NOT COVERED AFTER THE WALK-THROUGH INSPECTION:

1. Cracked, chipped, scratched or other cosmetic defects in surfaces of doors.

Note: Premier Homes reserves the right to repair rather than replace any dents or cosmetic defects in surfaces of exterior metal doors.

ITEMS COVERED FOR ONE YEAR:

1. An exterior door will warp to some degree, due to temperature differences between the inside and outside surfaces.
 - A. An exterior door that warps in excess of 1/4 inch, as measured diagonally from corner to corner, will be repaired by adjusting the door back to normal operation.
 - B. An exterior door that warps to the extent that it becomes inoperable will be replaced.
 - C. An exterior door that allows air infiltration will be repaired by adjusting the weatherstripping.
2. An exterior door that sticks will be repaired by adjusting the door, hinges, and jambs, or by planing the edges of the door back to normal operation.
3. An exterior door lock that does not lock properly will be repaired by adjusting the latch/keeper or door-lock mechanism.

ITEMS NOT COVERED:

1. An exterior door that warps that does not exceed 1/4 inch, as measured diagonally from corner to corner, will be repaired by adjusting the door back to normal.

2. Cracked, chipped, scratched or other cosmetic defects in surfaces of doors that were not noted on the walk-through inspection.
3. Shrinkage of insert panels is expected. Any exposure of raw wood edges as a result of shrinkage is considered normal homeowner maintenance.
4. Imperfections of wood.
5. Variations in stain consistency caused by normal imperfections in wood or grain.
6. Dark colors used on exterior doors can cause heat build-up resulting in paint bubbling or peeling and warping of the glass trim. The Homeowner is cautioned against selecting dark colors as problems which result will not be repaired by Premier Homes.

Homeowner Maintenance Guidelines

Weatherstripping:

Weatherstripping on exterior doors helps maintain the home's energy efficiency, preventing the loss of conditioned air and reducing the infiltration of outside air. Weatherstripping must remain in place to operate effectively.

1. Replace weatherstripping that becomes loose or damaged.
2. Prolong the life of vinyl and rubber weatherstripping by applying a silicone spray.
3. The sweep weatherstripping at the bottom of the door may require replacement. To replace, remove the sweep and match with a replacement available at hardware stores.
4. To raise or lower the threshold, adjust the screws on the wood portion of the threshold.

OVERHEAD GARAGE DOORS AND OPENERS

At the time of your walk-through inspection. The Premier Homes representative will see that you receive all information, service manuals and warranties which have been supplied by the manufacturer for garage door and opener.

ONE YEAR LIMITED WARRANTY POLICY

ITEMS NOT COVERED AFTER WALK-THROUGH INSPECTION:

1. Cracks, chips, dents, scratches or other cosmetic defects in surfaces of garage door and opener.

2. Overhead garage doors are not air tight. It may be possible to see daylight around the door. Some infiltration of dirt, rain, or snow may occur. This condition is not a defect. Water intrusion under the garage door can occur as well as ponding inside from a wet vehicle.

ITEMS COVERED FOR ONE YEAR:

1. Any defect in the installation of the garage door and opener that causes malfunction or failure of proper operation will be corrected by Premier Homes.
2. The manufacturer of the garage door and opener warrants this product directly to the consumer. You should consult the information the manufacturer has supplied with this product for terms and periods of coverage.

ITEMS NOT COVERED:

1. Cracks, chips, dents, scratches or other cosmetic defects in surfaces of garage door and opener that was not noted at time of walk-through inspection.

HOMEOWNER'S MAINTENANCE

Caution: Garage doors use high-tension springs that make homeowner repair dangerous. Please contact a garage door company for spring repairs.

DRYWALL

DRYWALL

Gypsum wall board (drywall) provides the owner with the greatest protection against wall cracks. We have made every effort to minimize the necessary joints where sheets butt together. No installation, however, can completely conceal the seams. Regardless of workmanship, seams can be detected upon careful inspection or in certain lighting condition.

ONE YEAR LIMITED WARRANTY

ITEMS NOT COVERED AFTER THE WALK - THROUGH INSPECTION:

1. Cracked, chipped, scratched or other cosmetic defects in wall surfaces.

ITEMS COVERED FOR ONE YEAR:

1. Cracks which exceed 1/8 of an inch in width will be repaired.
2. Any such blemishes that are readily visible from a distance of 6 feet under normal lighting conditions will be repaired.

3. Defects resulting in cracked corner bead, trowel marks, excessive joint compound or blisters in tape are unacceptable and will be repaired.

ITEMS NOT COVERED:

1. Cracked, chipped, scratched or other cosmetic defects in surfaces of drywall that were not noted on the walk-through inspection.
2. Slight imperfections, such as nail pops, variances in texture and seam lines, are common in drywall and considered acceptable.
3. Premier will repair cracks which do not exceed 1/16 inch in width only once during the warranty period. Premier will touch up paint in repaired areas if Premier was responsible for the original interior painting. A perfect match between original and new paint cannot be expected and Premier is not required to paint an entire wall or room.
4. After painting, drywall repair may be visible due to a halo effect. This is unavoidable.
5. Repairs will not be made to defects that are only visible in particular lighting conditions. Premier Homes shall not be responsible for matching custom paint or wall paper installed by the Homeowner.

Nail Pops and Drywall Repairs: Minor drywall cracks and nail pops on the interior wall and ceiling surfaces are caused by home settlement and the normal drying of stud framing and drywall materials. Nail pops are nails that come loose from the studs, pushing the drywall joint compound up to produce a bump on the drywall surface. Both nail pops and small drywall cracks are simple to repair.

ELECTRICAL

ELECTRICAL

The electrical system in your Premier Home is designed for safe, trouble-free service and meets both local and national electrical code requirements. Electrical wiring, switches, outlet and circuit breakers were installed by the licensed electrical contractor listed in Premier's Homeowner Service Directory.

ONE YEAR LIMITED WARRANTY

ITEMS NOT COVERED AFTER THE WALK - THROUGH INSPECTION:

1. Cracked, chipped, scratched or other cosmetic defects in surfaces of electrical fixtures switches, receptacles, light fixtures or items of equipment.

ITEMS COVERED FOR ONE YEAR:

1. An electrical outlet, wall switch, or light-fixture problem caused by defective workmanship or equipment will be inspected and corrected to meet the manufacturer's installation and product specifications.
2. A ground fault interrupter (GFI) is installed to prevent electric shock. The units are sensitive to power surges and some tripping is normal. A GFI that trips frequently will be inspected and corrected to meet the manufacturer's installation and product specifications.

ITEMS NOT COVERED:

1. Cracked, chipped, scratched or other cosmetic defects in surfaces of electrical fixtures, switches, receptacles, light fixtures or other accessories not noted on the walk-through inspection.
2. GFI tripping, unless caused by electrical defect.

HOMEOWNER'S MAINTENANCE

1. Do not attempt any repairs or alterations while the electrical power is on.
2. Ground fault interrupters (GFI) are sensitive safety devices on the circuit that provide current to bathrooms, kitchens, garages and outdoor receptacles. The GFI helps protect against electrical shock, as it is tripped very easily. If you experience loss of power in these areas, depress the GFI reset button located in one of these areas. Locate and check all GFI resets monthly. Do not pug freezers or refrigerators into GFI circuits.
3. Your circuit breaker panel has been labeled to coordinate each breaker with the room of circuit it controls.
4. Electrical wiring and appliances are protected by circuit breakers to stop circuit overloading. The main circuit breaker is located in the electrical panel box and if tripped for any reason, entirely cuts off all electricity. The smaller circuit breakers within the same panel box controls appliances, wall switches, lighting and the heating system. Each switch is clearly marked as to what it controls. Do Not tamper with the electrical service entrance cable that provides power to the service panel.
5. **Circuit Tripping Causes and Remedies:**
 - A. Thunderstorms, lightning, and power failures can cause circuit breakers to trip. If only your home is affected, try to reset by switching the breaker to full OFF, then fully back to the ON position. If this does not reset the

breaker or if the breaker continues to trip, do not continue resetting the breaker, as this can damage the panel box, wiring, or appliance that it controls. Call the electrical contractor for service inspection.

- B. Overloaded circuits can also cause tripping. This occurs when too many small or large appliances are used on one circuit. To reduce the load, unplug the appliances that may cause the overloading, then rest the breaker as described above. Old or defective appliances may also cause circuits to trip.
6. If you install a microwave or other appliances that require large electrical loads, you may need a licensed electrical contractor to add additional wiring to accommodate the load. If an electrical outlet does not work, check first to make sure the outlet is not controlled by a wall switch. If the outlet still does not operate, contact the electrical contractor. An electrical outlet or light switch on an exterior wall may produce a slight draft, allowing cold air to be drawn into the room. Premier makes a special effort to reduce these drafts; however, some cold air is normal. Draft protection pads that help reduce cool air drafts can be installed by a qualified electrician or are available at hardware stores.

PRE-WIRED TELEPHONES, TV ANTENNA & CABLE TV CENTER

Premier Homes are pre-wired for the telephone and cable TV. If you experience problems with phone connections or cable TV reception, contact the phone company or local cable company.

If the telephone company states that there is trouble in the house wiring, please call the electrical contractor who installed the wiring as listed in Premier's Homeowner Service Directory. Neither Premier Homes nor the electrical contractor will pay for wiring repairs done by the telephone company.

LIGHT FIXTURES

HOMEOWNER'S MAINTENANCE

Interior and exterior lighting fixtures require periodic homeowner maintenance to preserve the finish. Carefully review and follow the instructions provided for these fixtures.

Do not use indoor light bulbs in exterior light fixtures. Do not use light bulbs with a higher wattage than the maximum wattage stated on the light fixture.

Note: Light bulbs are not protected by any warranty.

Note: Any light fixtures supplied by homeowner are not under warranty by Premier Homes.

Note: Homeowner is responsible for adjusting chain lengths on hanging fixtures.

Note: LED/Puck Lights-New lights may be an LED fixture and replacement of fixtures is a homeowner maintenance item after the 12 month warranty.

SMOKE DETECTORS:

The smoke detectors in your home are pre-wired, per electrical code requirements, into the main electrical system and include a built-in battery backup as well.

HOMEOWNER'S MAINTENANCE

Test the detectors weekly and clean and vacuum the openings of the smoke detector once a month. Visually inspect the clear button of the test switch to see that the indicator light is glowing. To test the alarm, press the test button for about ten seconds, or until the horn sounds loudly. Do not use an open flame to test the detector. To test or reset the detector flip the breaker in the electrical panel. Battery backed detectors will beep when batteries are low.

EXTERIOR FINISHES

INTRODUCTION

Exterior finishes are applied once the exterior framing is complete and the wall is placed within the home. The exterior is finished with Masonite, Cementous or wood siding, brick, stone or stucco, or a combination of these materials.

MASONRY

Brick is irregular in size and shape and often has small chips and/or surface cracks. This is as it should be and helps to create the texture of masonry work. Also, spaces between bricks should not be expected to be perfectly uniform, as variation keeps it from having a machine-made appearance and adds to its natural beauty and character.

ONE YEAR LIMITED WARRANTY POLICY

ITEMS NOT COVERED AFTER THE WALK-THROUGH INSPECTION:

1. Cracked, chipped, smudged or other cosmetic defects in surfaces of masonry and mortar.

ITEMS COVERED FOR ONE YEAR:

1. Mortar cracks greater than 1/4 of an inch will be repaired by pointing and patching.

ITEMS NOT COVERED:

1. Cracked, chipped, smudged or other cosmetic defects in surfaces of masonry which are normal characteristics of the material.
2. Mortar cracks which do not exceed 1/4 of an inch.

Note: Premier Homes cannot be responsible for color variation between old and new, if repairs are made.

HOMEOWNER'S MAINTENANCE

There may be a condition where a dust of white crystal-like material can be seen near the base of a masonry wall. This alkaline reaction can be easily controlled by spraying the affected surface with a mixture of vinegar and water (one part vinegar, four parts water) with a garden sprayer.

There may be a condition where a dust of white crystal-like material can be seen near the base of a masonry wall. This alkaline reaction can be easily controlled by spraying the affected surface with a mixture of vinegar and water (one part vinegar, four parts water) with a garden sprayer.

SIDING**Introduction**

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.

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

ONE YEAR LIMITED WARRANTY POLICY**ITEMS NOT COVERED AFTER THE WALK-THROUGH INSPECTION:**

1. Cracked, chipped, scratched, stained or other cosmetic defects in surfaces of siding.

ITEMS COVERED FOR ONE YEAR:

1. An exterior wood trim or siding problem caused by defective workmanship will be inspected and corrected to meet installation specifications.
2. An exterior trim or siding problem caused by defective materials will be inspected and corrected.

- A. A split board will be repaired by filling the crack, sanding and painting, or it will be replaced if the split exceeds 3/8 inch in width.
- B. A board that warps or bows in excess of 1/2 inch for any 32-inch measurement will be replaced.
- C. A butt or miter joint between exterior trim boards that exceeds 3/8 inch in width will be repaired by caulking **one-time throughout the one-year warranty period.**
- D. Caulk or filler that shrinks will be repaired by re-caulking or by filling the affected area **one-time throughout the one-year warranty period.**
- E. Wood trim with loose missing knots will be filled, sanded, and repainted.

Exterior Trim and Siding Repair : Premier Homes cannot ensure that trim and siding repairs requiring new material will match the color of the existing material. Color variations caused by weathering effects are normal. Where surfaces are repaired that require staining or painting, Premier Homes will paint or stain the new material using the original paint or stain color.

HOMEOWNER MAINTENANCE

Keep garden sprinklers away from the house and do not plant shrubbery too close to the walls.

Periodically inspect the exterior to be sure that siding and trim joints and seams are tightly caulked. Loss of seal can result in damage.

STUCCO

Stucco, much like concrete, expands with summer heat and contracts with winter cold, as well as the natural shrinkage that takes place when it obtains its final set. This often causes minor cracking, especially at window and door corners, which is normal and beyond the control of Premier. Premier Homes applies a paint finish to the stucco following the color coat to provide an additional layer of sealant, enhancing the durability and protection of the stucco surface.

ONE YEAR LIMITED WARRANTY POLICY

ITEMS NOT COVERED AFTER THE WALK-THROUGH INSPECTION:

- 1. Cracked, chipped, scratched, stained or other cosmetic defects in surfaces of stucco.

ITEMS COVERED FOR ONE YEAR:

1. Cracks in excess of 1/8 of an inch in width will be repaired by caulking and painting.

ITEMS NOT COVERED:

1. Cracked, chipped, scratched, stained or other cosmetic defects in surfaces of stucco that were not noted on the walk-through inspection.
2. Cracks which do not exceed 1/8 of an inch in width are normal and considered acceptable.
3. Stains or discolorations which result from normal characteristics of stucco.
4. Slight hair-line cracks in stucco are normal and do not indicate any structural problems in the stucco application or home. Hair-line cracks will not be repaired.

Stucco Repair Notes: Premier Homes cannot ensure that stucco repairs requiring new material will exactly match the color and texture of the surrounding stucco. Color variations are normal. New stucco will weather and blend more closely with existing stucco as time passes.

HOMEOWNER MAINTENANCE**Sprinkler**

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 spraying or accumulating on stucco surfaces.

FIREPLACES**FIREPLACES (GAS)**

Premier Homes uses pre-fabricated, gas log fireplaces that are factory-built of sheet metal and then delivered to the home site for installation.

ONE YEAR LIMITED WARRANTY**ITEMS NOT COVERED AFTER WALK-THROUGH INSPECTION:**

1. Cracked, chipped, scratched or other cosmetic defects in surfaces of fireplaces.

ITEMS COVERED FOR ONE YEAR:

1. The manufacturer of the fireplace warrants his product directly to the consumer. You should consult the information the manufacturer has supplied with his product for terms and periods of coverage.

ITEMS NOT COVERED:

1. Cracked, chipped, scratched or other cosmetic defects in surfaces of fireplaces that were not noted on the walk-through inspection.

Warranty Caution for Gas Log Sets: Never add any combustible material, including paper, Cardboard, Christmas tree limbs, etc., to a gas log set. Fireplaces equipped with a gas log set do not have dampers to comply with Uniform Building Code. During periods of high winds your fireplace may not function within design criteria. Discontinue use until the wind subsides. The Pilot light may be blown out and will require the homeowner to relight it.

FIREPLACES

FIREPLACE & STOVES (PELLET OR WOOD BURNING)

HOMEOWNER'S MAINTENANCE

Most of us feel a fireplace is an excellent way to create a warm, cozy atmosphere. However, without sufficient information, your use of the fireplace can result in heat (and dollars) being wasted.

Storage of wood used for the fireplace should not be near the house. Termites are brought in by mountain wood.

Note: For further information on proper operation, maintenance and energy efficiency see the manufacturer manual that was supplied with the fireplace.

ONE YEAR LIMITED WARRANTY POLICY

ITEMS NOT COVERED AFTER WALK - THROUGH INSPECTION:

1. Cracked, chipped, scratched or other cosmetic defects in surfaces of appliances.

ITEMS COVERED FOR ONE YEAR:

1. Any defect in the installation of the fireplace that causes malfunctions or failure of proper operation will be corrected by Premier Homes (does not apply to actual fireplace - see No. 2)

2. The manufacturer of each fireplace warrants this product directly to the consumer. You should consult the information the manufacturer has supplied with this product for terms and periods of coverage.

ITEMS NOT COVERED:

1. Cracked, chipped, scratched or other cosmetic defects in surfaces of appliances that were not noted on the walk-through inspection.
2. Follow manufacturer recommendations concerning doors. Door glass breakage is not warranted should these recommendations not be followed.

FLOORING

INTRODUCTION

Your home is finished with a variety of flooring materials, including carpet, vinyl, hardwoods, LVP, and ceramic tiles.

VINYL FLOORING

COLOR AND PATTERN:

Your color selection sheets provide a record of the brand, style, and color of floor coverings in your home. Please retain this information for future reference.

Note: When moving your appliances (refrigerator, washer, dryer, etc.), you should protect your vinyl flooring from damage with a piece of cardboard side up or thin plywood. Because vinyl floor coverings can be damaged by sharp edges, furniture without casters is not advised for use on vinyl floor coverings.

ONE YEAR LIMITED WARRANTY POLICY

ITEMS NOT COVERED AFTER THE WALK - THROUGH INSPECTION:

1. Gouges, scratches, tears, burns or other cosmetic defects in sheet vinyl.
2. Patching is an acceptable form of repair for pre-closing damage.

HOMEOWNER'S MAINTENANCE

Although resilient floors are designed for minimum care, they do have maintenance needs. Follow any manufacturer's specific recommendation for care and cleaning. Some

resilient floors require regular application of a good floor finish. This assures you of retaining a high gloss.

ITEMS COVERED FOR ONE YEAR:

1. The manufacturer of the sheet vinyl warrants this product directly to the consumer. You should consult the information the manufacturer has supplied with this product for terms and periods of coverage.
2. Resilient floor-covering seam joints will be visible.
 - A. A seam that pops up will be repaired by re-gluing.
 - B. A seam with gaps at the joint that exceed 1/16 inch in width will be repaired by filling the affected area.
3. Resilient floor that lifts, bubbles, or becomes unglued will be repaired by re-gluing.
4. A raised nail head or staple in the sub-flooring or underlayment that does not break the surface of the resilient flooring will be repaired by re-setting the nail or staple.
5. A raised nail head or staple in the sub-flooring or underlayment that breaks through the surface of the flooring will be repaired by removing and replacing the affected area.

Warranty Cautions: Review and follow the manufacturer cleaning and care recommendations. Using a cleaning solution other than that specifically recommended by the manufacturer will void the manufacturer's warrant. Do not wax no-wax floors. Rubber backed floor mats can cause a chemical reaction that will stain and yellow vinyl flooring. Stained vinyl cannot be cleaned, and it is not covered by your home's warranty.

1. Gouges, scratches, tears, burns or other cosmetic defects in sheet vinyl that were not noted on the walk-through inspection.
2. Defects in caulking at adjoining materials or components that were not noted on the walk-through inspection.
3. A seam with gaps at the joint that does not exceed 1/16 inch in width will be repaired by filling the affected areas.

HARDWOOD FLOORS

The hardwood flooring installed in your home is a natural product. This means that the flooring is subject to all the variations present in nature, consistent with the grade of flooring selected.

WHAT YOU CAN EXPECT

1. Expert installation and finishing.
2. A product that is manufactured within the specifications of the National Oak Flooring Manufacturers Association as to size, grade, specie, and moisture content.
3. A product that will provide you a long term life of beauty and function if the top finish is properly maintained.

WHAT YOU CANNOT EXPECT

1. A table top finish.
2. A dust free finish.
3. A monotone floor.
4. A floor that will not indent.
5. A floor without cracks between boards.

ONE YEAR LIMITED WARRANTY

ITEMS NOT COVERED AFTER THE WALK - THROUGH INSPECTION:

1. Gouges, scratches, tears, burns or other cosmetic defects in hardwood floor.

ITEMS COVERED FOR ONE YEAR:

1. A hardwood flooring problem caused by defective workmanship will be inspected and corrected to meet the manufacturer's installation specifications.
2. A problem caused by defective material will be inspected and corrected.
 - A. A floor board with a split or crack that exceeds 1/8 inch in width, or a gap between floor boards that exceeds 3/16 inch in width , will be replaced.
 - B. A floor board with a split or crack that is less than 3/16 inch in width will be filled with a color-coordinated wood filling compound.
3. An uneven hardwood floor caused by boards that buckle, swell, or warp and that exceed a 1/4 inch ridge or depression within any 32-inch measurement, as measured parallel to the joists, will be inspected to determine the cause.

- A. If the problem is caused by defective workmanship, the affected area will be repaired to meet the manufacturer's installation specifications.
 - B. If floor warpage, buckling, or swelling is caused by excessive humidity and moisture in the home, Premier Homes will provide the home owner with recommendations to reduce the moisture level.
4. A hardwood floor board with hollow knot holes or loose knots will be removed and replaced.

Note: Some squeaking of hardwood floors is normal and is caused by seasonal weather and humidity changes. Also, gaps between floor boards are normal depending on the humidity in the house. The gaps will seal back up as soon as humidity increases.

ITEMS NOT COVERED:

1. Gouges, scratches, tears, burns or other cosmetic defects in hardwood flooring that were not noted on the walk-through inspection.
2. A floor board with a split or crack that does not exceed 1/8 inch in width, or a gap between floor boards that does not exceed 3/16 inch in width.
3. An uneven hardwood floor caused by boards that buckle, swell, or warp and that does not exceed a 1/4-inch ridge or depression with any 32-inch measurement, as measured parallel to the joists.

HOMEOWNER'S MAINTENANCE

The wood flooring in your home should be taken care of in the following manner:

We recommend that when the floors are washed, they should be damp mopped (not soaked) using a solution of Hillyard's Super Shine-All, Bona or any comparable product. This product should be used approximately 1 to 3 oz. per gallon of cold water (follow label directions). This product can be used and no rinsing is necessary.

Between washes, a frequent sweeping or dust mopping is all that is required.

You should not use wax on the floor. When traffic areas begin to wear, the floors should be screened, spot filled and a new coat of polyurethane finish applied.

Once wax is applied, a top coat of polyurethane can no longer be applied. If done so, it will bond and will begin peeling within a very short time period.

In high traffic areas such as entry, kitchen, and dining rooms, the need for a fresh coat of finish may be as much as three to five years of use before needing another coat. Also, by placing throw rugs in critical areas; at all outside entrances, in front of sink and stove, etc.

will greatly increase the life of the polyurethane. It is also advisable to place felt pads on chairs and other furniture which slide across the floor.

Also, when moving heavy pieces of furniture or appliances, even rolling refrigerators in and out, we recommend using a piece of 1/8" Masonite to protect the finished surface.

TILE (CERAMIC)

Your ceramic tile grout is porous and absorbs moisture and grease, which can cause staining or discoloration. There are several grout sealers available on the retail market that you may consider applying. Do not seal grout in tub and shower areas.

ONE YEAR LIMITED WARRANTY POLICY

ITEMS NOT COVERED AFTER THE WALK - THROUGH INSPECTION:

1. Cracked, chipped, scratched, stained or other cosmetic defects in surfaces of ceramic tile.
2. Defects in caulking or grout.

ITEMS COVERED FOR ONE YEAR:

1. Ceramic tile that becomes loose will be reinstalled unless caused by homeowner's action or negligence.

ITEMS NOT COVERED:

1. Cracked, chipped, scratched, stained or other cosmetic defects in surfaces of ceramic tile that were not noted on the walk-through inspection.
2. Responsibility for discontinued patterns or color variations in ceramic tile or grout.
3. Cracks in grout or ceramic tile joints or at junctions with other materials such as the bathtub.
4. Defects in caulking or grout that were not noted on the walk-through inspection.
5. Responsibility for color differences between old and new grout, if repairs are made.

HOMEOWNER'S MAINTENANCE

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 a 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 container. This maintenance is important to protect the underlying surface from water damage.

One-Time Repair

Cracks appearing in grouting of ceramic tiles at joints or junctions with other materials are commonly due to shrinkage. Premier Homes will repair grouting, if necessary, one time during the first year. We are not responsible for color variations in grout or discontinued colored grout. Any grouting or caulking that is needed after that time is your responsibility.

FRAMING

FRAMING

Wood contracts with summer heat and expands with winter cold, as well as the natural shrinkage that takes place during the normal drying (curing) process. This often causes minor swelling, shrinkage, warping, twisting, cracking, and/or separating of joints which is beyond the control of the subcontractor or Premier Homes.

Realizing these characteristics, your home has been professionally engineered with these factors in mind, assuring you that there is no loss of structural strength when minor expansion, warping, twisting, and/or cracking occur.

ONE YEAR LIMITED WARRANTY POLICY

ITEMS COVERED FOR ONE YEAR:

1. Floor squeaks which are caused by an underlying construction defect will be repaired.
2. Floors which have a ridge or depression in excess of 1/4 of an inch in any 32-inch measurement will be repaired.
3. Walls and ceiling bowed more than 1/2 inch out of line within any 32 inch horizontal measurement, or 1/2 inch within any 8 foot vertical measurement will be repaired.

Note: Floor squeaks may occur when a subfloor that has come loose from the joists is deflected by the weight of a person and rubs against the nails that hold it in place. The subfloor or joists may be bowed, and the nails also may be expelled from the wood during drying. Movement may occur between the joist and bridging or other floor members when one joist is deflected while the other members remain stationary. Gluing the subfloor is an acceptable method of code compliance in certain jurisdictions. Re-nailing floor joists with ring-shank nails will also substantially reduce floor squeaks. Because the performance guideline requires the builder to make a reasonable attempt to eliminate squeaks without requiring removal of floor and ceiling finishes, nailing loose subflooring with casing nails into the carpet surface and countersinking the head is an acceptable practice.

ITEMS NOT COVERED:

1. Minor floor squeaks which results from normal expansion, contraction and shrinkage of wood.
2. Minor ridges or depressions in floors which do not exceed 1/4 of an inch in any 32-inch measurement.
3. Bowed or out-of-plumb walls which do not exceed 1/2 of an inch in any 32-inch measurement.

HOMEOWNER'S MAINTENANCE

During the first heating season, try to keep your home about 62-75 degrees or slightly lower. Too high a temperature will tend to dry the wood too quickly, which can increase warping, twisting and cracking.

GRANITE/QUARTZ

GRANITE/QUARTZ

Normal expansion and contraction can be expected in every home. This frequently causes separation of caulking or grout at seams in the marble or at junctions of other materials or components.

ONE YEAR LIMITED WARRANTY POLICY

ITEMS NOT COVERED AFTER THE WALK-THROUGH INSPECTION:

1. Cracked, chipped, scratched or other cosmetic defects in surfaces of simulated marble.
2. Defects in caulking or grout at seams or junctions of other materials or components.

ITEMS COVERED FOR ONE YEAR:

1. Any defects in workmanship or material that prevent intended function.

ITEMS NOT COVERED:

1. Cracked, chipped, scratched or other cosmetics defects in surfaces of simulated marble that were not noted on the walk-through inspection.
2. Defects in caulking or grout at seams or junctions of other materials or components that were not noted on the walk-through inspection.

HOMEOWNER MAINTENANCE

Use of abrasive cleaners and/or scouring pads can permanently damage surface of simulated marble. We recommend using non-abrasive cleaners with a sponge or soft cloth for cleaning.

HARDWARE AND ACCESSORIES

HARDWARE & ACCESSORIES

The hardware (doorknobs, hinges, etc.) used in your home has a finish very similar to other brass or chrome furnishings you may have purchased to decorate your home. Maintaining the beauty of the finish depends on constant cleaning with manufactured tarnish removers and cleaners. Maintaining the finish of your hardware will require more frequent cleaning since it is handled more often and, in some cases, in constant contact with the outside air and moisture which causes corrosion.

ONE YEAR LIMITED WARRANTY POLICY

ITEMS NOT COVERED AFTER THE WALK-THROUGH INSPECTION:

1. Cracked, chipped, scratched or other cosmetic defects in surfaces of hardware and accessories.

ITEMS COVERED FOR ONE YEAR:

1. Any defect in workmanship or materials that causes malfunction or failure of intended function.

ITEMS NOT COVERED:

1. Cracked, chipped, scratched or other cosmetic defects in surfaces of hardware and accessories that were not noted on the walk-through inspection.
2. Periodic lubricating and tightening of hardware and accessories are part of the normal homeowner maintenance procedures.

HOMEOWNER'S MAINTENANCE

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

HEATING AND AIR CONDITIONING

HEATING AND AIR CONDITIONING

INTRODUCTION

The air conditioning and heating system was installed by the HVAC (Heating, Ventilating, and Air Conditioning) contractor listed in Premier Homes Owner Service Directory.

All systems provide year-round climate control and consist of a thermostat to control temperature, a basic furnace unit to heat the air, a filter to cleanse the air, plus a fan unit to distribute and circulate air throughout the home, or an evaporative cooler on the roof to cool outside air and blow it through large ducts into your home.

It is important to read the manufacturer's service manuals, operating instructions, maintenance guidelines, warranties, and energy-saving recommendations. Where appropriate, fill out and return the Warranty Registration Cards to the manufacturer.

Note: As equipment technology frequently changes, the manufacturers' service manuals will supersede all recommendations and procedures contained in this guide.

Manufacturer Warranties: The air-conditioning and gas heating installed in your home is protected by manufacturer warranties that may extend beyond Premier Homes First-Year Coverage. Should you experience warranty protected problems beyond the first year of occupancy, please contact a qualified heat and air conditioning contractor listed in Premier Homes Owner Service Directory.

Warranty Caution: Any addition, alteration, or modification to the original heating, venting, or air-conditioning system installation, unless performed by a qualified heating and air conditioning contractor, may void all applicable warranties.

FORCED AIR

HOMEOWNER MAINTENANCE

Good maintenance of the furnace can save energy dollars and prolong the life of the furnace. Carefully read and follow the manufacturer's literature on use and maintenance. 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.

Avoiding Overheating

Do not overheat your new home. Overheating can cause excessive shrinkage of framing lumber and may materially damage the home. In the beginning, use as little heat as possible and increase it gradually. Temperatures extreme either way may affect the materials in your home. Try to maintain a consistent temperature between 65-75 degrees.

Furnace Sounds

Expansion or contraction of metal ductwork results in ticking or popping sounds. While eliminating all these sounds is impossible, Premier Homes will correct oil canning. (Oil canning) occurs when a large area of sheet metal like those found in air ducts makes a loud noise as it moves up and down in response to temperature changes. The installation of duct work which is metal is attached to a wood frame floor system in general. In some cases when these two elements are put together **Premier Homes can not guarantee a squeak less floor.**

Duct Work

Although the heat system is not a sealed system, the duct work should remain attached and securely fastened. Premier Homes will reattach any defects. The placement of ducts & registers may vary in your home from the location shown in your plans or in the model.

Filter

Remember to change or clean the filter monthly during the heating season (year-round if you also have air conditioning). A clogged filter can slow air flow and cause cold spots in your home. Although it takes less than one minute to change a filter, this is one of the most frequently overlooked details of normal furnace care. Buy filters in large quantity for the sake of convenience. We recommend high flow air filter and not the highly restrictive air filters.

If you have a permanent, washable, removable 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.

Note: Some filters can cause air resistance and will cause cold spots in your home.

Return Air Vents

For maximum comfort and efficiency energy use, arrange furniture and draperies to allow unobstructed air flow 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.

HOMEOWNER'S MAINTENANCE

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 5 degrees.

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

As per Building code, R303.8 Required heating. When the winter designed temperature is below 60 degrees, every dwelling unit shall be provided with heating facilities capable of maintaining a minimum room temperature of 68 degrees at a point 3 feet above the floor and 2 feet from exterior walls in all habitable rooms at the design temperature. The installation of one or more portable space heaters shall not be used to achieve compliance with this section.

Combustion Air

Furnaces we install include combustion air vents.

Note: Never cover or block the combustion air vent in any way. Outside air is needed to supply the furnace with sufficient oxygen. Blocking the combustion air vent will cause the furnace to draw air down the vent pipe and pull poisonous gases back into your home.

Before Calling For Service:

1. Ensure that the thermostat is properly set.
2. For a gas furnace:
 - A. Check to ensure that the door on the front of your furnace is securely closed.
 - B. Check the fan switch located near the side of your furnace to be certain it is in the ON position.
 - C. Check the circuit breaker to be certain that it is in the ON position.
 - D. Check the 12-amp fuse located on the switch box, and replace if it is burned out.
 - E. If you have an automatic pilotless ignition furnace and the above procedures do not work, please call a qualified heating and air conditioning contractor listed in your Homeowner Service Directory.

AIR CONDITIONER (REFRIGERATED AIR)

If you purchased an air conditioner, your home is equipped with an air conditioning compressor located outside the home. The system provides cool air by removing heat and humidity.

HOMEOWNER'S MAINTENANCE

Keep the air conditioning compressor level and keep the area surrounding the unit clear to allow unimpaired air flow. Do not plant bushes near the unit and be careful that dirt, leaves, and grass clippings are cleared away.

Do not build a deck around or over the air conditioner unless there is an 18.0-inch clearance on the sides and a 6.0-foot minimum clearance on top.

Check for coolant leaks every month and immediately contact a qualified heating and air conditioning contractor for repairs, should you discover a leak. They appear as oil spots on fittings or tubing, where the copper tubing connects interior and exterior sections.

Thermostat

When operating the thermostat in warm temperature (cooling) it is important to understand that it takes 4-6 hours to cool the house to a comfortable temperature.

It is recommended that when cooling the house you maintain a constant running temperature between 65-75 degrees at all times.

ONE YEAR LIMITED WARRANTY POLICY

ITEMS COVERED FOR ONE YEAR

1. Any defects in workmanship or materials that cause malfunction or failure of intended function.
2. Assuming that window coverings are in place, the air conditioning system shall be capable of maintaining a temperature of 78 degrees F, as measured in the center of each room at a height of 5 feet. Should outside temperatures exceed 95 degrees F, a differential of 15 degrees F from the exterior temperature will be maintained. Deficiencies will be inspected and corrected to meet the 78 degrees F specification.
3. A clogged condensation line caused by defective workmanship will be corrected by removing the clog.

AIR CONDITIONING TIPS

Air conditioning must be considered a whole house system. This system involves everything in the home as well as the air cooling unit. Windows and exterior doors must be closed and drapes should cover any windows exposed to direct sunlight. Interior air is continually recycled through the cooling unit until the desired temperature is reached. Warm outside air disrupts the system. It is best to start initial cooling early in the morning after the home has cooled over night. The system can more easily maintain this cooler temperature then overcome the afternoon heat which has not only warmed the air but walls, furnishings and everything in the home.

If you are gone during the day and evening cooling is your primary goal! Do not turn the system off. You may set the thermostat a few degrees (2 to 3) higher during the day and reset it lower on your return. It will take a little time to reach the lower setting but it could take 6 hours to get there if the system was turned off.

Setting the thermostat to extremely low settings will not reduce the time it takes to cool the home and can also result in a system freeze up which will prevent the unit from performing and may cause damage.

INSULATION

INSULATION

Premier Homes insulation standards are set by the best industry standards. We install insulation according to R- Values designated in the contract documents.

For further information see Premier Homes Service Directory under Insulation Contractor.

LANDSCAPING AND FINAL GRADING

Landscaping and Final Grading

Your lot has been carefully engineered to standards established by local governmental agencies to insure drainage of rain and irrigation water. These agencies have inspected and accepted the grading of your lot. Failure to maintain positive drainage can cause structural failures in your home or financial liability to neighboring property owners. Installation or alteration of landscaping will affect drainage and become the sole responsibility of the homeowner.

Note: If Premier Homes has provided final grading, upon request by owner, Premier Homes will fill settled areas affecting proper drainage in excess of six inches, **one time only during the warranty period. The owner will be responsible for removal and replacement of shrubs and other landscaping affected by placement of such fill.**

GRADES

If a storm is impending, even though it may be Premier Homes responsibility to fill sinkage holes, you must fill the holes and re-establish drainage yourself to prevent further damage.

Premier Homes will not alter grading plans to fit specific landscape designs. It is the Homeowners responsibility to not disturb proper drainage with landscape installation. Any resulting damage would be the homeowners responsibility.

Your homesite may receive drainage from other lots or may drain across other lots. Any changes you make may affect this flow and you may become liable to your neighbors. With expansive soils, your homes structure and that of your neighbors may be damaged.

SURFACE DRAINAGE

Proper **surface drainage** is critical for houses. Water from rainfall, snow melt, and irrigation must not be allowed to pond and infiltrate the soil near foundations or flatwork. Instead, it must be directed into drainage swales and carried away from the property by means of ditches, street

gutters, storm drains (where legal) or other available means. The surface drainage system, a slope drainage system, and ditches and swales.

Roof drainage. The roof drainage system is composed of gutters, down spouts, and tip outs. Its purpose is to keep rainwater and snow melt from pouring or dripping over the eaves and falling next to the foundation. **Down spout extensions** and **splash blocks** are two acceptable means of carrying water away from the house to allow water to flow even further away from the house, preferably to a street or ditch. All roof runoff should be carried at least 6 feet, and preferably 10 feet, away from the building.

Slope drainage. A properly designed and maintained slope next to the house is a critical aspect of surface drainage. When houses are built, the slope and adjacent ditches and swales should be graded according to the specifications of a qualified engineer. The main purpose of **lot grading** is to provide positive drainage away from the house. If the lot is sloping and well drained, infiltration will be reduced. However, if the lot is not properly graded the water may pond and infiltrate the soil, and swelling soils damage may result.

The **minimum slope** of fall necessary within 10 feet of a building depends upon the type of surface and/or landscaping. Paved areas should maintain a minimum slope of 2 percent (2 1/2 inches of vertical fall for 10 feet of horizontal distance). A greater initial slope of 2 to 5 percent is desirable, however, since even a small amount can cause water to pond.

Landscaped areas next to a house should consist of a **runoff slope** (Fig. 28) that extends 6 feet outward from the foundation into the yard, where possible. The fall of the slope should be at least 5 percent (i.e., 6 inches of vertical fall for every 10 feet of horizontal distance). Many newer houses built on small lots have slopes as steep as 33 percent. Where houses are closer than 25 feet apart, the slopes should direct runoff water to a low swale between the houses and away from the area. All slopes should be properly landscaped with rocks or other mulches to prevent erosion. Soil beneath the slope surface should be well compacted and fine-grained so that water will not easily infiltrate the backfill.

Ditches and swales. Runoff water from roof and slope drainage systems can be collected twice and carried away from the house by ditches and swales. These are simply shallow trenches (ditches) or depressions (swales) in the yard that are graded to collect, direct, and convey rainwater, snowmelt, and excess irrigation water away from the house and off the property. Care must be taken to ensure that the surface water channeled away from structure is not directed toward neighborhood structures or window wells. Ditches and swales may drain into commonly shared concrete gutters and storm sewers in suburban areas. In many areas, **culvert pipes** are installed so that runoff water can flow under roadways. Do not rototill swales. Use caution when installing sod to assure swales still drain.

Sprinkler systems should not spray water any closer than 6 feet from the foundation. Automated sprinkler systems can be adjusted to the monthly water requirements for various plants, reducing the infiltration of excess water into the soil.

Lawn Edging - Lawn edging should not create a dam that prevents drainage away from the foundation.

MILDEW

MILDEW

ONE YEAR LIMITED WARRANTY POLICY

ITEMS COVERED FOR ONE YEAR:

1. We will remove any mildew noticed during walk-through. Premier Homes warranty excludes mildew.

HOMEOWNER'S MAINTENANCE

Mildew is a fungus that spreads through the air in microscopic spores. It thrives on moisture and feed on surfaces or dirt. In siding, it resembles 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 and rubber gloves for this task; the chemicals that remove mildew are unfriendly to humans.

PAINTING (INTERIOR)

PAINTING (INTERIOR)

ONE YEAR LIMITED WARRANTY POLICY

ITEMS NOT COVERED AFTER THE WALK-THROUGH INSPECTION:

1. Cracked, chipped, scratched, smudged or other cosmetic defects in surfaces of interior painting.

ITEMS COVERED FOR ONE YEAR:

1. Interior and exterior paints that do not adhere to or cover up the surfaces to which they are applied will be repainted.

ITEMS NOT COVERED:

1. Cracked, chipped, scratched, smudged or other cosmetic defects in surfaces of interior painting that were not noted on the walk-through inspection.
2. Damage caused by improper maintenance by the owner.

3. Normal wear and tear of painted or stained surfaces.
4. Premier Homes cannot ensure that painted repairs requiring new material will match the color of the existing material. Paint repairs may show slight variations in color as a result of weathering, aging, or pigment variations in different paint manufacturing runs. Color variations are normal.
5. Premier homes is not responsible for the obtaining and matching of paint or other finishes that were not applied by Premier Homes.
6. Paint touch-ups may be visible under particular light conditions. Premier Homes will only repair touch-ups visible in normal daylight (9:00 A.M. to 3:00 P.M.)

HOMEOWNER MAINTENANCE

Wash walls, doors and moldings with warm water and a mild soap or manufactured wall cleaner. Avoid using abrasives which can scratch or remove paint.

Minor cracks at room corners or around window returns are caused by normal expansions, contractions and curing. These should be filled with a latex caulking or putty the next time you paint.

STAINING

The interior woodwork has received one coat of stain and two coats of clear finish. Because of the variations of wood the natural imperfections in the wood and inconsistencies in the wood grain, which are expected in all natural wood products, this may also affect the consistency in which the wood accepts the stain that is applied when finishing wood products.

Note: If repairs are made, Premier Homes cannot guarantee wood grain or color match between old and new.

PAINTING (EXTERIOR)

PAINTING (EXTERIOR)

Cracking, chipping, peeling, and fading are common with paints and stains due to causes other than the product or its application. Exposure to sun, rain, wind, fog, dew, and sprinkler causes deterioration of painted or stained surface. Certain exposures of exterior wood surfaces to these elements will cause the finishes to weather and require maintenance in as little as six months.

ONE YEAR LIMITED WARRANTY POLICY

ITEMS NOT COVERED AFTER THE WALK-THROUGH INSPECTION:

1. Cracked, chipped, scratched, smudged or other cosmetic defects in surfaces of exterior painting that were not noted on the walk-through inspection.

ITEMS COVERED FOR ONE YEAR:

1. Painting required as corollary repair because of other work.
2. Interior and exterior paints that do not adhere to or cover up the surface to which they are applied will be repainted.

ITEMS NOT COVERED:

1. Cracked, chipped, scratched, smudged or other cosmetic defects in surfaces of exterior painting that were not noted on the walk-through inspection.
2. Fading caused by climatic conditions.
3. Mildew or fungus caused by climatic conditions.
4. Premier Homes cannot ensure that painted repairs requiring new material will match the color of the existing material. Paint repairs may show slight variations in color as a result of weathering, aging, or pigment variations in different paint manufacturing runs. Color variations are normal.
5. Normal wear and tear of painted or stained surfaces.
6. Damage caused by improper maintenance of home.
7. Responsibility for obtaining matching paint or other finishes that were not applied by Premier Homes.

HOMEOWNER MAINTENANCE

All exterior paint is considered to be a part of homeowner maintenance and should be monitored closely by the homeowner.

Do not allow landscaping sprinklers to spray water on wood portions of your home. Continuous contact with water will cause rapid deterioration of painted or stained surfaces.

Maintenance of the paint on exterior wood doors is very important. When the paint deteriorates, moisture begins to penetrate the wood and will cause swelling and/or deterioration.

PLUMBING SYSTEM

PLUMBING **INTRODUCTION**

A licensed plumbing contractor installed all plumbing lines and system in your Premier home and these have been tested and inspected.

In most cases, minimum homeowner maintenance is all that the plumbing system requires. Attending to small problems as they occur keeps them from becoming larger, more costly one.

We want to draw your attention to a water-saving regulation that went into effect in 1993, which prohibits the manufacture of toilets that use more than 1.6 gallons of water per flush. In the search for a balance among comfort, convenience, and sensible use of natural resources, the government conducted several studies. The 1.6 gallon toilet turned out to be the size that overall consistently saves water.

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 restrictions are manufactured into most faucets and all showers heads and cannot be removed. We apologize for any inconvenience this may cause.

ONE YEAR LIMITED WARRANTY POLICY

ITEMS NOT COVERED AFTER THE WALK-THROUGH INSPECTION:

1. Cracked, chipped, scratched, or other cosmetic defects in plumbing fixtures and accessories.

ITEMS COVERED FOR 72 HOURS:

1. Sewage blockage that occurs within 72 hours of occupancy will be corrected.

ITEMS COVERED FOR ONE YEAR:

1. Any defect in workmanship or materials that causes malfunction or failure of intended function.
2. Any defect in the installation of the tankless water heater that causes malfunction or failure of intended function operation will be corrected by Premier Homes (does not apply to actual water heater).

3. The manufacturer of the tankless water heater warrants his product directly to the consumer. You should consult the information the manufacturer has supplied with his product for terms and periods of coverage.

ITEMS COVERED FOR ONE YEAR CONT'D:

4. Any leaks occurring at drains, supply lines, joints, or couplings shall be repaired.
5. Subsequent damage to drywall or flooring.

ITEMS NOT COVERED:

1. Cracked, chipped, scratched, or other cosmetic defects in plumbing fixtures and accessories that were not noted on the walk-through inspection.
2. Defects in caulking.
3. Sewage blockage that occurs after 72 hours of occupancy.
4. Dripping faucets due to normal wear of replaceable washers or O rings.
5. Secondary damage to wallpaper, drapes and personal belongings.

MAIN SHUT-OFF VALVE

This is the center of the plumbing system, the point at which the main line comes into the home. If a major plumbing problem occurs, turn off the main shut-off valve to prevent flooding. It is a good idea to show every family member where the shut-off valve is, explain how to close it in case of an emergency, and to mark it with an easy-to-locate name tag.

WATER INTAKE VALVES

The plumbing fixtures in your home, excluding bathtubs and showers, have water intake valves to individually shut off the water for minor repairs and emergencies. Show family members how to operate them and where they are located on sinks, toilets, water heater, washing machine, and laundry tub. Toilet valves are behind the toilet and sink valves are under the sink.

DRAIN TRAPS

Every plumbing fixture in the home is equipped with a drain trap: an S-shaped pipe that holds water and acts as a barrier to keep airborne bacteria and sewer gas fumes from coming back into the home. If a sink or bathtub fixture is not used frequently, turn it on periodically

to replace evaporating water and to keep water trap barrier intact. Especially the basement floor drain which will need you to pour water in it monthly.

Cautions: Do not pour grease into drains or toilets, or use caustic sodas to open plugged drains. Do not use a plunger when using any drain-cleaning chemicals. When using a chemical drain cleaner, carefully follow the manufacturer's safety precautions and product directions.

SANITARY SEWER LINES

Do not put hair, grease, lint, garbage, heavy tissue, disposable diapers, or feminine hygiene materials into sewer system.

When operating the garbage disposal, always use a generous amount of cold water to keep the sink drain clear and the disposal motor cool.

GAS LEAKS

If you smell natural gas or propane in your home, follow these instructions:

1. Ventilate the house by opening windows and doors.
2. Call the Public Service hotline Colorado Springs Utilities 888-278-6847
Pueblo Xcel 800-895-2999 your natural gas supplier.
3. Do not turn on lights, ring doorbells, light matches, or use any item or appliance that may cause a spark.
4. If the gas smell is severe, leave your house and call the local fire department from a neighbor's home.
5. Do not try to locate or trouble-shoot the gas leak yourself.

FREEZING PIPES

Provided the home is heated at a normal level, pipes should not freeze at temperatures above 0 degrees F. Set the heat at 65 degrees F if you are away during winters 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. Run water continually during periods of extreme cold.

Premier Homes will repair any condition or defect that might cause pipe freezing in a normally heated home. The piping and home damage will also be repaired. There is no warranty on damage to wallpaper, drapes, or personal belongings.

WATER LINES

WATER PRESSURE

The pipes that carry water into the home are designed to resist rust and corrosion.

Water pressure may be unusually high in your locality. In such a case, a water pressure regulator is installed at the main shut-off valve. Do not attempt to adjust the water pressure regulator yourself. It is designed to keep water line pressure surges from entering the home, and improper adjustment can burst the water lines and create severe damage. If you feel the water pressure needs adjustment, please contact the water utility company or a licensed plumbing contractor.

Hot water passing through a pipe causes expansion and cold water causes contraction. While measures are taken during construction to minimize noise caused by expansion and contraction, it is normal to hear slight sounds.

It is also normal to hear waste water from toilets, showers and sinks (especially in two-story homes) as it passes through the pipes that are within the walls.

Note: Adjusting the water pressure regulator voids all fixtures warranty.

Plumbing Fixtures

Manufacturer Warranties: The water heater fixtures and ejector pump installed in your home are protected by manufacturer warranties that may extend beyond Premier Homes First-Year Coverage. Should you experience warranty protection problems beyond the first year of occupancy please contact the plumbing contractor listed in Premier's Homeowner Service Directory.

Warrant Caution: Any addition, alteration, or modification to the water heater, sump pump, sewage ejector pump or plumbing fixture installation, unless performed by a licensed plumbing contractor, may void all applicable warranties.

Outside Faucets

Outside faucets are freeze-proof, but in order for this feature to be effective, you must remove hoses during cold weather, even if the faucet is located in your garage. 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 a maintenance item. Note that Premier Homes does not warrant sillcock's against freezing.

Sewage Ejector Pump

The ejector pump, if your Premier Home has one, is part of a sewer system designed to eject wastewater from a level below the sewer line.

Note: It is normal for a sewage ejector pump to make noise at the end of its pumping cycle.

SINKS, TUB/SHOWER UNITS AND JET TUBS

Introduction

Cleaning: Clean porcelain-on-steel bathtubs, fiberglass tub-shower combination, and shower stalls and floors with warm water and a non-abrasive cleanser. Clean glass shower doors with a commercial glass cleaner. Check bathtub stoppers and shower floor drain grates for hair accumulation.

Caution: Do not step into a bathtub or tub-shower with shoes on. Gritty particles adhere to shoe soles that will scratch the coating.

Re-Caulking of Tubs and Showers: Over time, cracks and separation between tub or shower stall and wall surfaces or bathroom floors will appear. Maintaining these areas is critical, since excessive moisture can severely damage underlying materials.

Note: Premier reserves the right to repair any fiberglass units rather than replace, we cannot guaranty a perfect color and finish match when repairing fiberglass units.

PLUMBING MAINTENANCE TIPS

Do not use abrasive cleaners on brass or chrome faucets.

Do not drop objects on enamel fixtures to avoid finish chips.

Water flows at faucets can be reduced by debris caught in the aerators. Unscrew aerators and run water over them to remove debris before re-attaching.

Avoid putting materials like celery, artichokes, corn husks and peanut shells in garbage disposals. Unplug the disposal before attempting to remove anything from it. Most disposals are supplied with an allen wrench to be used at the base of the unit to back wined and free objects from the blades.

When leaving your home for extended periods during cold weather. Turn on sink, vanity, tub and shower faucets to about half flow, both hot and cold. Turn off the main water shut off valve to the home. Leave all faucets on, flush all toilets and open all exterior valves. Upon return, turn on main shut off valve and allow water to run through all faucets and the toilet reservoirs to fill. Any signs of water not flowing may indicate a frozen pipe.

Never leave your home when your pipes are frozen. You might return to find broken pipes and flood damage.

Close and insulate foundation vents in your crawl space each winter.

Drain down or blow out your lawn sprinkler before winter. Leaks in sprinkler lines can soak soils and cause foundation damage.

If you finish your basement be careful not to isolate pipes from warm air sources. Occasionally check under sinks and lavatories to assure packing nuts on shut-off valves are not dripping

ROOFING, GUTTERS AND DOWNSPOUTS

INTRODUCTION

The roof of your Premier home is constructed with roofing felt, shingles, flashing, ridged vents, gutters and downspouts. These materials are installed following manufacturer's guidelines and product specifications.

ONE YEAR LIMITED WARRANTY POLICY

ITEMS NOT COVERED AFTER THE WALK-THROUGH INSPECTION:

1. Broken or other cosmetic defects in surfaces of roofing materials, gutter and downspouts not noted on the walk-through inspection.

ITEMS COVERED FOR ONE YEAR:

1. Any defect in roof workmanship or material that causes water leakage will be inspected and corrected to eliminate roof leaks. Any interior damage caused by roofing leakage will be repaired.
2. Shingles that come loose or unattached will be re-secured. Neither the shingle manufacturer nor the roofing contractor provide warranty coverage should the shingle come loose or detached by winds in excess of 54 miles per hour. Winds this powerful are considered as "Acts of God" and repairs are covered by homeowner's insurance.

Note: Roof damage must be reported within 72 hrs.

3. Standing water in the gutter that exceeds ½ inch in depth will be repaired by adjusting the pitch of the gutter.
4. Gutter leaks are not acceptable and will be corrected.

ITEMS NOT COVERED:

1. Broken or other cosmetic defects in surfaces of roofing materials, gutter and downspouts not noted on the walk-through inspection.

2. Roofing or flashing leaks which occur under unanticipated weather conditions.
3. Damages caused by high winds or other “Acts of God.”

Shingle Repair Note: Premier Homes cannot ensure that shingle repairs requiring new material will match the color of the existing material. Color variations caused by weathering effects are normal.

Manufacturer Warranties: Fiberglass shingles are protected by manufacturer warranties that may extend beyond Premier’s First-Year Coverage. Should you experience warranty protected problems beyond the first year of occupancy, please contact the roofing contractor listed in Premier’s Homeowner Service Directory.

SHINGLES

Roofing felt is attached to the roof sheathing and the shingles are laid over the felt. The underside of composition shingle has a mastic or glue applied to it that, when warmed by the sun, automatically seals the upper shingle to the one beneath it.

HOMEOWNER’S MAINTENANCE

1. Do not nail, screw, etc. any items such as antennas to your roof which can cause leaks.
2. Plumbing vent pipes and other roof protrusions are flashed with a rubber and sheet-metal collars. The roof tar or caulking that seals this collar to the vent should be inspected every few years and re-sealed as necessary to prevent leaks.

GUTTERS AND DOWNSPOUTS

Winter storms, followed by mild temperatures, followed by more winter storms can produce “freeze-thaw cycles” resulting in sizable accumulations of ice and snow on the roof. These are called “ice dams.” The ice build-up in the rain gutters and the pressure and movement of the ice may cause roof damage and water leakage into the home during thaw. The best advice is to keep the gutters free of debris.

Gutters are designed to carry excess water off the roof and away from the foundation. It is necessary that the gutters be kept clear of debris which might clog them and cause the water to run over the sides instead of through downspouts. Downspouts are placed to carry water to the ground and into extensions, which then direct the flow away from the foundation of the home. These extensions are for the protection of the foundation.

You will notice that all Downspouts extensions are hinged, which enable you to tip them into an upright position while mowing. It is of vital importance that you return them to and maintain them in the DOWN position at all other times. Rain water which is allowed to puddle by your foundation will eventually seep through into the soil next to your foundation walls and basement slab, promoting possible foundation and basement slab damage.

By taking a few minutes each spring to clean leaves and other debris out of your gutters and downspouts, you will assure uninterrupted flow of rainwater.

Note: For other information on gutter drainage please see section on landscaping.

STAIRS

STAIRS

Introduction

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.

ONE YEAR LIMITED WARRANTY POLICY

ITEMS COVERED FOR ONE YEAR:

Although Premier Homes does not warrant against stair vibration and squeaks, a reasonable effort will be made to correct them.

VENTILATION

VENTILATION

Introduction

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 spaces vents to minimize accumulation of moisture. Attic ventilation occurs through vents in the soffit (the underside of the overhangs) or on gable ends. Driving rain or snow sometimes enters the attic through vents. Do not cover them, this blows in safely, evaporates and ventilation can still 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 well ventilated:

Do not cover or interfere in any way with the fresh air supply to your furnace.
Run 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. This helps reduce cleaning chores considerably.

ONE YEAR LIMITED WARRANTY POLICY

ITEMS COVERED FOR ONE YEAR

Premier Homes warranty guidelines for active components (for example, exhaust fans) are discussed under the appropriate headings (such as electrical systems, heating system, and so on)

HOMEOWNER'S MAINTENANCE

Ventilation

Proper ventilation is the safe and steady way to reduce indoor humidity and condensation.

1. Open basement windows during warm, dry weather and close them when outside humidity is high.
2. Ensure that the clothes dryer is properly vented to the outside and that the vent is clear of obstructions and lint.
3. Vented kitchen, bath, and utility exhaust fans can be used to carry moist outside air. Use the fans for short time periods, since they exhaust conditioned air out of the home.
4. Adjust registers to maintain even temperatures throughout the home.

Do not try to speed up evaporation process by creating extremely high temperatures in the winter. This will cause houses to dry out unevenly, creating cracks and other problems.

Crawl Space Areas

Proper ventilation in crawl space areas prevents high humidity levels, condensation, and resulting mildew. Do not enclose crawl space areas that open to an existing basement unless you provide exterior venting. Do not use crawl space areas for storage of items that may be damaged by high humidity and mildew.

WINDOWS

WINDOWS

INTRODUCTION

The windows in your Premier Home are made of double-pane, insulated glass to minimize energy loss and are framed in vinyl, wood, or aluminum-clad wood.

ONE YEAR LIMITED WARRANTY POLICY

ITEMS NOT COVERED AFTER WALK-THROUGH INSPECTION:

1. Cracked, chipped, scratched or other cosmetic defects in surfaces of windows and mirrors, tears, dents, and bent frames of screens.

Note: Scratches

Premier Homes 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. Premier Homes will replace windows and mirrors that have scratches readily visible from a distance of 6 feet. Premier homes does not replace windows and mirrors that have scratches visible only under certain lighting conditions.

ITEMS COVERED FOR ONE YEAR:

1. Any defect in workmanship or materials that cause malfunction or failure of intended function operation will be corrected.

ITEMS NOT COVERED:

1. Cracked, chipped, scratched or other cosmetic defects in surfaces of windows and mirrors that were not noted on the walk-through inspection.

HOMEOWNER'S MAINTENANCE

1. Keep sliding windows and glass door tracks free from dirt for proper operation.
2. Windows are designed with weep hole, which allow moisture to exit the track and not leak into the house. These holes must be kept clear to prevent leaks.
3. Apply silicone to window locks and rollers periodically to obtain longer life.
4. When opening and closing a window, you should hold both the front and rear sides of the frame to prevent the frame from separating from the glass.
5. Do not use a garden hose to wash windows. They are not designed to accept direct spray of water and will leak.
6. Window frames should be cleaned with warm soapy water and a soft brush or rag. Never use scrapers or steel wool, which can cause scratches.
7. During the cooler weather, windows may seem like they are leaking air. The air outside cools the air against the glass which, in turn, drops to the floor and sets up

a current which moves into the room. The current of cool air may feel as though the window is leaking, but actually it is nothing but cool air in motion.

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 a window, apply a silicone lubricant. This is available at hardware stores. Avoid petroleum-based products.

Window Screens

Window screens are provided with every Premier Home and their sole purpose is to help prevent insects from coming inside when the windows are open. Window screens may be washed and rinsed using a mild household detergent.

SAFETY CAUTION:

Window screens will not prevent children from falling through open windows to the ground below. The screen is not a barrier, and the fastening system for the screen will not support any weight beyond the screen itself. Premier strongly advises that home owners never allow children near an open screened window, or place any weight on, or push against a window screen. Similarly, do not place furniture near windows so that children have easy access to the window.

CONDENSATION

Condensation, or the appearance of moisture that occurs when warm, moist air comes into contact with cooler surfaces, is most prevalent in new homes, especially during the first year. This is caused by large quantities of water used to build the home, from the concrete foundations to the paint on the walls. As this water evaporates and drying-out process occurs, the moisture takes the form of condensation on interior windows, basement walls, and plumbing pipes.

For homes built during winter, the exterior frozen ground will hold moisture longer than dry or wet ground. As the ground thaws, this moisture can raise the level of humidity in the surrounding basement air, causing even more condensation.

Window condensation is produced by conditions beyond Premier's control and is not covered. Premier Homes will inspect doors and windows to ensure proper fit and function, and will repair defective weatherstripping and caulking seals.

Condensation on 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. If your home includes a humidifier, closely observe manufacturer's directions for its use, especially during periods of cooler temperatures.

WOOD DECKS

WOOD DECKS

INTRODUCTION

While your wood deck is designed and built with products that enhance longevity, Colorado's dramatic temperature, humidity, and seasonal changes can accelerate the deterioration of wood. The wood can also be damaged by simple wear and tear, snow shovels, water sprinklers, and so on. Without proper care, wood splitting, cupping, grain lifting, swelling, shrinkage, stain thinning, and stair variation will occur.

ITEMS COVERED FOR ONE YEAR:

1. A deck post that warps or twist in excess of ½ inch over an 8-foot length will be replaced.
2. A deck board that becomes loose or cracked and impairs deck safety will be repaired by reattachment or it will be replaced.

Wood Deck Repair Note: Premier Homes cannot ensure that deck repairs requiring new material will match the color of the existing wood. If the deck has not been stained or sealed, the new wood will naturally weather to a uniform color. If the deck has been stained, it is the homeowner's responsibility to apply stain or other finishes to the new boards.

HOMEOWNER'S MAINTENANCE

To keep the deck looking beautiful for years to come, it is recommended that you implement the following maintenance schedule.

1. Simply clean and dry deck surface; no sanding required.
2. Apply a high-quality, penetrating oil finish with a garden-type weed sprayer or paint roller and brush. A good-quality oil penetrates the wood, leaves no surface film to peel or crack, and blocks out UV rays to protect from major discoloration and water damage.
3. Allow 12 hours drying time before resuming any deck activity.
4. You may spot-apply the penetrating oil to any high-traffic areas.

To replace a wrapped deck board, rail, or picket, remove all nails and bring the board or a section of board to a lumber yard for the closest possible match. Check nuts and bolts of deck and deck supports annually to ensure tightness.

Excessive weight may cause structural damage to decks. Do not put children's swimming pools or hot tubs on decks.

Caring for Your Home

Premier Homes has constructed your home with quality materials and the labor of experienced craftsmen. Before using any material, it must meet our specifications for quality and durability. All work is done under our supervision to attain the best possible results 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 the environment. Although quality materials and workmanship have been used in your home, this does not mean that it will require no care or 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. We strive to create long-lasting value. This cannot be achieved unless you, as the homeowner, properly maintain your home and all of its components. Periodic maintenance is necessary because of normal wear and tear, the inherent characteristics of the materials used in your home, and normal service required by the mechanical systems. Natural fluctuations in temperature and humidity also affect your home.

Many times a minor adjustment or repair done immediately saves a more serious, time-consuming, and sometimes costly repair later. Note also that 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.

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 Premier Home's limited warranty guidelines. This manual may discuss some components that are not present in your home.

Please take time to read the literature provided by the manufacturers of consumer products and other items in 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. Activate specific manufacturer's warranties by completing and mailing any registration cards included with their materials. In some cases, manufacturer's warranties may extend beyond the first year and it is in your best interests to be apprised of such coverages.

Premier Homes Limited Warranty Guidelines

While we strive to build a defect-free home, we are realistic enough to know that we may make mistakes or that something in the home may not perform as intended. When either occurs, we will make necessary corrections. In support of this commitment, Premier Homes provides you with a limited warranty. In addition to the information contained in the limited warranty itself, this manual includes details about one-year material and workmanship standards. The purpose is to let you know what our quality standard is for the typical concerns that can come up in a new home. The manual describes our 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 the components 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.

We include a specimen copy at the end of this section for your review. 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.

Our warranty service system is designed to accept written reports of non-emergency items. This provides you with the maximum protection and allows us to operate efficiently, thereby providing faster service to all homeowners. Emergency reports are the only reports accepted by phone.

Reporting Procedures

All service requests should be put in writing and emailed to your warranty representative and warranty@premierhomesinc.com.

Ninety-Day Report

In order for our service program to operate at maximum efficiency and for your own convenience, we suggest that you wait 90 days before submitting any warranty list. This allows you sufficient time to become settled in your new home and to thoroughly examine all components.

Year-End Report

Near the end of the eleventh month of your materials and workmanship warranty, you should submit a year-end report. We will also be happy to discuss any maintenance questions you may have at that time.

Emergency Service

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

Total loss of heat when the outside temperature is below 45 degrees F.

Total loss of electricity. (Check with the utility company before reporting this circumstance to Premier Homes or electrician.)

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.)

During business hours, call your warranty representative:

Colorado Springs 719-233-6067 Pueblo 719-553-7810

After hours, or on weekends or holidays, call the necessary trade contractor directly. Their phone numbers are listed on the Emergency Phone Numbers sheet you receive at orientation.

Other Warranty Service

If you wish to initiate non-emergency warranty service between the 90-day and year-end report, you are welcome to do so by submitting a service request via email or link below. We will handle these requests according to the same procedures that apply to the 90-day and year-end reports.

ALL REQUESTS FOR SERVICE SHOULD BE EMAILED OR FILL OUT WARRANTY REQUEST FORM BELOW:

PUEBLO vquintana@premierhomesinc.com AND warranty@premierhomesinc.com

PUEBLO WARRANTY REQUEST FORM [CLICK HERE](#)

COLO. SPRINGS krist@premierhomesinc.com AND warranty@premierhomesinc.com

Kitchen Appliance Warranties

The manufacturers of kitchen appliances will work directly with you if any repairs are needed for these products. Customer service phone numbers are listed in the use and care materials for each appliance. Be prepared to provide the model and serial number of the item and

the closing date on your home. Appliance warranties are generally for one year; refer to the literature provided by the manufacturer for complete information.

Service Processing Procedures

You can help us to serve you better by providing complete information, including:

Name, address, and phone numbers where you can be reached during business hours.
A complete description of the problem, for example, "guest bath—cold water line leaks under sink," rather than "plumbing problem."

When we receive a warranty service request, we may contact you for an inspection appointment. Warranty inspection appointments are available Monday through Friday, 8 a.m. to 4 p.m. 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
- Premier item
- Home maintenance item

If a trade contractor or a Premier employee is required to complete repairs, we issue a warranty work order and the repair technician contacts you to schedule the work. Warranty work appointments are available Monday through Friday, 8 a.m. to 4 p.m. We intend to complete warranty work orders within 15 work days of the inspection unless you are unavailable for access. If a back-ordered part or similar circumstance causes a delay, we will let you know.

If the item is home maintenance, we will review the maintenance steps with you and offer whatever informational assistance we can. Premier Homes does not provide routine home maintenance.