

ARBOR COMMUNITIES



Congratulations on your new home! Thank you for being a part of Arbor Communities.

We strive to be the best we can be, and we appreciate you!

Arbor Communities Homeowner Maintenance & Warranty Manual for Summerfield



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Congratulations on becoming a part of Arbor Communities! We are excited to welcome you to your new home at Summerfield. Our goal is to deliver the smartest buy in town, and we are here to help you transition into your new home.

You may have lots of questions and concerns about your new construction home, and we want to help you become a self-reliant homeowner! The Homeowner Warranty Manual offers answers to the most frequently asked questions from our homeowners at Summerfield. Please take time to review this document and keep it for reference should you have future questions. Some elements may be different than homes you have had in the past. If your questions are not answered here, please do not hesitate to email us at the address above.

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Warranty vs Maintenance

Warranty

Unlike most products that you come into contact with every day, your home has been constructed almost entirely by human hands. We take pride in the quality of our natural and manufactured components as well as the craftsmanship of the men and women assembling them; however, human error is always a factor in construction. We will work with you to correct defects and imperfections caused during construction to the best of our ability.

What is covered under my builder's warranty? In general, we warrant against construction related defects with regards to the functionality of the plumbing system, HVAC system, roofing, electric wiring system, exterior doors, windows, switches, receptacles, fixtures, cabinets, and counter tops. We are limited to the manufacturer's warranty for the various appliances and devices that came with your home. The warranty is valid for one year from your closing date and is non-transferable if the home is resold.

The entire warranty program can be found here:

<https://www.dropbox.com/s/k41xww2vpzvoe65/Arbor%20Communities%20Warranty%20Agreement.pdf?dl=0>

Maintenance

Similar to an automobile, home maintenance is a periodic necessity to maximize the performance and longevity you will get from your home. Attentive home maintenance will also help you avoid expensive and invasive repairs in the future. Wear & tear, climate conditions, and regular service to mechanical systems will all be factors to consider when maintaining your home. While we cannot perform homeowner maintenance for you, we will do our best to inform you so that you are equipped to care for your home. This manual will contain information about the most important maintenance tasks for your home. **Lastly, please note that failure to adequately perform home maintenance may void warranty coverage on all or relevant components of your home.**

Warranty & Maintenance FAQ

Q: If my issue is not explicitly covered under the builder's warranty, does that mean Arbor will not help me out?

A: Not necessarily. We want to help you transition into your new home, so if you are polite and respectful with your requests, we will do what we can to help you find a reasonable solution.

Q: My issue is maintenance related, but I feel that I should not have to do this so soon after moving in.

A: We will consider requests for pre-mature maintenance on a case basis. Often it depends on the nature of the issue, as well as our staffing capacity at the time of the request. In any case, it is more beneficial for you to learn how to perform home maintenance tasks yourself.

Q: How do I avoid voiding my 1-year warranty?

A: We cannot warrant work done or influenced by other contractors or D.I.Y. undertakings. For example, if you have an outside electrician change the placement of receptacles then we can no longer warrant the receptacles, related cosmetics, and potentially the entire wiring system depending on the nature of the work.

Contact and Submission of Claims

Construction related concerns

Please submit your claims and requests either through the Arbor Communities website (<https://www.arborcommunities.com/warranty>) or via direct email to contact@arborcommunities.com. Please note that if you call a trade directly and the issue is not covered by your warranty, then you should expect to be billed for the visit or referred to find another contractor.

Please note that all claims of construction defects are subject to the “notice and cure” provisions of chapter 558, Florida Statutes.

Appliance related concerns

Please contact the manufacturer for warranty related services and have a model number and serial number handy. For more information you may refer to the owner’s manuals which were left in your kitchen drawers. Below are links to the manufacturers most commonly used at Summerfield.

Rinnai (Hot Water Heater)

<https://www.rinnai.us/support/warranty#:~:text=For%20warranty%20service%2C%20please%20call,through%20the%20warranty%20service%20process.>

GE (Refrigerator, Range/Oven, Microwave, Washer/Dryer)

<https://www.geappliances.com/ge/service-and-support/service.htm>

Kichler (ceiling fans)

<https://www.kichler.com/customer-care/contact-us/#:~:text=Phone%20Number%3A%20866%2D558%2D5706>

ProHome

If you closed on your home during or after March of 2021, then we hired ProHome to help better manage the volume of requests we were receiving at the time to better serve you. You likely have done at least one walkthrough with them as they also help manage the final punch process. We encourage our homeowners to contact ProHome before Arbor for warranty concerns. This helps us maintain proper documentation of requests and ensures an emergency service number. However, if ProHome is experiencing a backlog (10 business days), you can also contact Arbor directly and we will respond as fast as we can. If you closed on your home before March 2021 then please contact Arbor directly with requests. ProHome is available at **877-689-0202 Monday-Friday from 8am-5pm**. Their **24/7 emergency** number is **800-657-0209**. ProHome also has extensive home maintenance tips and how-to videos on their website: <http://www.prohomeofcentralflorida.com/videos2.php>

Help us help you

(Please read before submitting claims)

Contact Information:

Please help us clearly identify who you are, where you live, and how to contact you. For each homeowner we try to keep a current record of name, address, email, and phone number. Please include this information with your requests for the fastest response.

Please be descriptive:

The more we know about the issue, the faster we can respond with a solution. Please be as clear and descriptive as possible when reporting concerns. We may ask to see photos or videos of the issue and please feel free to include them when submitting requests.

Home maintenance, design changes, local building code, and voided coverage:

Please understand that there are some requests that we will not be able to accept, and generally all rejected requests fall into one of the four categories above.

Please understand while we do not perform *home maintenance*, we are willing to review the necessary information with you so that you can perform periodic maintenance independently. This manual also provides information about the most important home maintenance items as well as tips specific to Summerfield.

Design changes refer to requests and concerns regarding the planned construction of your home. This can include paint colors, cabinet fixtures, brands of fixtures and appliances, backsplash design, outlet placement, floor plan, shower head model, et cetera. In general, the design of each of our homes is specified solely by Arbor, and we will no longer consider custom design changes. In the past we have given buyers some choice in design, and we will do our best to honor those commitments. However, recent supply chain disruptions have made it impossible to deliver certain materials in a reasonable amount of time and we appreciate your understanding when this happens. If your request involves a design change to your home, we may be able to refer you to a local contractor.

All homes built by Arbor Construction are subject to the *Florida Building Codes* which are enforced by Leon County. By the time you have closed on your home, your Certification of Occupancy has already been issued. Your Certification of Occupancy documents that your home was thoroughly inspected and approved to Leon County's standards throughout the construction process. You may request this document from us or your lender at any time. Arbor has a legal obligation to adhere to these standards despite any inconveniences they may cause our homeowners. The most common inconveniences at Summerfield mandated by code are the grading and drainage designs (pg 24), arc fault circuit breakers (pg 19), and the 45psi water pressure regulator valves (pg 31).

Voided coverage is a result of anything changing the initial condition of the components of your home after the sale has closed. This can include but is not limited to wear & tear, neglect/abuse of components, work done by outside

contractors, and “do it yourself” projects. Arbor can only warrant the work that was approved by management and done by or under the supervision of our construction company.

Please be respectful:

We understand that you are passionate about your home and that this is a very important purchase for you. We will do what we can to help you with your construction related concerns, but please understand that our staff is trained to be polite to you over phone, email, and when working in your home. We kindly ask that you do the same. Thank you!

Appliances

Arbor is limited to the manufacturer’s warranty with respect to manufacturing defects on the appliances in your home. Your refrigerator, range/oven, microwave, washer/dryer, hot water heater, et cetera, are highly technical devices and we do not have the expertise in-house to repair manufacturing defects. The manufacturers will warrant their products and the links to the most common manufacturers used at Summerfield are below.

Rinnai (Hot Water Heater)

<https://www.rinnai.us/support/warranty#:~:text=For%20warranty%20service%2C%20please%20call,through%20the%20warranty%20service%20process.>

GE (Refrigerator, Range/Oven, Microwave, Washer/Dryer)

<https://www.geappliances.com/ge/service-and-support/service.htm>

Kichler (ceiling fans)

<https://www.kichler.com/customer-care/contact-us/#:~:text=Phone%20Number%3A%20866%2D558%2D5706>

The representatives of these companies will be able to help you best with the **model and serial number** of your device. These can be found on the devices themselves as well as in the owner’s manuals found left in your home before closing. Please check the number on the device or in the manual before contacting the manufacturer.

Attic Access

The attic space of your home was designed solely to offer access to mechanical equipment for maintenance purposes. Please take care to stay on the wood planked floor when in the attic. Any damage or personal injury caused by misuse or repurposing of the attic is not covered by your warranty.

Brick

The brick siding of your home is generally very durable and low maintenance. If you would like a record of brick color, it can be found in your selection sheets, or you may contact us and request the color.

Weep holes:

There are small holes along the bottom layer of brick that allow accumulated moisture to escape from behind the brick. Please keep your weep holes clear and free from any obstruction.

Efflorescence:

You may notice a white powdery substance or discoloration accumulating on your bricks. This occurs naturally and there are no preventative measures. There are various household methods to remove efflorescence (i.e. vinegar, hot water, stiff brush). There are also more specific products available at your local DIY or hardware store.

Tuck-Pointing:

Tuck-pointing refers to repairing or refilling brick mortar joints. This may be a maintenance concern about every 10 years or as necessary.

Brick paths & steps:

Some homes onsite have brick paths and steps. If you have a concern about them, you may contact Hutton Masonry. 850-508-0938

Cabinets

After punch, we expect all cabinet doors & knobs to be straight, level, and operate as intended before closing. After closing, we will correct imperfections in craftsmanship if they are reported within 14 days of moving in.

Cleaning your cabinets

Products that include scratch cover, such as lemon oil or polishes, are best for cleaning wood components of cabinets.

Avoid Moisture Damage

Some appliances such as crockpots, coffee makers, kettles, et cetera, release a large amount of moisture which can warp your cabinets over time. Please take care not to use these appliances directly under your cabinets.

Hinges & Glides

If you notice your hinges and glides are not performing as easy as before, please use a silicone lubricant to improve their performance.

Common Areas Onsite

Please contact the HOA (<https://www.summerfieldpoa.com/>) for any issues regarding common areas such as roads, sidewalks, parks, farm, trails, pool, board walks, et cetera.

Street Lights

Please contact Talquin for any concerns regarding street lights.

Concrete

Cracking

Concrete shrinks as it dries which naturally causes cracks. Temperature fluctuations can also cause expansion and contraction leading to cracks in concrete. As cracks occur, it is the recommended that the homeowner uses a

waterproof concrete caulk to prevent moisture from penetrating the crack. This moisture could freeze in cold temperatures and increase the cracking. Concrete flatwork is not considered a part of the structural warranty, nor should there be structural concern unless the crack has at least ½ inch of separation & ¼ inch in elevation change.

Spalling (chipping of the surface)

Prevent spalling by avoiding chemicals such as pet urine and fertilizers. Repeated hosing, especially in high temperatures, can also damage the surface bond of concrete. Spalling is not covered under the warranty.

Discoloration

Concrete can sometimes have variations in color and there are no preventative or corrective measures that we offer. Concrete sealers, found at paint stores, can help keep your concrete clean.

Cosmetics

Cosmetics refers to the appearance of the finishes and fixtures in your home. This can include (but not limited to) paint, caulk in some areas, sinks, toilets, faucets, tubs, brick masonry, concrete, appliances, general craftsmanship, et cetera. We will correct cosmetics noted on the punch list but any cosmetics noted after closing will be the responsibility of the homeowner.

Paint

We try to take care of as many blemishes as we can find during punch. Paint related cosmetics are not covered under your warranty; however, we will consider circumstances on a case basis. We also often leave spare paint in your garage closet (given we have enough supply), so that you can also maintain interior cosmetics after common wear and tear. Due to effects of time on paint, please understand that re-painted areas may not exactly match existing paint.

Here is a list of the most common paint codes used at Summerfield:

<https://www.dropbox.com/s/xpx3t7q12ux7f7n/Summerfield%20Paint%20Codes.xlsx?dl=0>

Paint on Vinyl Flooring

If you get paint on vinyl flooring, please follow these steps:

<https://www.whatisvinyl.com/how-to-remove-paint-from-vinyl-floor/>

Caulk

Caulk will crack over time leaving a small gap, especially in a humid climate. It is the responsibility of the homeowner to caulk seams and gaps as necessary. Please refer to manufacturers instructions to ensure you have the right caulk for the intended purpose. In general, latex based caulk is effective with wood and drywall seams and can be painted. Silicone based caulk cannot be painted but is effective where water is present such as around tubs and sinks. If you do not know how to use a caulk gun, please view this Ace Hardware video for assistance (1:58 min):

<https://www.youtube.com/watch?v=FnZmYW-P8wU>

General Craftsmanship

If you feel that there is a cosmetic defect on your home that is not explicitly addressed in this manual, please submit a claim as described on page 10. While this is not covered by your warranty, we may consider circumstances on a case basis.

Condensation

Condensation on the interior of your home can result from poor ventilation leading to high humidity within the home. Damages resulting from interior condensation are not covered under the warranty. High humidity within the home can damage and rust certain materials within your home.

Countertops

Your countertops should be thoroughly inspected at the walkthrough and any damages or defects should be noted on the punch list so that corrective action

can take place. After closing any countertop related requests may not be considered if they were not documented on the punch list.

Granite related cosmetics

Hot and sharp objects can damage your granite countertop. Abrasive cleaners can also damage the luster of the surface. Trapped moisture under appliances, dishracks, and other objects can also damage the counter over time. Keeping your countertop clean and dry is the best way to maintain its appearance. Please see page 17 for more information about caulking seams.

Doors & Locks

Making sure that all doors and locks operate smoothly is part of our internal quality control process during punch. However, wood doors are naturally subject to settling as well as expansion and contraction. This can cause locks, latches, and doors to stick or operate less smoothly. Your warranty covers inoperable doors and locks resulting from installation related defects, which does not include natural settling and expansion/contraction. However, we will consider polite requests to adjust doors and locks as a one-time only service. Below are also tips for long term care of doors and locks.

Doors

Painting or refinishing exterior doors should be an annual maintenance item or as necessary. Slamming, removing, and adding excessive weight to a door will cause damage and void your warranty coverage.

Hinges

If hinges become squeaky and/or sluggish applying a silicone lubricant to the hinge pin is recommended.

Locks & Latches

If locks and latches become sticky a graphite lubricant is recommended. If the door has shifted and the latches are catching the latch bore, you can use a

screwdriver to adjust the position of the bore. If you have an electronic door lock the instructions are on the inside of the cover plate for re-programming for lock code and changing the batteries.

Weather Stripping

Weather stripping may occasionally require adjustments or replacement as they are in high traffic areas subject to settling of the door and relatively faster wear & tear.

Drywall

The drywall in your home is screwed into the natural wood framing which is subject to natural expansion and contraction. Due to this you may experience slight cracking, popping, or seams becoming visible. Arbor will take care of visible drywall defects during punch but will not warrant cosmetic damage from natural processes. We will provide one-time repair services for drywall only if a construction defect can be differentiated from the natural expansion/contraction of the wood frame. Most drywall repairs can be easily done with spackle, caulk, and paint available at your local hardware store.

Related, Warranted Repairs

Should there be a warranted repair on your home that involves deconstruction of drywall, we will do our best to return the affected area to its original condition before closing. This means that we will repair the drywall and paint it the original color that was included in the interior package. In other words, paint and wallpaper that have been added to the home post-closing will not be replaced by Arbor. Due to effects of time on paint, please understand that re-painted areas may not exactly match existing paint.

Lighting Conditions

Arbor does not warrant cosmetic issues that are only visible under certain light conditions.

Electrical Systems

Your breaker is located in your garage and contains a main shut-off to all the power in the home, as well as individual breakers that control separate circuits. Should there be any kind electrical failure in your home, please check to see whether the breakers have tripped before contacting Arbor. Below are tips about the most common electrical related claims, please review them before submitting.

Breakers: use & tripping

Your breaker switches have 3 positions: “on”, “off”, and “tripped”. In order to restore a tripped breaker you must turn the switch to “off” before turning it back to “on”.

Breakers trip due to on overload on the circuit. This can be caused by using too many appliances plugged in to one circuit, a worn cable on your appliance, a defective appliance, or an appliance with a higher voltage demand than the circuit allows. Starting an electric motor on a circuit can also cause it to trip. For fire prevention, Leon County requires the installation Arch Fault Breakers which may seem “too sensitive” to some homeowners. Arbor cannot replace Arch Fault Breakers as they are required by building code. A tripped breaker is not considered an issue unless it is tripping immediately after reset or multiple times a day.

Buzzing

Fluorescent fixtures often buzz due to the transformer within the fixture. This is normal.

Doorbells

Arbor will only take corrective action if the doorbell originally installed on your home has malfunctioned. Installing your own doorbell (such as a Ring doorbell) voids your coverage of all relevant components that have been changed or altered after closing.

Fixture & Outlet Location

Arbor installs all light fixtures and outlets as per our planned construction and design. We will not consider placement changes before or after closing.

GFCI Outlets (Ground-Fault Circuit-Interrupters)

In general, GFCI outlets (usually located outside and near plumbing fixtures), have their own built in circuit-breakers that will trip if they are overloaded. GFCI outlets can be linked to multiple normal outlets. If an outlet is not working, first check your breaker, then press the reset button on all of the outlets in your home and check them again before submitting a claim.

Light Bulbs

The homeowner is responsible for replacing burnt out light bulbs other than those recorded on your punch list.

Underground Cables

Before digging anywhere on your property, please contact your utility providers to locate *their* underground infrastructure.

Designed Load

Arbor will only warrant wiring that fails to provide the designed load of the system, as well as other functional issues (outlets, switches, fixtures) that do not perform as the design intended.

Power Surge

Please check if your home insurance policy covers damage caused by power surges (usually light bulbs, TV's, computers, gaming consoles, some alarm systems, et cetera). Power surges are not in the realm of Arbor's control and resulting damage is not covered by your warranty.

Voided Coverage of Your Electrical System

Any modifications done by outside contactors will void that portion of your warranty. Before having any custom work done on your home that will involve modifications to the original electrical system, please contact Arbor to get our contractor's information.

Expansion & Contraction

Time, temperature, and humidity all influence the natural and manufactured components of your home which causes them to slightly shift, settle, and separate. Excessive use of heat in wintertime can also accelerate the shrinkage of wood components, including framing. In regions with relative high humidity and temperature these effects can take place quickly. It may seem alarming to see these effects during your first year of ownership, however, this phenomenon is normal, not a cause for structural concern, and do not indicate any sort of defect of installation or craftsmanship. The inevitable shrinkage of wood can also causes upstairs floors to creak, drywall to bend, and doors to shift in the frame. The maintenance of the effects of natural expansion and contraction are responsibility of the homeowner. Under certain circumstances we may provide a 1-time service to address these effects. Please see sections related to cosmetics, doors, and drywall for more information.

Fireplaces

Arbor may offer gas or electric fireplace upgrades on some developments. It is normal if there is a slight delay between turning the gas switch on and flame ignition. Flame ignition should be relatively gentle and silent. If you smell gas in your home, please immediately shut off the valve and call the emergency number for City of Tallahassee Gas 850-891-4968.

Garage Doors

Maintenance

About every six months your garage door, you should apply a non-silicone base garage door lubricant from your local hardware store. Please follow the instructions on the product, but this is typically applied to hinges, pullies, and springs. Over lubricating will cause it to drip. Do not lubricate garage door tracks or wheels. If you have any questions about maintenance, you may contact the installing contractor's number on the opener device.

Opener

Should your garage door opener ever fail to work, first check if the electronic sensors at the base of the wheel track are aligned on both sides. These sensors are connected by an invisible beam and the garage door will not open or close if this beam is disconnected. More detailed instructions are provided in your opener/closing package. Please understand that we are limited to the manufacturer's warranty for defects of the device itself, and you can find their warranty information in the instructions provided.

Safety

Follow the manufacturer's instructions for safe use. Stay away from the door while it is in motion, and do not allow children to play with or around the garage door. Only allow qualified garage door technicians to work on your garage door, and have a qualified garage door technician inspect your door if it experiences any significant impact. The installing contractor's number is on the opener device.

Garage Door Seal

Please understand that garage doors are not designed to be airtight. It is common for light to be visible on the sides and the top of the garage door. Should water ever intrude from underneath your garage door, we will inspect the bottom weatherstripping for any defect in installation and address the issue; however, the best way to keep water out of your garage is to install gutters on the roof of your home.

Gas Shut-Offs

Location

Gas shut-offs are located near each appliance, and the main shut-off is located at the gas meter on the exterior of your home.

Emergency Service

If you suspect a gas leak in your home please immediately leave and call the utility provider for an emergency service (City of Tallahassee Gas 850-891-4968).

Warranty Boundary

The utility provider warrants the gas line all the way to the meter, and Arbor is responsible for the gas line past the meter and to your gas appliances.

Gas Water Heater (Tankless)

Maintenance

Your hot water heater is located on the side of your home. It is the responsibility of the homeowner to have the hot water heater drained and flushed by a qualified technician. This will prevent mineral build up that will impede the performance of your hot water heater.

Loss of Hot Water

Should hot water fail to reach any plumbing fixture, follow these steps before submitting a warranty claim. First check that you have opened an account with City of Tallahassee Gas and paid for your gas service. Then make sure that you have allowed sufficient time for hot water to reach the fixture (fixtures further from the hot water heater take more time). Finally, check that the thermostat located in your laundry room is on and showing a temperature value. Please understand that Arbor cannot set the temperature above industry standard levels for safety and liability reasons.

Grading and Drainage

Disclaimer (please read before submitting a claim)

The grading and drainage design of your yard and common areas has been designed, inspected, and approved by local building authorities before you moved into your home. Arbor cannot alter the grading or drainage design of your yard.

Maintenance

It is the homeowner's responsibility to maintain positive drainage away from the foundation of the home post-closing. Gutters help facilitate proper drainage and prevent soil erosion in certain areas.

Swales

Arbor does not alter drainage design to fit individual landscape plans. The design of swales and drainage systems is independent from property lines. It is the homeowner's responsibility to maintain the integrity of swales on their property. Privacy fences can compromise the integrity of swales.

Fences

Arbor does not offer fences with the construction of your home. The grading and drainage designs do not account for the installation of fences. Fence posts, as well as fences built too close (or into) the ground will alter the intended flow of water. This is especially relevant for fences built on or in the middle of a swale. The homeowner is responsible for any effects their fence may have on drainage which can include standing water and the erosion of sod and soil.

Settling

The soil on your property will continue to settle for years after you move into your home. Rainfall can accelerate this process and leave low spots in your yard. Managing the continuous effects of settling is a homeowner maintenance item.

Soil Erosion

Heavy rainfall can erode the soil around the perimeter of your home. This is usually the result of water running directly off your roof. Installing gutters and having sufficient plantings will prevent or mitigate the effects of soil erosion.

Heat, Ventilation & Air Conditioning

Compressor

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

Over heating

Over-heating a new construction home can accelerate expansion and contraction processes (pg 21). It is recommended to start with minimal heat and gradually increase over time for best results.

Service & Maintenance

The HVAC system of your home should be inspected and serviced annually by a licensed technician. This service could include replacing filters, cleaning, and checking for corrosion, deterioration, leaks, and obstructions. The homeowner is responsible for all maintenance responsibilities as well as associated costs and damage from neglect.

Air Filter

Your air filter is located at the air handler in your attic. You should follow HVAC manufacturer or filter manufacturer guidelines for best filter replacement schedule. Type of filter, indoor smoking, pets, some cooking, and dust can all influence longevity of your filter and can require more frequent changes.

Manufacturing defects

Please follow instructions on the device to contact the manufacturer for warranty related concerns. Arbor is limited to the manufacturer's warranty for defects on their products.

Temperature

Time of day, time of year, furniture, windows, blinds, doors, orientation of the home and drapes all affect the temperature of your home and the efficiency of the heating and cooling systems. Temperatures can also vary within the house because of these variables. We will inspect for defects if temperatures vary +/- 3

degrees F when measured at 5ft above the floor. Homes with multiple stories can experience greater temperature differences, especially during cold weather. If you allow your home to reach outside temperatures, it can take hours for your home to reach your desired temperature. Setting your thermostat to 60 degrees F will not cool your house any faster than setting it to 70 degrees F and such use of the thermostat can cause unwarrantable damage to your unit. We suggest keeping your home between 60- and 80-degrees F year-round to prevent damage to components of your home. Excessive heat, humidity, or cold temperatures can cause damage including but not limited to LVP flooring as well as various wood and metal components in your home.

Return Vents

Keep return vents unobstructed by furniture or other objects for most efficient airflow.

Trial runs

Testing your heater and air conditioner before seasons with extreme temperatures is recommended to avoid inconvenient outages. For example, you could test your heater in late Summer and your air conditioner in late Winter.

Duct placement

The exact duct placement may vary in our houses, even in those with similar floor plans.

Thermostat

Thermostats are calibrated within +/- 1 degree F. Setting your thermostat to 60 degrees does not cool your home any quicker than 70 degrees. Misuse of the thermostat can cause unwarrantable damage.

Ventilation

Maintain proper ventilation of your home to prevent condensation, lingering odors, indoor pollutants, radon, and carbon monoxide from accumulating. Using bathroom fans when bathrooms are in use and allowing fresh air to enter the home are easy ways to regularly ventilate your home.

Landscaping

Additions

Please submit a request with the HOA (<https://www.summerfieldpoa.com/>) before changing the landscape design of your home. Native plant species are recommended for best results.

Irrigation

Begin irrigating your sod and plant beds as soon as you move into your home. A temporary irrigation system has been left in the plant beds to keep them alive during construction. If you have any questions or would like the system removed please contact Gaskin Landscape & Irrigation (850-894-3156) Arbor will not replace sod or plants that have died from neglect.

Soil Erosion

Heavy rainfall can erode the soil around the perimeter of your home. This is usually the result of water running directly off your roof. Installing gutters and having sufficient plantings will prevent or mitigate the effects of soil erosion.

LVP Flooring

Maintenance Tips

We recommend a dust-mop or broom for daily maintenance. When necessary, clean with a MOIST cloth or mop and a neutral PH cleaner – heavy use of detergent cleaners will leave a residue and, over time, lead to a cloudy film.

NEVER USE floor polish or floor cleaning wax, oil soaps, etc. These products can damage and/or leave a film on the flooring. This is not a defect in the floor.

Always use felt tip protectors on all furniture legs/feet. Entryway/walk off mats are recommended

Warnings:

- Never use rubber protective mats

- Area rugs are recommended
- Keep pet nails trimmed
- Exposed nails on sharp shoe-heels (e.g. high-heels) may damage floors
- Never slide furniture across a floor without pads
- Keep floors clean

Mirrors

We recommend liquid glass cleaners or polisher to clean your mirrors. Please avoid splashing water under the mirror and acidic cleaners. Avoid getting glass cleaners on your plumbing fixtures as it could deteriorate the finish. We will correct damages noted on your punch list, but all subsequently submitted damage will be the responsibility of the homeowner.

Plumbing

Please understand that many plumbing related warranty submissions are discovered to be due to homeowner neglect or abuse of the plumbing system after the warranty work has started. Please expect to be billed by the plumber if he/she responds to a warranty claim that does not turn out to be a construction defect.

Cleaning

We recommend following manufacturer guidelines for cleaning plumbing fixtures. Avoid abrasive cleaners that can damage the surface.

Clogs

Toilet clogs are most commonly caused by excessive toilet paper use, sanitary supplies, hygiene products, Q tips, dental floss, or other objects not meant to be flushed. Sink clogs are likewise usually caused by misuse of disposals and foreign objects put down the sink drains. Only put edible food scraps down the disposal and avoid excessive grease and oil. Clogged drains and toilets are not warrantable

claims nor do they indicate a construction defect. Hire a local plumber to clear clogs.

Dripping Faucet

Faucets start to drip overtime due to common wear and tear. You can repair a dripping faucet by shutting off the water at the valve directly under the sink, then removing the faucet stem, changing the washer, and reinstalling the faucet stem. The showerhead is repaired the same way. Replace the washer with the same type and size. You can minimize the frequency of this repair by remembering not to turn the faucets off with excessive force. (Please note that some manufactures do not use rubber washers.)

Draining Water Lines

The main shutoff for your plumbing is located near the water meter (check your front yard and lift green, rectangular door). Please use the ¼ turn valve to shut off your water should you wish to conserve water during extended absence from the home. Setting your hot water heater to a lower temperature will also help conserve energy while you are away.

Prevent Frozen Pipes

During freezing temperatures, it is important to keep your home at least 65 degrees F to prevent frozen pipes. Dripping your faucets can also help protect pipes as running water will not freeze as easily.

Leaks

If a major leak occurs within the home immediately shut off your water with the main ¼ turn valve located near the water meter (check your front yard and lift green, rectangular door). Please note that the utility provider warrants leaks originating passed the water meter.

Running Toilet

To stop running water, check the shut-off float in the tank. You will most likely find it has lifted too high in the tank, preventing the valve from shutting off completely. In this case, gently bend the float rod down until it stops the water at the correct level. The float should be free and not rub the side of the tank or any

other parts. Also check the chain on the flush handle, if it is too tight, it will prevent the rubber stopper at the bottom of the tank from sealing, resulting in running water. Per manufacturer's limited one-year warranty: The use of either chloramines or high concentration of chlorine, lime/iron sediments and/or minerals not removed from public water during the treatment of public water supplies or toilet tank type cleaners containing chlorine, calcium hypochlorite or other chemicals may cause failure or damage to plumbing fittings or toilet tank trim: ball cock, flush valve and/or trip lever products, and will not be covered under the one year limited one-year warranty period.

Shut-Off

The main shutoff for your plumbing is located near the water meter (check your front yard and lift green, rectangular door).

Supply

Arbor will correct conditions that disrupt the supply of water only if a defect can be determined between the water meter and the fixtures. All issues passed the water meter must be addressed by the utility provider. If the issue is the overall supply of water to the house, only the utility provider can increase the supply.

Toilets

Per local building laws and regulations, we are limited in the kinds of toilets we can install. Water efficient toilets may take occasionally multiple flushes to empty the bowl, which still saves water in the long term.

Water Pressure

Local building regulations require a water pressure regulator valve (EB-45U), which come preset at 45 psi. As mandated by code Arbor cannot remove or tamper with water pressure regulators. Only the utility provider can increase the supply to a particular home which may help with water pressure. We apologize for any inconvenience.

Roof

Gutters

We recommend using gutters on the entire perimeter your roof in order to better manage rainwater and prevent soil erosion. Arbor is not responsible for damages related to not having gutters on your home. Keeping gutters and downspouts clean is necessary for them to work properly.

Leaks

If you detect a leak in your roof, please try to detect the exact location of the leak from the inside of your attic access and send us a picture of the area with your claim submission. This will make repairing leaks much faster.

Ridge Vents

There are vents installed on some ridges of your roof which help regulate airflow and temperature. Sometimes you may see daylight come through them and this is totally normal and not a cause for alarm.

Walking on your roof

Try to limit walking on your roof to protect its integrity. Never walk on a wet roof.

Severe Weather

If you detect damages resulting from severe weather, please contact your insurance company. Damage resulting from weather is not covered under your warranty.

Siding

Expansion and contraction

Although most of the siding on your home is brick, the Hardie board siding on certain parts of your home is also subject to expansion and contraction. Slight waves in the Hardie board may be visible as humidity and temperature fluctuates. Your warranty does not cover the effects of expansion and contraction; however, we may consider circumstances on a case basis.

Refinishing

If you wish to refinish your Hardie siding, you can find our color codes on page 16.

Smoke/CO2 Detectors

Batteries

Smoke detectors run on batteries that occasionally require replacement. The detector will make a sharp chirp sound when the batteries are running low.

Cleaning

Monthly cleaning of the smoke detectors is recommended to maximize their performance. After cleaning, use the test button to confirm it is working

Placement, quantity, quality

The placement, quantity, and quality of your smoke detectors has been inspected and approved prior to you moving in. Any adjustments to the smoke detectors are the responsibility of the homeowner.

Disclaimer

The smoke detectors are inspected and tested before closing. Arbor is not responsible for their performance post-closing, and it is the responsibility of the homeowner to obtain fire insurance.

Stairs

Expansion and Contraction

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

Termites & Pests

Termite Treatment

Your foundation has been treated for termites during the construction process. The Termite Warranty was placed in the microwave or the kitchen cabinet when the final treatment was done after construction was completed. A sticker was also placed on the electrical panel or the hot water heater. Please contact Tillman's Termite & Pest Control, Inc. 850-322-1775 for renewing the termite warranty. It is the responsibility of the homeowner to renew the termite warranty annually.

Other Pests

Arbor does not warrant against insects, spiders, mice, racoons, or any other pests you may encounter. These animals often seek food or shelter in homes and their presence is not a warrantable construction defect.

Windows & Screens

Broken or Damaged Windows

We will inspect the integrity of all windows prior to closing and respond to concerns noted on the punch list. The window supply chain can experience very long delays so it can take weeks or months to replace windows. Arbor does not warrant damage to windows submitted after closing.

Cleaning

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

Condensation within Windowpanes

Condensation is the result of high humidity within the home and low outside temperatures. Arbor is not responsible for how homeowners decide to regulate humidity in their homes.

Sticking or Sluggish Windows

Windows are designed to open with a 10-pound pull. If windows become sticky or sluggish, apply a silicone-based lubricant found at local hardware stores.

Tinting

Adding tinting to dual-glazed windows voids all affected warranties. Tinting home windows can cause excessive condensation, heat build-up between the panes, and other issues within the home.

Wood Trim

Expansion & Contraction

Time, temperature, and humidity all influence the natural and manufactured components of your home which causes them to slightly shift, settle, and separate. Excessive use of heat in wintertime can also accelerate the shrinkage of wood components, including framing. In regions with relative high humidity and temperature these effects can take place quickly. It may seem alarming to see these effects during your first year of ownership, however, this phenomenon is normal, not a cause for structural concern, and do not indicate any sort of defect of installation or craftsmanship. The maintenance of the effects of natural expansion and contraction are responsibility of the homeowner.

Conclusion

We hope this manual has helped you better understand how to care for your home, and what your warranty covers. If you have any questions please feel free to reach out to contact@arborcommunities.com Office hours are Monday to Friday from 9:00 AM – 5:00 PM.