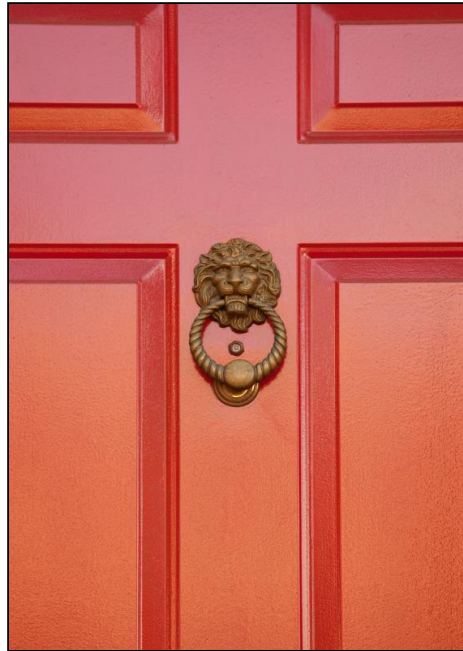


HOMEOWNER

# HANDBOOK



Your guide to the use and maintenance  
of your new Lexington Home

*Timberleaf*

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# LexingtonHomes

Dear New Homeowner,

On behalf of everyone at Lexington Homes, thank you for choosing us to build your new home.

We understand that the purchase of a new home is a momentous occasion and a huge investment, and we do not take this responsibility lightly.

Lexington Homes has designed this Homeowner's Handbook to assist you before, during, and after the purchase of your new home. Here you'll find detailed information that will help you to properly care for your new home.

This handbook is also designed to help you understand the various components to your new home, both inside and outside the walls. It also explains your one-year Builder's Warranty, provided by Timberleaf LLC in greater detail, as well as its limitations, and the easy process of submitting service request. Lexington has become well known and highly regarded for solid construction and a dedication to responsive warranty service. Our relationship with you continues well after the purchase and closing of your new home.

Please take time to review this thoroughly. If you need clarification or additional details about any of the topics discussed, please call or stop by the sales office.

We are delighted to welcome you as part of the Lexington family and are always ready to serve you. As the opportunity presents itself, we would greatly appreciate you recommending us to your friends and relatives.

Again, congratulations and welcome to your new home!

Sincerely,



Jeffrey M. Benach  
Principal  
Lexington Homes

# Prior to Closing on Your New Home

## Quality Assurance Program

During the entire construction process, your home will have periodic inspections by our Construction Staff to ensure the high standards that we set and the quality that we insist on are being met by our Business Partners. We take pride in delivering a home to you that's been built to the highest quality standards.

## Pre-Drywall Orientation for Your Individual Home

Unless you purchased a home either already completed or with construction well underway, you'll have the opportunity to see the quality of the carpentry and mechanical components of your home before the drywall is installed. We'll also explain the quality of the exterior features of your home and answer any questions you may have. It's also a good time to review locations for any electrical outlets and/or other low voltage options you may add, to ensure 100% accuracy.

## New Home Orientation for Your Individual Home

The New Home Orientation is your pre-occupancy and acceptance review. Our Closing Officer will contact you to schedule this appointment, which will be conducted by your Construction Manager or Customer Care Manager. Please meet your Construction Representative at your new home to begin your review.

Only parties who will be the owners of the property will be permitted at this appointment to review the home. If you feel it necessary to have a professional home inspector inspect your home, let your Sales Representative know, and we'll arrange a time in the two-three weeks before closing for you to do that. Your Construction Manager will review with you the purpose and intent of our New Home Orientation form. At the conclusion of the orientation, you will be asked to sign it, indicating your agreement that any adjustments needed are documented on this form.

During this orientation, your Construction Manager will familiarize you with the operation of all appliances and normal homeowner maintenance. **These cosmetic items include, but are not limited to: breakage, cracks, chips, scratches, or marks on such items as tile, woodwork, cabinets, mirrors, walls, porcelain, ceramic, glass, plumbing fixtures, granite countertops, cultured marble tops, fiberglass products, lighting fixtures, doors or appliances.**

Please pay special attention to these details at your orientation, and make sure they are noted on the New Home Orientation Form/Punch List correctly.

**Please be aware that we will not be responsible for any items of a cosmetic nature not noted on this inspection form.**

After confirming that all items needing attention have been correctly noted on the NHO Form, both you and our Construction Manager will sign it. You'll get a copy for your records. Then, the day of and prior to closing you'll both meet at your home again to confirm that all items were addressed correctly.

## Closing Procedure for Your Individual Home

Once the final New Home Orientation is completed, you then proceed to the title company for your scheduled closing appointment. After your closing, return to the Sales Office with a copy of your Key Release Letter (received at closing) and the keys for your home will be given to you.

**KEYS WILL NOT BE RELEASED WITHOUT THE KEY RELEASE LETTER**

# Customer Care

This Homeowner Handbook provides you with important information about your new home and details the Warranties that come with your home. You should get familiar with it before your New Home Orientation so that you can prepare any questions you may have regarding coverage and will know from the onset which areas are our responsibility, and which areas are your responsibilities.

## Manufacturers' Warranties

Warranties for Consumer Products are assigned from the Builder to the Homeowner at closing. Consumer product information concerning registration, terms, maintenance and care of those products will be left in your home. Please verify that you have received this information for each product listed and follow the specific instructions for activating your warranties where applicable. Instructions are found on the various Warranty Manuals and Cards provided at the New Home Orientation.

## Customer Care for Your Home

The easiest and quickest way to reach out to us for warranty service is via the Customer Care Portal of our website, [lexingtonchicago.com](http://lexingtonchicago.com). To submit a service request, click "Lexington Homeowners" near the top, then "Service Request". You'll also receive Customer Care Request Forms at your New Home Orientation. You can drop a completed form off at the Sales Office or Customer Care Center, or scan and email it to your Customer Care Manager whose email address is found at the back of this handbook.

All service requests must be submitted. That can be done by either scanning and emailing a completed Service Request Form to [customercare@lexingtonchicago.com](mailto:customercare@lexingtonchicago.com), or via the Customer Care section of our website at [www.lexingtonchicago.com](http://www.lexingtonchicago.com), or by personal delivery of a completed form to the Sales or Construction Center onsite.

Except in the event of emergencies, verbal messages, telephone calls or voicemail messages, or notations on anything other than our "Customer Care Request" forms will not be accepted. The Warranty Service Department must have Service Requests submitted one of these ways in order to avoid misplaced notes, errors in verbal communications and/or delays in messages not reaching the appropriate person(s). You will be contacted within 48 hours of receipt of your service request to notify you of our course of action. Warranty service will be scheduled for completion within thirty (30) days upon receipt of your request. Occasionally, due to circumstances beyond our control, this process may take more than thirty (30) days. Delays can be caused by shortages of materials, back ordered parts, labor problems, weather and/or scheduling conflicts.

Please keep in mind the Customer Care Program covers defects and/or incomplete items as explained in this manual. It does not cover items that fall under the heading of normal homeowner maintenance, nor for any items not specifically covered by your Warranty, and/or wear and tear damage.

## Customer Care for Common Elements (communities with HOAs only)

All requests for service of any item pertaining to any common elements is done by notifying the Managing Agent, (contact info is in the back of this manual) either by email to the address provided, or by phone to the number on the Emergency Phone Number list in the back of this handbook.

## Warranty Service / 30-Day and 11-Month Warranty Reviews

At any time during the one-year warranty period when warranty service that's neither an emergency nor cosmetic in nature is required, contact Customer Care through any of the available portals described in this manual.

In addition, we offer two Warranty Walks, one after thirty (30) days in the home, and a second after eleven (11) months in the home just prior to the expiration of the Builder Warranty. These walks provide an opportunity to do a final once-over of any required or needed warranty service items. In addition, these are the best times to address cosmetic items such as nail pops. In order to allow everything to settle and adjust through all four seasons and temperature fluctuations, we ask that you consolidate and hold all cosmetic items covered under the warranty and present them all at your 11-Month Warranty Walk.

To set up a 30-Day or 11-Month Warranty Walk, visit, [lexingtonchicago.com](http://lexingtonchicago.com), and click "Customer Care" at the top, choose "Warranty Service Request", check "One Month Warranty Service Request" or "Eleven Month Warranty Service Request", choose the community you're in, fill out the form accordingly and submit. You can also send an email to the email address given to you at your New Home Orientation, or you can use the Customer Care Request form you received at your New Home Orientation by marking the appropriate box for either One or Eleven Month Customer Care Request and dropping that by the Customer Care Center or the Sales Office, if either is still onsite.

Regardless of which way you contact us, we'll respond within two business days.

## Customer Care Hours of Operation

Monday through Friday, 8:30 am to 3:30 pm. Closed on Holidays.

Non-Emergency service calls are made by our Business Partners to your home Monday through Friday, between 8:30 am and 3:30 pm. Non-emergency service calls are not made on evenings, weekends or holidays. (See section "What is an Emergency?" to better understand what is considered an emergency and what is not.)

All non-emergency service requests must be submitted via the Customer Service Portal at [lexingtonchicago.com](http://lexingtonchicago.com), or by emailing a completed, scanned Customer Care Request Form to [customercare@lexingtonchicago.com](mailto:customercare@lexingtonchicago.com), or by hand delivering a copy to the Construction or Sales Center onsite.

Only homeowners can submit warranty service requests. Neither renters nor any non-owners living in the home can submit a service request. Please be aware that we will not respond to anything sent by anyone not an actual homeowner.

# Routine Care & Maintenance

A home is one of the last hand-built products left in the world. Home building is part art, part science and part hard labor. No two homes, even of the same plan, will be constructed exactly alike. Once the natural and man-made materials have been assembled, 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 be free from care and maintenance. A home, like an automobile, requires care and regular maintenance.

We take great pride in the product we build. Our goal is always to create long lasting quality and affordability. This cannot be achieved unless you, as the homeowner, properly maintain your home and all of its components. Periodic maintenance is necessary because of a number of factors such as normal wear and tear, the inherent characteristics of the materials used in your home, and normal service required for the mechanical systems. Natural fluctuations in temperature and humidity can also impact your home.

Many times a minor adjustment or repair done immediately by you saves a more serious, time consuming and sometimes costly repair later. Note also that negligence of routine maintenance can void applicable limited warranty coverage on all or part of your home.

We recognize that it is impossible to anticipate and describe every aspect that may be needed for good home care; however, we have covered many important details. The subjects covered include components of homes we build, listed in alphabetical order. Many topics include suggestions for use and care. Some components may be discussed here which are not present in your home.

At your New Home Orientation you'll receive various literature and warranty information from the manufacturers of the various consumer products as well as other items in your home. Although much of the information may be familiar to you, some points may be significantly different from homes you have owned in the past. The information contained in the manufacturers' material is not repeated in this Handbook. Make sure to activate specific manufacturer warranties by following the instructions in these materials. In some cases, manufacturer warranties may extend beyond the first year; it is in your best interests to be familiar with such coverage.

By caring for your home attentively, you ensure your enjoyment of it for years to come, while also helping to maintain its value. The attention provided by you, the homeowner will have a significant impact on the long-term functionality, enjoyment and value of your home. Suggestions and information regarding routine maintenance can be found throughout this Handbook.



# Overview / Notables

## Cabinetry and Wood Products

It is the nature of many wood products used in cabinetry, trim and hardwood flooring to have a variety of colors and grain textures. Because these variations are the real natural beauty of these woods, unusual or “wild” grain patterns will not constitute a reason for replacement. No special emphasis will be made to select doors/drawers to match “perfectly” with one another. Wood “mellows” with age, exposure to sunlight, and the elements. A slight color difference may occur after a year’s time, thus affecting the actual color (natural or stain) of your sample, as well as with the cabinetry or wood floor you choose. As a result, the sample you choose your items from may differ somewhat from what’s installed in your home. Keep in mind that wood for individual cabinets and individual planks of hardwood flooring do not always come from the same tree and will therefore, sometimes vary in grains and textures. Your cabinets are like a piece of furniture. If you look closely at wood furniture you will find the same characteristics.

## Ceramic and Stone/Granite Products

Stone, granite, marble, etc. are all products made of natural stone. They provide unique color combinations, striations, and inter-mingling of minerals with rock that are incomparable and beautiful. So it’s important to remember that natural stone is a product of nature. Natural color and veining will always vary from one slab or tile to another. Because it is a natural product, and is acquired or “mined” from mountainous areas around the world, it’s identified as an exceptional product, i.e., an exception to the norm within the industry. In some cases, the sample that you choose from could be moderately to different from the tile that’s installed. We will do everything possible to achieve the essence of the product you choose from.

NOTE: All Granite and marble should be sealed to avoid stains. This is the homeowner’s responsibility. Granite and marble sealing products can be easily purchased at any major hardware center.

Ceramic and porcelain floor tiles will tend to have slight to average shade variation in tile, but less in degree from granite and other stone products.

## Unauthorized Installations

Timberleaf LLC does not permit the installation of options by anyone other than Timberleaf LLC and its subcontractors and suppliers prior to closing and taking possession. The unauthorized use installation of anything other than that which is acquired, ordered or added via a representative of the Builder, and/or the unauthorized use of independent contractors other than those who are under contract with the Builder, or any independent work, installation or changes made by the buyer prior to closing will void any warranty, implied or written, with respect to any and all items directly affected by same, and/or with any subsequent damage caused, directly or indirectly as a result of said work being facilitated prior to closing, and is a direct violation of your Purchase Agreement. Timberleaf LLC reserves the right to remove and/or destroy any alterations, materials or furnishings, made by you or any unauthorized sub-contractor, prior to closing. Any costs incurred with such removal and restoration will be passed back along to the buyer at closing.

# Warranty Coverage, Product Information and Helpful Hints

## Kitchen Appliances

### Product Information

Specific product information for your new appliances can be obtained from the individual service manuals provided to you at your New Home Orientation. Register your products online per the instructions found in the various Manufacturers' Service Manuals.

### Helpful Hints

In the event you require service on any appliances, please contact the Manufacturer directly to arrange service. Service phone numbers are provided at the back of this manual.

There may be issues or occasions when it's unclear if service needed is appropriately addressed by the Manufacturer or the Installer. Contact your Construction Manager to determine responsibility. Before asking for service, try to determine if the problem lies elsewhere, such as checking circuit breakers or making sure gas is turned on.

### Manufacturer's Warranties

The Builder assigns you all rights under the manufacturers' warranties for appliances and other equipment included in your home.

Limitations to the Manufacturer's Warranties include:

- Visible damage not noted on the New Home Orientation
- Any appliances purchased and/or installed by anyone other than a Builder's Agent

## Hardware

### Product Information

High quality hardware has been used throughout your home. Lock trim is factory-treated with a clear protective coating, electrostatically applied to provide both durability and beauty. However, it may gradually tarnish and take on a discolored appearance over time.

### Helpful Hints

Initial care requires periodic cleaning with mild non-abrasive soap and light buffing with a soft cloth. Normal usage may loosen screws that secure the hardware to the door. Periodic checking and tightening is homeowner maintenance.

### Warranty

All hardware is warranted to be free of defects in material and workmanship for one year after closing. Limitations to the Warranty include:

- Visible damage not noted on New Home Orientation
- Normal usage wear and tear including tarnishing
- Loosened screws which secure hardware
- Tarnished surfaces or pitting from exterior elements

# Cabinets and Vanities

## Product Information

The kitchen cabinets and bathroom vanities in your home can be affected by changes in temperature and humidity and therefore may contract or expand with changes in seasons. In the event you do experience shrinkage or swelling, it will be evident mainly in the kitchen cabinets and vanities.

## Helpful Hints

Wood cabinets and vanities are factory-finished and should be cared for much the same as fine wood furniture. Enhance and preserve the rich wood grain finish by a periodic application of paste wax. Cabinets and vanities with laminate surfaces require very little maintenance; they can be cleaned with a moist cloth.

Scratches, which may result from normal use, can usually be touched up with a wood tone, touch-up crayon, which can be purchased at any hardware store. Cabinet and vanity hardware will loosen with repeated use. You should periodically tighten the hardware as needed. If you experience any problems with warping during the warranty period, contact Customer Care either by email or through the Customer Care portal of the Lexington Homes Website.

## Warranty

Kitchen cabinets and bathroom vanities are warranted to be free of defects in material and workmanship for one year from the date of closing. Limitations to the Warranty include:

- Visible damage not noted on the New Home Orientation

# Carpeting

## Product Information

All carpeting comes from the mill in standard twelve-foot widths. Every effort has been made to limit the number of seams and locate them as unobtrusively as possible. However, seaming is unavoidable. Some grades, brands or colors of carpet may show seams more readily than others, but this is not necessarily a reflection of the quality of carpet you have chosen.

After the initial installation of new carpet, you may notice excess yarn appearing on the carpet surface. This is normal and will dissipate over time with repeated vacuuming.

## Helpful Hints

- Have your carpet professionally cleaned. The frequency of cleaning depends on the type of yarn, color and the amount and nature of traffic the room receives. You should consult a carpet expert for information on treating various types of stains before attempting any type of spot removal. Consult with the carpet manufacturer if you intend to shampoo your carpet using water. Some manufacturers will advise against this.
- Be careful moving heavy furniture as it may stretch the carpet and cause "bubbles" to appear.

## Warranty

The carpeting in your home is warranted to be free of defects in material and workmanship. Limitations to the Warranty include:

- Spots, discoloration or damage not noted on the New Home Orientation
- Precise matching of your carpet to the carpet sample due to varying dye lots.
- Unavoidable visible seams
- Any carpeting purchased and/or installed by parties other than the Builder's Agent

# Hard-Surface Flooring

## Mannington Laminate Plank Flooring

### Product Information

A Mannington Laminate Floor is the closest thing there is to a "maintenance free" floor, It's an unmistakable wood-look, but tougher than wood. The melamine-impregnated surface with aluminum oxide makes it resistant to dirt and dust. Ordinarily vacuuming or sweeping is usually sufficient to keep the floor clean. If needed, occasionally clean with a cloth or mop (micro-fiber or terrycloth hooded) slightly moistened with Mannington's Ultra Clean System. Mannington now approves the use of residential steam-based cleaners for the Restoration Collection®.

### Helpful Hints

- Never flood the floor with water.
- Do not use soap-based detergents, as these may leave a dull finish on your floor.
- Do not use abrasive cleaners, steel wool or scouring powder, as these may scratch your floor.
- Never wax, polish, sand or lacquer a Mannington Laminate Floor.
- Use doormats outside each entrance to your home to prevent dirt, sand, grit and other substances such as oil, asphalt and driveway sealer from being tracked onto your floor.
- For furnishings, use wide-bearing, non-staining floor protectors, such as clear, hard plastic or non-staining felt protectors, for heavy furnishings.
- Promptly remove all liquid spills, including pet urine.
- Mannington now approves the use of residential steam-based cleaners for the Restoration Collection®.
- For items not covered by the following chart, call Mannington Consumer Services at 1-800-FLOOR-US (1-800-356-6787).
- The overall stain resistance of Mannington Laminate floors is excellent and most spills will wipe off quickly and easily with a clean, white cloth. Removing certain substances may take a little extra effort, as outlined below:

## Resilient Floor Covering

### Product Information

The resilient floor covering used in your home is no-wax flooring. You may experience conditions with your new floors such as raised nail heads, tiles lifting or seams separating. Raised nail heads are caused by movement of the floor joists due to shrinkage and deflection. The Builder has attempted to minimize this problem by using special nails and gluing the sub-floor to the joists to minimize the number of nails used. Separation at the seams is caused by shrinkage; and the lifting of a tile is sometimes caused by failure of the adhesive material in a particular area.

### Helpful Hints

- Asphalt compounds tracked from drives can permanently stain resilient flooring. Mats placed at doors will minimize this. Some rubber backed mats can cause the floor to discolor in time.
- Resilient flooring includes linoleum, asphalt, vinyl and rubber. Care for them daily by removing loose dirt with a broom, dust mop or vacuum. Wipe up spills immediately. If a spot dries, use a damp sponge, cloth or mop. Occasionally damp mop the floors between cleanings. When floors are dull and cannot be refurbished by mopping, clean them thoroughly with a good detergent.

- Use floor protectors on legs of furniture to minimize scratches and indentations.
- Floor finish or wax provides hard films that don't smear, but also do not respond to buffing. Waxy polishes leave softer films with slightly lower gloss that can be buffed to restore appearance. Apply wax moderately. The right amount is the least that can be used without streaking. Let it dry for 30 minutes before allowing traffic. Once or twice a year, use a remover to take off the build-up of old polish or wax. Dilute as recommended, apply, rinse, let dry, and then apply a new coat of polish.
- High heels will damage all resilient and sheet vinyl floors.

### **Warranty**

The resilient floor coverings are warranted to be free of defect in materials and workmanship for one year from the date of closing. Limitations to the Warranty include:

- Visible damage not noted on the New Home Orientation
- Any damage to floor due to improper care or use, such as: improper maintenance, improper use of caustic cleaning agents, and failure to use recommended floor protectors and furniture rests under furniture and appliances.
- Any floor covering purchased and/or installed by parties other than a Builder's Agent.

## **Hardwood**

### **Product Information**

If you choose to install hardwood flooring in your home, some characteristics of hardwood flooring to be aware of are:

- Streaks, spots, and color variations
- An occasional unfilled mini-hole not over 1/16" in diameter

### **Warranty**

All hardwood flooring in your home is warranted to be free of defects in material and workmanship for one year from the date of closing. Limitations to the Warranty include:

- Visible damage not noted at the New Home Orientation
- Negligence, improper or lack of maintenance
- Cracks, and voids caused by normal settlement, expansion or contraction; or due to atmospheric conditions (humidity, dampness, heat, or cold)

## **Caulk (Interior)**

### **Product Information**

Interior caulking has been applied around tubs, sinks, tops, thresholds, and trim materials. Even properly installed caulking will often shrink and/or show surface cracks due to settlement, expansion, and contraction over time.

### **Warranty**

Joints and cracks in exterior wall surfaces and around openings shall be properly caulked to exclude the entry of water. The Builder will re-caulk joints and cracks in exterior wall surfaces as required to correct leakage once during the one-year warranty period. Limitations to the Warranty include:

- Visible damage or shrinkage not noted on New Home Orientation
- Minor surface cracks, for one year from the date of closing
- Interior caulking will not be re-caulked unless noted on the New Home Orientation

# Ceramic & Marble Tile

## Product Information

Cracks in grouting of ceramic tile joints are common due to normal shrinkage conditions. Shade and/or color variation is inherent in all fired clay products and grout. Marble is a product of nature and not a man-made product.

## Helpful Hints

Abrasive cleansers should not be used to clean tile surfaces, as this may result in surface scratches. To remove particularly heavy accumulations of film from glazed tile, you may need a stiff brush and mild cleanser. A special sealer for grout will make it more stain resistant. Staining agents should be mopped up promptly, even though they rarely affect ceramic tile. Care should be taken to avoid damage to the tiles by securing bath fixtures too tightly to bath walls and/or dropping heavy objects on ceramic or marble surfaces. Such occurrences can result in cracked and broken tiles.

## Warranty

All ceramic tiles in your home are warranted to be free of defects in material and workmanship for one year from the date of closing. Limitations to the Warranty include:

- Visible damage such as cracks, chips, scratches not noted on the New Home Orientation
- Any tile purchased and/or installed by parties other than a Builder's Agent
- Variations of color, veining and surface textures in marble

# Counter and Vanity Tops

## Quartz

### Product Information

Quartz can be cleaned easily with a mild detergent, water and a soft cloth or paper towel, then rinse and dry thoroughly. Abrasive cleansers or harsh scouring pads and cleansers that contain bleach should not be used with quartz. Engineered stone surfaces do not require polishing to keep them shiny and smooth, but they should be cleaned gently to maintain their distinctive shine. Some quartz colors and finishes liked honed, matte, etc., are more sensitive to grease or finger-prints and may require extra care during routine cleaning.

A floor machine such as a slow speed buffer or walk behind scrubber can be used for larger commercial environments. Be sure to rinse thoroughly to remove any haze residue that may diminish the shine and beauty of the floor.

Avoid using metal knives and utensils directly on the countertop, as metal may scratch the quartz. When chopping vegetables, slicing bread or preparing other foods with sharp utensils, use a cutting board to prevent scratches.

To remove grease from your quartz countertops, use a product recommended for stone care. Harsh cleansers should not be used to remove grease or other cooking stains. Gently scrape away hardened grease with a plastic knife before applying cleanser.

## Helpful Hints

- STAINS AND SCRATCHES  
For stubborn or dried spills, use a nonabrasive cleaning pad combined with a small amount of mild soap or specialized stone cleaner.

While quartz countertops are resistant to scratches, scuffs, dents, stains and burns, these surfaces are not damage-proof. Homeowners must take care to avoid exposing quartz countertops to permanent inks, markers or dyes, as these substances may not be removable. If a countertop is marked by a permanent marker or dye, rinse the area with water as soon as possible, then apply a cleansing product approved for stone care if the stain is still visible. Clean the area again with water after applying the cleanser.

Although quartz is resistant to stains from juice, wine, coffee, and other food substances, it is best to wipe up spills immediately to prevent possible stains. Do not use metal utensils or knives directly on the quartz surface.

- **PREVENTING CHEMICAL DAMAGE**

Avoid exposing One Quartz Surfaces® to chemicals and solvents, especially paint removers or furniture strippers containing trichloroethane or methylene chloride. Avoid contact with nail polish remover, bleach or cleansers that contain bleach, bluing, permanent markers or inks. While casual exposure to alkaline materials will not damage quartz surfaces, highly alkaline (high-pH) cleansers are not recommended when cleaning. If any of the substances listed above come into contact with quartz, rinse the exposed surface immediately and thoroughly with plenty of clean water.

- **AVOID HEAT DAMAGE**

Quartz countertops can be damaged by direct exposure to heat. When cooking, use trivets or heating pads to guard the surface against direct exposure to hot cookware or coffee pots.

## Granite

### Product Information

Because of the variety of natural stones available, daily maintenance and cleaning techniques may vary from one stone to another. Below are some general tips to follow regardless of the color or type of stone.

Granite is generally unaffected by most chemicals. Yet it is always advisable to use only neutral, mild and vegetable based cleaners in lieu of scrubbing pads to clean granite tops.

### Helpful Hints

Though granite is a reliable stone that can withstand just about any hot and harsh item on its surface, it is not prudent to leave acidic (lemon, vinegar, soft drink) liquids on its surface for long, especially if the granite countertop is polished. A polished granite countertop can be rather delicate and must be treated with additional care.

- Harsh cleansers may discolor the stone. Do not use abrasive cleansers when cleaning your countertop. Use of such cleansers may cause damage to the surface.
- Do not use granite as a cutting board as the same may damage the surface with light cut marks and eventually an abrasive surface. Always use a cutting board for this type of food preparation.
- As granite constitutes of many minerals in essence, presence of certain minerals renders granite an easy prey to scratching and chipping or breaking. Avoid dragging utensils, pans, pots, and appliances across the granite countertop. Do not place cigarettes on counter tops.
- Use coasters under all glasses, particularly those containing alcohol or citrus juices. Many common foods and drinks contain acids that will etch or dull the surface of any stones
- Do not place hot items directly on the stone surface. Use trivets or mats under hot dishes and placemats under china, ceramics, silver or other objects that can scratch the surface

- Clean stone surfaces with a few drops of neutral cleaner, stone soap or a mild liquid dishwashing detergent and warm water. Use a soft cloth for best results. Too much cleaner or soap may leave a film and cause streaks. Do not use products that contain lemon, vinegar, or other acids on marble, limestone or other calcareous stones. Rinse the surface thoroughly after washing and completely dry with a soft cloth to prevent streaks or water marks.
- As regular polishing is essential to always keep the stone looking as good as new, it is suggested that a penetrating sealant, as referred by the home improvement store, must be applied once a year.

### **Warranty**

Counter tops are warranted to be free of defects in material and workmanship for one year after Closing. Limitations to the Warranty include:

- Visible damage not noted on the New Home Orientation
- Burn marks
- Dull surface due to use of abrasive cleansers
- Seams that delaminate or separate as a result of excessive moisture related surface exposures.

## **Cultured Marble**

### **Product Information**

The cultured marble vanity tops used in your home are much like natural marble and must be cared for properly.

### **Helpful Hints**

- Use only mild liquid cleaning agents to clean marble vanity tops. Any good spray or paste wax will keep the shine.
- DO NOT USE ANY TYPE OF ABRASIVE cleansers to clean this surface; they will cause scratching and dulling of the surface.
- Do not place hair straightening and/or curling tools or other hot objects on cultured marble vanity tops as they will stain much like the quarried natural marble.

### **Warranty**

Cultured marble vanity tops are warranted to be free of defects in material and workmanship for one year after closing. Limitations to the Warranty include:

- Visible damage not noted on the New Home Orientation
- Damage arising from the use of abrasive cleansers
- Damage arising from placing hot objects on the unprotected top
- Cracks due to dropping objects on the surface

## **Doors**

### **Product Information**

Winter heating may change the moisture content of wood doors, causing temporary warping. Summer humidity may cause sticking doors due to swelling. Interior doors, bi-pass and bi-folds often stick or warp due to various weather conditions. Interior panel doors may show raw wood if the panels shrink more than the frame. Exterior doors will warp or bow to some degree due to a temperature differential between inside and outside surfaces. These conditions are normal.



## Helpful Hints

Sticking: If the sticking is caused by swelling in damp weather, fold sandpaper around a wood block and sand the edge that binds. If uneven alignment is the cause, check to see that hinge screws are tight and holding properly. If the door still is out of alignment, sand or plane the edge that binds. Always paint or varnish areas you have sanded or planned to protect the wood from absorbing moisture and prevent further problems.

Weather stripping: To maintain a good seal, occasionally you will want to adjust the magnetic and compression weather stripping on your exterior doors. You can do this easily by carefully running a screwdriver firmly up and down the groove in the weather stripping. A well-sealed door should be somewhat hard to open and close. High winds may cause a howling noise. Adjusting as mentioned above will solve the problem, unless the winds are very strong.

Adjustable Thresholds: Many exterior doors are equipped with adjustable thresholds. These are easily adjusted as the seasons and humidity change.

Bi-fold or Sliding Doors Sticking: Keep tracks free of dirt and grit. Occasional application of silicone spray will enable doors to slide easily and prolong the life of your doors.

## Warranty

All doors are warranted to be free of defects in material and workmanship for one year from the date of closing. Limitations to the Warranty include:

- Visible damage not noted on the New Home Orientation
- Installation of a separate storm door may void the warranty of the primary door if it has plastic window frames or plastic decorative elements.

## Plumbing System & Fixtures

### Drains

#### Product Information

Each plumbing fixture in your home has a "J-shaped" drainpipe designed to provide a water barrier between your home and the odor of sewer gas. This trap holds water, which keeps airborne bacteria and the odor of sewer gas from entering your house.

#### Helpful Hints

If you seldom use a fixture, turn it on at regular intervals to replace evaporated water and keep the barrier intact. Because of the shape, traps are where drains are most likely to become clogged.

### Drains in Bathtubs, Sinks and/or Showers

If a drain in these fixtures becomes clogged, first use a plunger. Be sure the rubber cup covers the drain opening and that the water comes well up over the cup edge. Working the plunger up and down rhythmically 10 or 20 times in succession will build up pressure in the pipe and be more effective than sporadic separated plunges.

If the plunger does not solve the problem, use a plumber's "snake". (These can be rented or purchased at a hardware or plumbing store.) Always turn the handle of the snake in the same direction when removing it as you did when inserting it. This will prevent matter attached to the snake from coming loose before the snake is removed.

If a plunger or snake can partly open a drain, often hot water will finish the job. If not, open the trap, putting a bucket or pan under it to catch the water. Potash lye or caustic potash may help finish opening a drain, but never use them on a completely stopped up drain. They may take as long as overnight to work, and if you have opened the trap, the chemicals would be a hazard.

**WARNING:** Because potash lye and caustic potash are highly corrosive, always pour them slowly into the drain to keep them from splattering. Never pour water into the chemicals. Wear old clothes, rubber gloves and goggles or safety glasses. Never use a plunger after chemicals have been added to a drain as the water may splash and cause an injury or damage nearby surfaces. Follow label directions.

## Fiberglass Fixtures

### Product Information

Fiberglass tubs or fiberglass shower bases may be installed in your home.

### Helpful Hints

- Avoid using abrasive cleaners which will scratch the surface
- Avoid hitting it with sharp objects or dropping objects which may chip or crack it

### Warranty

All fiberglass tubs & shower bases are warranted to be free of defects in material and workmanship for one year from the date of closing for a period of one year after closing. Limitations to Warranty include:

- Visible damage not noted on New Home Orientation

## Stainless-Steel Sinks

### Product Information

A stainless-steel sink may be a feature in your home. This sink should give you years of satisfactory service, but it does require regular maintenance to enhance its shine and luster.

### Helpful Hints

**Rubber Mats:** Due to the resiliency of stainless steel, rubber mats are not essential to protect your sink, glassware, dishes, and are therefore not recommended. Residual water deposits and food particles trapped underneath rubber mats could cause discoloration.

**Discoloration: Pitting and Rust:** Can be caused by wet sponges, clothes, cleaning pads and rubber mats left on the sink surface.

**Steel Wool Pads:** Should never be used to clean your sink. Iron particles imbedded in the grain lines from these pads can cause rust and pitting of the sink surface.

**Liquid Soap:** Most liquid detergents contain chemical additives which will affect the original shine of the finish if left to dry on your sink. In some instances, full strength residual liquid detergents have caused pitting and staining of the sink surface.

**Bleaches:** The chlorides in bleaches can react with stainless-steel and cause corrosion. They should not come in contact with the surface of the sink for extended periods. If they are, rinse thoroughly. If clothes are left in the sink to soak, bleaches may cause rusting and pitting at the water line.

Spotting: Water quality can also affect the appearance of your sink. Where hard water or water with high iron content is present, a brown stain may appear, giving the appearance of rust. In areas with water of a high concentration of minerals, or over softened water, a white film may appear on the sink. We suggest the sink be towel dried after each use if this condition exists.

## **Warranty**

The stainless-steel sink is warranted to be free of defects in workmanship and material for one year after closing. Limitations to the Warranty include:

- Visible damage not noted on the New Home Orientation
- Stains due to water quality or improper use

## **Plumbing System**

### **Product Information**

The plumbing system and fixtures in your home have been installed by a licensed plumbing contractor. Each phase of construction has been inspected by your Municipality and has met all applicable requirements and plumbing standards in your area, including the requirement for the water-saver features for all residential plumbing fixtures.

Your plumbing system should serve you well for many years. To avoid major, costly repairs down the road, promptly repair minor problems as they arise.

Leaks: PVC pipes should last the lifetime of the house. If your washing machine, dishwasher or other water using appliances seem to be leaking, check the trap to see that the drain is not clogged. (See also "DRAINS.")

Noisy Pipes: Can be caused by a variety of problems. Most common are a weak washer, a loose faucet part and trapped steam in a hot water pipe. Correct the cause immediately to avoid vibrations created by the noise. A strong vibration can cause fittings to loosen and leak.

## **Toilets**

Water-saver toilets do not have the same flushing capability, which you may be accustomed to, due to their design to use less water.

Never flush hair, grease, lint, diapers, rubbish, etc. down the toilet drain. These wastes will clog drains and sewer lines.

Cleaning: Many commercial products are available for toilet cleaning. Use them as directed, but do not mix them or use them with household bleach or other cleaning products. Only use them in the toilet.

Toilet Leaks: If the water chamber seems to be leaking, the dripping may be coming from condensation on the outside of the tank. If this is a problem, you may want to use a cloth tank cover. If water leaks into the bowl through the overflow pipe, try bending the rod that holds the float so that the float is closer to the bottom of the tank. Flush the toilet, and if it still leaks, you will probably have to replace the inlet valve washer.

If the water trickles into the bowl, but is not coming through the overflow pipe, it is coming through the flush ball valve. The rods between the ball valve and the flushing handle may need aligning so that the ball drops straight down after the handle has been pushed. Water will leak through into the

bowl if the ball valve is worn or if there is dirt or rust on the ball or ball seat. If the latter, remove dirt and rust. If the ball valve is worn, turn off the water, unscrew the ball and replace it with a new one

Stopped-up Toilet: Treatment of a stopped-up toilet is the same except for the following: The trap is built into the toilet and is less accessible. Instead of using a snake, use a coil spring steel auger. (Can also be rented or purchased at a hardware or plumbing store.) Insert the auger so that the point goes up into the trap. Turning the handle will break up the blockage so it can be removed.

Prevention: You can avoid stopped-up drains by never pouring grease into a drain or toilet. Ordinary washing soda (not baking soda) added to a drain regularly will keep it free of grease from soap and cooking utensils.

Run hot water through the drain, turn off the water, add 3 tablespoons of washing soda and follow with just enough hot water to wash the soda down the drain opening. Let it sit for 15 minutes and then run more hot water.

## Warranty

Drains are warranted to be free of defects in material and workmanship per the Warranty Standards. Limitations to the Warranty include:

- Visible damage not noted on the New Home Orientation Form

## Faucets

Because they have moving parts, faucets are more likely to require repair from time to time than plumbing with no moving parts.

Aerators: To maintain your faucets, you will need to clean the aerators every three or four months. This attachment to the faucet adds air to the water to reduce splashing and reduce water use.

Faucet Leaks: If a faucet leaks, usually you can fix it by replacing washers. Instead of washers, some new single-control faucets for hot and cold water have cartridges, which last longer, but still must be changed. Turn off the water at the shut off valve before repairing a faucet.

Exterior Faucets: Also, be sure to remove any garden hoses from the exterior sill cocks and turn the faucet off prior to temperatures falling below 32 degrees. Failure to do so will cause damage to the frost-proof type sill cock as the trapped water in the sill cock will freeze. State law requires these frost-proof sill cocks to have a back flow prevention device to avoid foreign matter from entering the fresh water supply.

## Water Heater

All hot water heaters have a control mechanism to govern water temperature. Set gas water heater temperature controls to NORMAL. Do not store anything near the heater, because it may block air flow and create fire hazard.

Your water heater requires little maintenance to operate efficiently. Most manufacturers recommend draining them once a year. The directions for this are usually on the side of the hot water heater.

If the gas heater pilot light goes out, refer to the water heater manual for instructions on relighting.

### **Manufacturer's Warranty**

The Builder assigns you, the purchaser, all rights under the manufacturers' warranties for appliances and items of equipment in your home. The remaining plumbing items in your home are warranted to be free of defects in material and workmanship for one year from the date of closing. Limitations to the Warranty include:

- Visible damage to the plumbing system fixtures not noted on the New Home Orientation
- Any system problems which arise as a direct result of work performed on the system by any parties other than a Builder's Agent.

## **Garbage Disposal**

### **Product Information**

Your garbage disposal is a continuous feed type. The included instructions and warranty material will give precise directions for its operation and service.

### **Helpful Hints**

- Many people assume that because their waste disposal is capable of grinding up most of their garbage, it is also capable of eliminating grease and other substances they would not otherwise pour down a drain. You should be careful not to clog disposal drains with grease.
- When grinding greasy substances, use plenty of cold water. Always use cold water when the disposal is on. Should the drain become clogged, do not put chemicals down the disposal.
- Reset Buttons: Most disposals have a reset button that works in much the same way as a circuit breaker. Should the disposal become overloaded with a substance it cannot grind, it will turn itself off. If this happens, turn the switch off, remove the substance obstructing the disposal's operation, wait about 3 minutes, push the reset button (see your instruction booklet for its location), and turn the switch on.
- If it still doesn't start, turn it off again and check to see if you've tripped a circuit breaker. If the circuit breaker has not interrupted the flow of current, reset the circuit breaker and try again.
- All disposals come equipped with a special wrench that can be inserted in a hole in the bottom of the disposal (under the sink).
- Avoid putting large amounts of fibrous material (such as banana peels, celery waste or corn husks) down your disposal.

### **Manufacturer's Warranty**

The Builder assigns you, the purchaser/owner all rights under the manufacturer's warranty for the disposal included in your home. Limitations to Warranty include:

- Visible damage not noted on New Home Orientation
- Damage due to foreign objects not designed for the disposal

## **Drywall (Walls & Ceilings)**

### **Product Information**

The interior walls of your home have been constructed of gypsum wallboard (drywall). Slight imperfections such as shrinkage, settlement cracks, nail pops and/or seam lines do appear during the drying and settling process of your home. This is a normal occurrence.

## Helpful Hints

- No attempt should be made to repair these occurrences in the drywall until your home has gone through the drying and settling period, which generally takes about a year. After one year (and the house has sufficiently dried), you can use a product called spackle to fill in these areas.
- Spackle can be obtained in any hardware store in either powder or paste form. Follow the instructions on the container and then use the touch-up paint which was provided to you at your New Home Orientation.
- The Builder will return once during the first year of warranty to repair any nail pops or cracks exceeding 1/8 inch in width (not length) or greater. We suggest waiting until your Eleven (11) Month Warranty review to present all cracks and nail pops for repair. The Builder will repaint only those repairs to the original color. We cannot guarantee color match.

## Warranty

All drywall in your home is warranted to be free of defects in material and workmanship for one year from the date of closing. Items not covered by this Warranty include:

- Visible damage not noted on the New Home Orientation

## Painting (Interior)

### Product Information

Your walls and ceilings have been painted with an interior latex paint.

### Helpful Hints

- For those who wish to wallpaper after your first year, you must prepare all painted surfaces for wallpapering with an appropriate sizing material. This product can be purchased at any wallpaper, paint or hardware store. Follow instructions on the container.

Note: Failure to prepare your walls could result in the paper not adhering to the surface and create the possibility of the paper pulling the paint or the drywall surface material off the wall.

## Warranty

All interior painting is warranted to be free of defects in materials and workmanship for one year from the date of closing. Limitations to the Warranty include:

- Visible damage to painted surfaces not noted on the New Home Orientation
- Restoration of painted surfaces to the original surface finish supplied with your home. (If you repaint or paper a wall during your first-year warranty period which is subsequently repaired under this warranty, The Builder will not assume responsibility for restoring the wallpaper or any special paints you, the homeowner, may have used.)

## Wood Trim (Interior)

### Product Information

Like other organic materials, wood is affected by heat, cold and extreme humidity, and therefore may contract or expand with weather changes. As a result, minor shrinkage and swelling of interior wood trim elements is unavoidable.

The primary areas which may be affected include doors, baseboards, wood floors, handrails, fireplace mantles, paneling and shelving, and result in slight cracks around doorways, arches, windows, joints in door casings and nail pops around baseboards. Although it is impossible to

completely alleviate the problem, keeping the house at even temperature and humidity levels is an excellent precautionary measure.

### **Helpful Hints**

When cleaning any wood trim, make sure to use a clean dry dust cloth. Use of water or chemical cleaners may affect some finishes.

### **Warranty**

All interior wood trim is warranted to be free of defects in material and workmanship for one year from the date of closing. Limitations to the warranty include:

- Visible damage not noted on the New Home Orientation

## **Electrical System and Fixtures**

### **Product Information**

The electrical system and fixtures in your new home have been installed by a licensed electrical contractor. Each phase of construction has been inspected by your Municipality and has met all applicable requirements and electrical standards in your area.

### **Helpful Hints**

Your electrical wiring and appliances are protected by circuit breakers which eliminate the need to replace fuses should you inadvertently overload the system. The wiring in your home will accommodate a number of electrical appliances; however, occasionally you may find an outlet or circuit that does not operate properly.

Note: Ordinarily, small appliances may be added without fear of overloading a circuit. However, large appliances and some small appliances may cause tripping of the circuit. Example: The addition of a second refrigerator in the garage.

The circuit breakers are located in the main electrical panel, the location of which was pointed out to you during your New Home Orientation. In the event you find that you're not getting power from an electrical outlet, you should first check your main electrical panel box. The breaker which is normally in the "ON" position will likely appear in the "OFF" position. To restore power, you should reposition it to the "ON" position.

Other causes of circuit tripping are:

- Worn out cords or defective plug connections
- Defects within the appliances themselves
- A defective breaker

If after resetting the circuit breaker it trips off again, you should immediately locate the cause and correct the problem.

At least one wall outlet in most of the rooms in your home is operated by a wall switch. Usually the 1/2 of the outlet is switched. (This enables you to have a lamp and clock radio plugged into the same receptacle). Therefore, if you're not getting power from an outlet, check the room switch before checking the breaker panel.

Your home is also equipped with ground fault interrupted (GFI) circuit breakers for some kitchen, bathroom, garage and outside receptacles. They are designed to "open" from the slightest moisture contact or short circuit. If you cannot get electric power at one of these receptacles and you find that the GFI switch is "tripped", simply reset the GFI by pressing the reset button.

## Warranty

The electrical fixtures in your new home are warranted to be free of defects in material and workmanship for one year from the date of closing. Limitations to the Warranty include:

- Any visible damage to fixtures not noted on the New Home Orientation
- Any system problems which arise as a direct result of work performed on the system by any parties other than a Builder's Agent
- Light bulbs, including lighted doorbells

## Fireplaces

### Product Information

There are two types of prefabricated fireplaces offered (optional), direct vent or non-vented.

### Helpful Hints

Be sure to inspect the external vent cap on a regular basis to make sure that no debris is interfering with the airflow. Inspect entire venting system to ensure proper function.

### Glass Doors and Glass Fronts

Thoroughly clean the inside of the glass door after using the fireplace for ten hours. Film deposit on the inside of the glass should be cleaned off using a nontoxic, non-corrosive, non-abrasive, mild-cleaning solution. Simply apply an adequate amount to the glass and wipe with a damp cloth. Periodically clean the glass door as necessary. When cleaning the glass, remember:

- Do not remove the glass when hot. Allow glass to cool before removal.
- NEVER use abrasive materials.
- Keep children and pets a safe distance away.
- Never operate the fireplace without the glass door properly secured.
- Never operate the fireplace if the glass is broken.
- Handle glass door with care to avoid striking or scratching it on hard objects.

### Warranty

All fireplaces are warranted to be free of defects in material and workmanship as listed in the Manufacturer's Warranty Standards. Limitations to the Warranty include visible damage not noted on New Home Orientation.

## Heating, Ventilation & Air Conditioning (HVAC)

### Product Information

The furnace and central air conditioning system in your new home has been installed by a licensed heating contractor. Each phase of construction has been inspected by your Municipality and has met the applicable requirements and heating standards for your home.

**Homeowners should not use a 3M filter in the furnace. The 3M filter can cause drag on the fan and not allow the system to work properly. Please replace furnace filters with a REAM #4 filter only.**

For specific product information, please read the individual Manufacturers' Service Manuals provided at your New Home Orientation.

### Helpful Hints

In the event you find the furnace not operating or you are not getting a sufficient amount of heat, you should check:

- The circuit breaker. The switch should be in the "ON" position.



- The electric switch that controls your furnace fan. (Note: The switch will be on or near the furnace in the location pointed out to you during your New Home Orientation.)
- That the pilot light or the electronic ignition is functioning; refer to furnace manual.
- That all room registers are dampered properly to allow for an even flow of heat.
- If the furnace filter should be cleaned or replaced. This should be done on a regular basis as indicated in the furnace service manual. A dirty filter can stop the furnace from working.
- Your heating contractor's phone number is located on the furnace and will also be found with the emergency numbers in your warranty literature.

By leaving your interior doors open, you'll have better air circulation throughout your home.

### **Manufacturer's Warranty**

The Builder assigns you, the purchaser, all rights under the manufacturers' warranties for appliances and items of equipment in your home. The remaining heating and air conditioning items purchased with your new home are warranted to be free of defects in material and workmanship for one year from the date of closing. Limitations to the Warranty include:

- Visible damage not noted on the New Home Orientation
- Any system problem(s) which arise as a direct result of work performed on the system by any parties other than a Builder's Agent

## **Smoke and CO2 Detectors**

### **Product Information**

Smoke and CO2 detectors have been installed in accordance with your municipal building codes.

### **Helpful Hints**

- Keep fans and drafts away from the detector as the dust particles may set them off.
- Run the range hood fan when cooking to avoid heat/smoke setting it off.
- Change the battery when the detector emits a "chirping" sound. This means the battery is low. (Most detectors require a nine-volt battery.)

### **Manufacturer's Warranty**

The Builder assigns you, the purchaser all rights under the manufacturer's warranty for the smoke detectors in your home. Limitations to the Warranty include:

- Visible damage not noted on the New Home Orientation
- Short-out or burn-out due to lightning or electrical surge

## **Digital Thermostat**

### **Product Information**

The standard digital thermostats are of good quality and require no maintenance. You may have an optional Nest programmable thermostat for which you have been supplied an instruction manual.

### **Helpful Hints**

Read instructions carefully. Properly set, these thermostats will save you money!

### **Manufacturer's Warranty**

The Builder assigns you, the purchaser, and all rights under the manufacturer's warranty for the thermostat in your home. Limitations to the Warranty include:

- Visible damage not noted on the New Home Orientation

# Windows & Sliding Glass Doors

## Product Information

The aluminum, vinyl, or wood windows, and sliding glass doors used by The Builder are selected due to their high energy efficiency rating standards. Windows, of course, are a source of heat loss and you may feel cold radiating from a properly installed and functioning window.

## Helpful Hints

- Since you live in a modern, energy-efficient home, you may experience ice build-up on windows when you have a combination of cold weather and high humidity. This is a common occurrence and does not necessarily indicate a defect in the window or its installation. By reducing the humidity level in the house, you will reduce and possibly eliminate this situation. If you are experiencing an extreme ice build-up on your windows, you should investigate your humidity level in the home. Water damage due to over humidification is expressly excluded from your one-year warranty coverage.
- Keep all windowsill channels and sliding glass door tracks free of dirt and particles to allow proper seal and operation. In the event you feel a draft from your sliding glass door or window(s), make sure to check the track for buildup of dirt before requesting service.
- To ensure proper drainage, windows and sliding doors, are equipped with small drain openings, at the base of the frame, called "weep holes." You should periodically check the weep holes in windows and doors to make sure they are free of dirt.
- If you find that you have an abnormal draft from a window or door, please contact the Customer Care Department. We will investigate the problem and take corrective action, if required. Please note that some drafts are inevitable.

## Warranty

Windows and sliding glass doors are warranted to be free of defects in material and workmanship for one year from the date of closing. Limitations to the Warranty include:

- Visible damage to glass, screens, etc., not noted on the New Home Orientation
- Damage due to over humidification of the home by the homeowner

# Concrete – Basements and Slab-on-Grade Foundations

## Product Information

Concrete is a durable, long-lasting product that does not need much maintenance. The foundation of your home, whether it's a basement or a slab-on-grade was designed and poured to maximize long-term strength. That means it was only poured in proper temperatures under proper conditions, and/or was temperature/heat treated to ensure proper curing in long-term strength. Shrinking cracks particularly at control joists, and condensation, particularly on basement walls in warm, humid weather is normal.

## Helpful Hints

Dampness and condensation on walls, joists, support columns and other components in a basement are normal. A one-time leak found in a foundation wall may not indicate a defect.

## Warranty

Shrinking cracks, particularly at control joists, and condensation, particularly on basement walls, particularly in warm, humid weather is normal, and therefore not warranted. Maintaining adequate ventilation and moisture control is considered owner maintenance.

## Slab-On-Grade Foundation

- Cracks in the attached garage slab, unfinished areas (no floor covering) or areas not designed for living that exceed ¼ inch in width or vertical displacement will be repaired.
- Cracks in the visible face of the foundation over 1/8 of an inch in width will be repaired with surface patching or epoxy injections. Again, shrinkage cracks are common and should be expected.

## Basement

- Cracks in poured concrete foundation walls that exceed 1/8 inch in width will be repaired with surface patching or epoxy injection.
- Leaks resulting in actual flow or trickling of water through the wall or floor, causing an accumulation will be corrected. A one-time occurrence may not indicate a defect. Proper grading must be maintained around the basement.
- Cracks in the concrete floor which rupture or significantly impair performance of floor covering will be repaired so the defect is not readily noticeable when floor covering is in place.
- Cracks in the concrete floor of unfinished areas (no floor covering) or areas not designed for living that exceed ¼ inch in width or vertical displacement will be repaired.

# Exterior Components (Single Family) Common Elements (Townhomes)

## Siding

### Product Information

The exterior siding materials for your home have been selected for durability, appearance and ease of maintenance.

### Helpful Hints

Routine cleaning (once a year) will keep your siding looking new, as well as extend its life.

Avoid vigorous rubbing and hard objects hitting siding (rocks thrown by a lawn mower or baseballs thrown against siding). Hard-to-remove stains (Example. tar or grease.) should be removed according to the manufacturer's maintenance and cleaning instruction.

### Warranty

Your siding is warranted to be free of defects in material and workmanship for a period of one year after closing. Limitations to the Warranty include:

- Visible damage not noted on New Home Orientation
- Damage, loosening, etc., due to abnormal weather conditions (hail, ice storm, excessive winds.)
- Siding damage from winds in excess of 50 miles per hour.

## Asphalt Drives

### Product Information

For those homeowners who may not have their asphalt drives in at time of move-in, due to the

season in which they closed, all exterior work will be completed in the spring, when weather and soil conditions permit. The asphalt plants normally open for the season between April 15th and May 1st. A gravel base will be put down in the interim period. You will undoubtedly experience some settlement when the ground thaws that will be regraded when the final drive is installed. If you experience extreme settlement that hinders your ability to use your drive, call your Customer Care Manager, who will arrange for more gravel.

Expansion and contraction cracks are unavoidable due to asphalt being subject to soil and temperature conditions. This is especially noticeable in our northern climate where changes are extreme. Your best protection is to apply a quality seal coat material at least once a year. Freeze and thaw cycles may also create localized pockets which may periodically not allow complete drainage. This condition is unavoidable due to climate.

### **Helpful Hints**

Asphalt is a very porous substance and in order to properly care for your new drive, we suggest you abide by the following:

- DO NOT drive on the asphalt surface for at least two days after installation. This will, of course, include any moving vans or heavy vehicles at any time.
- DO NOT park on the asphalt surface for at least four days after installation. Normal traffic from the street to the garage is harmless after the initial waiting period; asphalt drives are not designed to support heavy vehicles such as moving vans.
- DO NOT park continuously on the same spot on the asphalt surface during the first hot summer. This will cause depressions which collect water and cause premature deterioration during freezing and thawing cycles.
- DO NOT spill gases or oil on the asphalt surface since these substances can cause the asphalt material to soften and disintegrate?
- DO exercise care with bicycle kick stands, chairs, ladders, car jacks and even high-heeled shoes, as any sharp projection will cause indentations.

### **Warranty**

The Builder will repair only the visibly damaged portions of driveway surfaces which are noted on the New Home Orientation. Limitations to the Warranty include:

- Visible damage not noted on the New Home Orientation
- Minor settlement of drive areas
- "Raveling" of asphalt edges next to landscaped areas

## **Balconies and Rear Decks**

### **Product Information**

Balconies and Rear Decks are constructed with pressure-treated and cedar lumber to resist deterioration due to exposure and weather conditions

### **Helpful Hints**

The balcony wood deck should not be covered with outdoor carpeting or any other materials that would prevent standing water from draining off the deck. The life of the balcony will be extended if snow and/or ice are not allowed to remain on the balcony for extended periods.

## Warranty

Balconies are warranted to be free from defects in material and workmanship for one year after closing. Limitations to the Warranty include:

- Visible damage not noted on the New Home Orientation or a Common Elements Inspection
- Damage or deterioration resulting from the addition of materials that "trap" moisture on the balcony
- Damage or deterioration of the balcony from failure to remove snow and/or ice.

## Caulk (Exterior)

### Product Information

Caulking has been applied to your home around doors, windows, exterior vents, sill cocks, air conditioning line, gas piping and where siding abuts brick or wood. Even properly installed caulking will shrink and show surface cracks due to settlement, expansion and contraction over time.

### Helpful Hints

It is recommended that you check the interior caulking around the house once a year and re-caulk as necessary. The quality of caulk is very important when choosing a brand to maintain your home. Generally, the silicone caulks are superior and longer lasting. Some are paintable and others are not.

Joints and cracks in exterior wall surfaces and around openings shall be properly caulked to exclude the entry of water.

### Warranty covers:

The Builder will re-caulk joints and cracks in exterior wall surfaces as required in order to correct leakage once during the one-year warranty period. Limitations to the Warranty include:

- Visible damage or shrinkage not noted on New Home Orientation or a Common Elements Inspection
- Minor surface cracks, for one year from the date of closing

## Concrete Slabs, Walks, Patios, Steps, Basements & Garage Floors

### Product Information

Concrete, by the very nature of the material, will expand, contract and crack. To date, no known prevention has been found for this problem. Also, the expansion and contraction of the concrete surface as the temperature changes throughout the year can, in time, cause pop outs and cracking. The Builder does provide contraction and expansion joints in the concrete in an effort to minimize and control cracks; however, we have no control over such factors as severe frost, settlement and aggravation from the use of salt and/or other de-icing chemicals. Even though you may not use these chemicals yourself, they are tracked in from the public streets, causing surface problems on concrete.

### Helpful Hints

- Avoid use of any salt or de-icing chemicals in the winter months on exterior concrete.
- In the event a foundation crack allows the entry of water to the inside of your home, please notify the Customer Care Department immediately and we will notify you of the type of action to be taken to correct this situation.

## **Warranty**

Concrete foundations and interior flatwork are warranted to be free of defects in materials and workmanship for one year from the date of closing. Limitations to the Warranty include:

- Visible damage not noted on the New Home Orientation or Common Elements Inspection
- Problems which arise as a direct result of the addition of concrete patios, walks, etc. by parties other than a Builder's Agent
- Exterior flat work such as walks, drives and patios

## **Gutter and Downspout System**

### **Product Information**

The gutter and downspout system on your new home is made of pre-finished aluminum

### **Helpful Hints**

Gutters and downspouts should be kept free of tree limbs, leaves, balls and other obstructions which will stop the system from functioning properly and which may, in time, cause leaks.

### **Warranty**

Gutters and downspouts are warranted to be free of defects in material and workmanship for one year after closing. Limitations to the Warranty include:

- Visible damage not noted on the New Home Orientation or Common Elements Inspection
- leaks due to buildup of tree limbs, leaves, etc. in the gutter
- ice dams, see "Roofing" or preventive maintenance

## **Landscaping**

### **Product Information**

The Builder may offer several different landscaping packages depending upon the location of the community. We will briefly cover each of the categories below.

**FINAL GRADE:** The first stage of landscaping is the spreading of topsoil and raking surface smooth.

**SEEDING:** The seed used is a special blend of five different kinds of grasses and applied at a rate of 5 pounds per 1,000 square feet.

**FOUNDATION SHRUBS AND PLANTINGS:** Are installed according to a pre-determined landscape plan and the locations cannot be altered.

**SODDING:** The sod installed consists of a premium blend of four Kentucky Blue grasses.

### **Helpful Hints**

- For those homeowners who may not have the landscaping completed at the time of move-in, due to the season in which they closed, all exterior work will be completed in the spring, when weather and soil conditions permit.
- Establishing a sodded and/or seeded lawn is a delicate process which requires special care and daily maintenance for the first year by trained personnel for watering, fertilizing, and trimming. The Managing Agent coordinates all landscaping maintenance for the HOA.

### **Warranty**

The Builder is responsible for setting the proper grade and drainage swales (for one year from the date of closing) and providing the appropriate landscaping as per plans and specifications (where applicable). Limitations to the Warranty include:

- Visible damage or dead sod not noted on a Common Elements Inspection
- Establishment of the lawn
- Foundation shrubs and plantings are warranted for one growing season; the Condominium Association is responsible for maintenance, proper watering, and lawn care.

## Masonry

### Product Information

A high-quality masonry product has been selected for quality, appearance, and ease of maintenance.

### Warranty

The masonry work is warranted to be free of defects from materials and workmanship for one year from the date of closing. Limitations to the Warranty include:

- Visible damage not noted on New Home Orientation or a Common Elements Inspection

## Overhead Garage Doors

### Product Information

- The overhead garage door on your new home is mounted with rollers and torsion springs for easy operation. Garage doors DO NOT seal against the elements in the same manner as your other exterior doors and may show some light at the edges. It is not uncommon for water, dust, and snow to enter at the edges. This is not considered defective installation.

### Helpful Hints

- The door hardware does require periodic maintenance. You should oil the locking mechanism, pulley and rollers at least twice per year with light oil.
- When locking the door, you should step down on the lock plate to line up the locking mechanism to avoid damage to the lock.

### Warranty

All garage door systems are warranted to be free of defect in material and workmanship for one year from the date of closing. Limitations to the Warranty include:

- Visible damage not noted on the New Home Orientation or a Common Elements Inspection
- Any problem(s) which arise as a direct result of the addition of any equipment to the system by parties other than a Builder's Agent (Example: automatic garage door opener.)

## Painting (Exterior)

### Product Information

High quality paint has been used on the exterior lumber, trim, and doors of your home.

### Helpful Hints

Depending on climatic exposure, some paints will fade, especially dark colors. Checks, cracks and peeling are quite often due to climatic conditions rather than the paint or application.

### Warranty

Exterior painting is warranted for one year from the date of closing. Limitations to the Warranty include:

- Visible damage not noted on New Home Orientation
- Variation of stain absorption by exterior woods
- Knot holes shrinking, cracking or falling out
- Tannic acid stains bleeding through any paint or stain product on cedar trim.

## Roofing

### Product Information

Depending on the selection for your home, your roof may consist of one of two different types of shingle material, asphalt or fiberglass. Both types used are "seal tab" shingles. These shingles are manufactured with a mastic material on the underside of each shingle. After the initial installation of the roof, the heat generated by the sun will seal the top shingles to the ones below.

### Helpful Hints

- Although periodic inspections of the roof, chimney, caulking around vents, etc. is necessary, do avoid excessive foot traffic on the roof, as damage to shingles may result.
- During prolonged cold spells, ice build-up may accumulate at the eaves of a roof. This condition occurs when snow and ice accumulate, and gutters and downspouts freeze up. Prevention of ice build-up, or "ice dams," is the homeowner's responsibility.

### Warranty

Roofing shingles are warranted to be free of defects in materials and workmanship for one year from the date of closing. Limitations to the Warranty include:

- Visible damage to roofing materials not noted on the New Home Orientation or a Common Elements Inspection
- Leaks through the shingles or flashings and subsequent damage resulting from the attachment or installation of any structure or appurtenance installed by parties other than a builder's agent.
- Shingle damage from winds in excess of 60 miles per hour.
- Ice dams

## Wood Trim (Exterior)

### Product Information

Will also shrink or expand and expose unfinished edges, see "Wood Trim (Interior)" under "Product Information for Your Individual Home".

### Warranty

All exterior wood trim is warranted to be free of defects in material and workmanship for a period of one year after closing. Limitations to the Warranty include:

- Visible damage not noted on the New Home Orientation or a Common Elements Inspection
- Shrinkage or expansion cracks not exceeding 1/8 inch in width (see "Caulk—Exterior")



# Important Homeowner Information

Following is a suggested maintenance outline and schedule. Manufacturer's maintenance guidelines for many installed products may differ from descriptions in this handbook. The Manufacturer's Guidelines should be followed when indicated.

## Suggested Homeowner Maintenance

### Monthly

- Smoke Detectors – Check operation by pushing test button. Check and replace battery if necessary.
- Check fire extinguishers for proper charge.
- Check Ground Fault Circuit Interrupter (GFCI) to insure proper protection.
- Clean garbage disposal blades by grinding ice cubes with hot water.
- Clean or replace filter in range hood (if a microwave oven is installed above the range, disregard).
- Check for evidence of leaks around toilets, under sinks and around dishwasher.
- Clean and freshen sink drains by flushing hot water and baking soda.
- Monitor and maintain floor coverings on an as-required basis. Regular vacuuming will reduce wear of carpets and other floor coverings. Repair tears and remove stains as soon as possible.

### Annual

- Examine caulking around windows, doors, and other applicable areas.
- Complete annual furnace and air conditioning maintenance by a licensed HVAC contractor.
- Schedule professional inspection of major appliances especially if fueled by natural gas.
- Visually inspect your hot water heater for any signs of rust or deterioration.

### Maintenance Checklist

- Check putty, caulking and exterior paint (yearly).
- Check heat and air conditioning filters (monthly).
- Drain hot water heater in accordance with manufacturer's directions (yearly).
- Check weather strip of exterior doors (yearly).
- Test smoke detector (monthly).
- Drain outdoor faucets and hoses
- Clean window wells and check drainage (basements only)
- Inspect and clean gutters and downspouts - single family (yearly)

### Discontinued Products or Colors

Due to our inability to control suppliers and manufacturers, we cannot guarantee exact brands, sizes, colors, dye lots, etc. The Builder, therefore, under the terms of the purchase agreement has the right to substitute other materials or brand names of equal or better quality.

## **Drafts**

- Your home was designed for minimal air infiltration or escape, the degree of which exceeds most municipal or federal requirements.
- Wherever there is an opening in an outside wall, there may be some draft likely. These openings include windows, doors, fireplaces, outlets, switches, range hood vents, etc.

## **Fire Extinguishers**

- It is advisable to buy at least one fire extinguisher for your home. Basements, kitchens and garages may be the best locations to store it since a fire is most likely to start in these areas.
- Be sure family members know the storage location and how to use the fire extinguisher.
- Have them checked annually for proper function and to see that it is fully charged.
- Ensure all family members know how and where to shut off gas, electric and water.

## **Garbage Pickup**

- Most municipalities will supply you with the name(s) of your local scavenger service.
- Please refrain from using the construction dumpsters at your site. It not only increases the costs of home building, but also slows the down construction.

## **Home Tool Kit**

- A few basic tools are all that is required to maintain your home. Start with hammers and screwdrivers (both Phillips and standard).
- Other tools which are very handy and easy to use are caulk guns, pliers, putty knives, wrenches and electrical tape.

## **Verify Electric, Gas and Water Bills**

- It's advisable to verify that you received the correct bill, especially the first of the month
- Ensure the meter number on your bill matches the meter number affixed to the meter
- If you find any discrepancy, immediately call your gas, electric or water supplier to rectify the problem.

# Troubleshooting

Before submitting a Warranty Service request or calling the Emergency Contact Number provided in this Handbook, first try troubleshooting the item. Many typical examples are described below.

## A/C NOT COOLING PROPERLY

- Check breaker to the A/C unit
- Check filter for cleanliness: See “Routine Care and Maintenance” for filter care.
- Check to see if Thermostat is set to cooling.
- Contact the A/C Contractor

## WATER COMING FROM A/C SECONDARY CONDENSATE DRAIN

- Check the drip pan under the A/C-Heating unit. If full, the primary drain is most likely clogged. Remove any debris from the drain outlet or contact the contractor.

## HEATER NOT WORKING

- Check breakers to A/C/Heating Unit
- Check to see if thermostat is set to Heat
- Contact A/C – heating contractor

## ELECTRICAL OUTLETS, LIGHT FIXTURES OR APPLIANCES NOT POWERED

- Check electrical distribution panel for tripped circuit breakers.
- If outlet is on GFCI Circuit, check and reset all GFCI outlets.
- Check bulbs on light fixtures of affected fixtures.
- Contact the electrical subcontractor.

## CIRCUIT BREAKERS TRIP

- To reset the circuit breaker, flip breaker switch to off and then back to on. See further information on breaker in “Routine Care and Maintenance – Electrical.”

## WATER LEAK IN PLUMBING LINES

- If a leak is in a supply line to a sink, toilet, water heater, ice maker, washing machine, or dishwasher, turn off the supply valve to that fixture.
- If a leak is in a supply line at another fixture or an undetermined location, turn off the main water supply valve. This valve is usually located on the house side of the water meter.
- If a leak is in a drain line, discontinue use of the fixture affected.
- If a leak is in a line under a sink or toilet, ensure the pipe connections have not become loose.
- Contact plumbing subcontractor

## STOPPED-UP DRAIN

- See Routine Care and Maintenance, “Plumbing.”

## GARAGE DISPOSAL STOPS OPERATING

- Check reset button on unit.
- Check circuit breaker
- See Routine Care and Maintenance, “Appliances.”

## FIREPLACE WON'T DRAW SMOKE

- Check damper to make sure it is open.
- See Routine Care and Maintenance, “Fireplace.”

# Glossary of Terms

## **Aerator**

A small extension on the spout of a sink and basin faucet consisting of screens and air ports. It mixes air with the stream of water to eliminate splashing.

## **Blacktop**

An asphalt mixture used as driveway paving.

## **Buffalo Box (B-Box)**

Water shut off valve located off the homeowner's property, identified by a small, round cover at ground level.

## **Builder's Agent**

Any company or subcontractor hired by the Builder to do work in or around any home or building being constructed by the Builder.

## **Caulking**

Any of several types of compounds designed for filling and water proofing seams between two differing types of material. Each caulking compound has a specific application.

## **Circuit**

A portion of the total electrical wiring system in a home.

## **Circuit Breakers**

Devices in the main electrical box which automatically turn "off" electricity from a circuit when that circuit becomes overloaded. Circuit breakers substitute for fuses. They do not normally have to be replaced. Instead, they can be repositioned to the "on" position once the circuit load is reduced.

## **Condenser**

That part of a central air conditioner which is located outside the home

## **Differential Settlement**

Separation and settlement from original position.

## **Dehumidifier**

An appliance designed to remove water from air. It is generally used in living areas that are built below ground level, and in basements, and is operated during warm summer months.

## **Efflorescence**

A white powdery substance that often forms on the face of new brick as a result of chemical reactions occurring from the manufacturing process.

## **Galvanized**

A zinc coating designed to protect steel from rusting.

## **Graphite Lubricant**

Powdered graphite in a liquid carrier especially useful in lubricating hard to operate locks and door latches. It will not stiffen in cold weather.

# Glossary of Terms (continued)

## **Grout**

A mortar, plaster-like material used to fill the joints between ceramic tiles.

## **Gypsum Board**

Commonly called "drywall", used for interior walls in modern-day construction.

## **Hardware**

Cabinet latches, handles, door handles, etc.

## **Header**

A heavy wooden member used to span open spaces in walls, such as doors and windows, and support structural members above it.

## **Hollow Core Door**

Door designed for interior use which has a honey comb-like internal structure to make it light in weight and give it good acoustical properties.

## **Humidifier**

A device that may be added on a forced air furnace which adds moisture to the hot air circulated by the heating system. Also, a small appliance designed to add moisture to the air, especially in winter months.

## **Water infiltration**

Seepage of water through concrete cracks, or through joints between materials, or through joists in the main horizontal wood structural members in floors and ceilings.

## **Nail Pops**

A nail or screw used to attach drywall or flooring which raises due to natural wood shrinkage.

## **Plate**

The wood member who is placed on the foundation as the first element of framing for the home, or the horizontal, top member of lumber in the wall.

## **Polystyrene**

A particular type of plastic material used in the fabrication of man-made marble basins.

## **Pop-Outs**

Pock marks in a concrete surface caused by aggregate particles expanding and breaking through the concrete surface.

## **Porcelain Enamel**

A silicate paint which is fired onto steel at extremely high temperatures in the manufacture of bathtubs, sinks, and basins to form a glass-like surface.

## **Poured Concrete**

Concrete walls that are poured within special forms to produce a single, unified structure.

## **Ridging**

A filled joint in drywall which begins to become visible due to natural shrinkage and expansion and contraction of structural materials.

# Glossary of Terms (continued)

**Scuttle Hole**

An entrance to an attic, usually covered by a plywood panel.

**Sill Cock**

A special type of water faucet used on exterior walls which is designed not to freeze during winter.

**Sheathing**

Wood roof material onto which roofing products are applied.

**Spot Survey**

A map of a residential property showing the location of the house in relationship to lot lines.

**Studs**

Vertical wood structural members which form exterior and interior walls.

**Subfloor**

Wood sheathing nailed over floor joists as a base for floor tile, carpet, etc.

**Swale**

A depression between the buildings and along rear lot lines, designed to collect surface water and drain it away from the lot.

**Tack Strips**

Strips which hold wall-to-wall carpeting at the edges.

**Tuck-point**

A repair procedure on masonry walls in which mortar, weathered away from the joints, is restored.

**Vitreous China**

The glass-like material from which toilets are fabricated.

**Washer**

A round hard rubber or plastic discs used as a sealing device in faucet valve

# Emergency Procedures and Contact Information

## What is an Emergency?

A true homeowner emergency is an issue that prevents you from physically being able to live in your home until the next business day.

Examples of emergencies which warrant immediate contact of the Customer Care Department:

- You experience a TOTAL STOPPAGE OF THE PLUMBING SEWER SYSTEM after you have tried plunging. This would not apply to a single toilet becoming stopped-up.
- You discover FROZEN WATER PIPING OR DRAINS that could rupture and damage the building and/or furnishings
- You discover a WATER LEAK which requires the water service to be shut off at the meter to avoid serious damage to the building and/or furnishings
- You experience a NON-FUNCTIONING SUMP PUMP that will result in basement flooding, and electric service to the home has not been interrupted
- You experience a COMPLETE LOSS OF HEAT during the cold winter weather, after checking the electrical switch and breaker, thermostat, gas meter, and gas valve
- You experience a COMPLETE LOSS OF ELECTRIC POWER for your entire home, after checking your electrical breaker, and your neighbors' homes to determine if the entire neighborhood has lost power

For emergency service at times other than normal business hours, please refer to the Emergency Phone Number List on the next page. Please provide your building and unit number, last name, street address, email address, the best phone number to reach you at, the date you moved into your home, and a brief description of the emergency.

Please notify the Customer Care Department via the Customer Care portal at [lexingtonchicago.com](http://lexingtonchicago.com), by email or phone at the beginning of the next business day after initiating any emergency work. We will then update your Customer Care file to record the emergency and take care of any necessary follow-up.

# Emergency/Service Phone Number List

TRADE / ITEM	BUSINESS PARTNER or MANUFACTURER	PHONE NUMBER
Plumbing	Resolute Plumbing	815-581-0038
Electrical	Naperville Electrical Contractors, Inc	630-514-4433
Heating & A/C	Combined Services HVAC	815-271-5734
Gas	Nicor	888-642-6748
Electric Company	Com Ed	800-334-7661
Water	City of Roselle	630-980-2000
Kitchen Appliances	GE- GE Service	800-432-2737

Customer Care Manager

John Agenlian

Email address

jagenlian@lexingtonchicago.com

Daytime phone number (while Builder is still onsite)

773-457-8563

## Emergency Bills

In the event you have an emergency and neither your installing warranty contractor nor a builder's representative is available – arrange to have another contractor perform the emergency service and pay the contractor at the completion of the repair.

If the work is determined to be covered under the Warranty, and is an emergency, Timberleaf LLC will reimburse you in full for the repairs. Call us the next business day to advise us of the problem, and then submit a letter explaining the circumstances, a copy of the bill and the check, and email to [CustomerCare@lexingtonchicago.com](mailto:CustomerCare@lexingtonchicago.com). Then send the hard copies to:

Timberleaf LLC  
1731 N Marcey Street Suite 200  
Chicago, IL 60614

Please be aware that routine non-emergency services performed by an outside contractor will not be reimbursed.



Timberleaf

[www.lexingtonchicago.com](http://www.lexingtonchicago.com)