



Customer Service Manual

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INTRODUCTION

This Homeowner Customer Service Manual provides useful information on your new PoP Homes Home. Our Customer Service procedures are clearly outlined for your reference. The material in this book is designed to answer many of the questions you may have regarding your new home. As a new homeowner, there are required maintenance procedures to ensure the longevity of your new home. To ensure your continued satisfaction with your new home, our Customer Service Department will be available to assist you with your issues or concerns.

This manual contains the following:

- I. Recommended Homeowner Maintenance Schedule**
- II. Customer Service Procedures**
- III. Customer Service Coverage**

CUSTOMER SERVICE PROCEDURES

Customer satisfaction is important to PoP Homes. We take pride in our product and want to be sure that your new PoP Home is a source of gratification and enjoyment to you and your family for many years to come. To ensure that you will receive prompt and efficient service from PoP, we ask you to read and become familiar with the following customer service procedures.

All requests for repairs must be submitted in writing to the Customer Service Department. Included in your closing package is a Customer Service Request form. These forms can be submitted in one of three (3) ways:

1. Submit through our website- www.mypophomes.com – click on Customer Service request
2. Mail complete form to:

PoP Homes, LLC
Attention: Customer Service
Department 3514 Savannah Way,
Monroe, NC
28110

Be sure to include your name, address, and day and evening phone numbers.

IMPORTANT NOTICE: It is important to remember that in order to protect your Customer Service rights, all repair requests should be submitted in writing to POP Customer Service Department during the Customer Service period. Verbally advising any of our field or office personnel will not protect your rights, nor will it guarantee you that the item in question will be inspected and/or repaired.

Frequently Asked Question and Answers

When will I get my keys?

You will receive your keys at closing provided you have completed the closing procedures and the documents have been properly recorded by the attorney.

When should utilities be turned on in our new home?

Power and water are shut off to the home three (3) days after closing. Please make arrangements to have services transferred to your name.

Do I need to change my locks when I move in?

During the construction period, we have a master construction key, which opens all homes. The keys you receive at closing will reset your locks upon use.

Can we have repairs done on weekends or during evening hours?

All non-emergency related Customer Service issues will be handled during our normal business hours, Monday through Friday from 8am to 5pm. It is the homeowner's responsibility to arrange access to the home during these hours. Emergencies will be handled as they occur.

What should we do about making arrangements for telephone, cable and internet installation?

The local phone, cable, and internet company handles the commencement of these services. It is the homeowner's responsibility to have these services ordered and started after closing.

Can I turn a Customer Service request in other than the (3) three recommended times?

Yes, for emergency related issues only.

Can anyone make repairs on my home?

Having someone other than a PoP Homes' subcontractor handle a Customer Service issue could void your home warranty.

EMERGENCY REPAIRS

Sometimes a situation may arise with your new home that you feel is an emergency. Please remember that if the situation is not a true emergency, you will get assistance much more readily by following the normal procedures for submitting request for inspection.

You may also contact the contractor on the emergency line that is provided on the cabinet door under your kitchen sink.

SOME EXAMPLES OF EMERGENCIES ARE:

- **TOTAL STOPPAGE OF THE PLUMBING SYSTEM:**

Please remember that toilet overflows are not warranted by POP beyond the first thirty (30) days after closing on your home. A blocked or clogged toilet during the first thirty (30) days of occupancy is not considered an emergency unless all bathrooms are affected.

- **SEVERE WATER LEAK WHICH REQUIRES ALL WATER SERVICE TO THE HOME TO BE SHUT OFF TO AVOID SERIOUS DAMAGE TO THE HOME.**

Please take immediate steps to turn off the water main until a service representative can contact you. In case of a leak at a sink or toilet line, you can temporarily control this problem by turning the water supply line off to the affected fixture. Water control valves are located inside the sink cabinets at the rear and the toilet supply line valves are located behind the toilet near the floor. The main water cut off should be in the garage or in a centralized location as demonstrated in your walkthrough with our Superintendent.

- **TOTAL ELECTRICAL FAILURE, IF RESTRICTED TO JUST YOUR HOME:**

Check the main breaker to your home. The breaker box is located in the garage on the outside wall of the home. In the event of a widespread electrical outage in the subdivision, contact your local electric company directly.

- **COMPLETE LOSS OF HEAT DURING VERY COLD WEATHER.**

Please contact the HVAC company's emergency number provided on your subcontractor list.

- **COMPLETE LOSS OF AIR CONDITIONING DURING EXTREME HEAT CONDITIONS (99 DEGREES)**

Please contact the HVAC company's emergency number provided on your subcontractor list.

We appreciate your full cooperation regarding the above.

**Customer
Service Policy
COVERAGE**

Your home's major systems are under warranty for one year from the date of CLOSING. This warranty covers only **ELECTRICAL, HEATING AND AIR CONDITIONING, AND PLUMBING. APPLIANCES are covered by the manufacturer.** Specific manufacturer warranties are outlined on page 37.

NOT WARRANTED

Your home will settle during the first year of existence, and you will notice some settling cracks. These cracks are not covered under your warranty and are considered to be maintenance items. Cracks normally appear in the floor, drywall, and any cement areas, i.e. driveway and patio.

Occasionally your home may experience small washouts or small sink holes. These are maintenance items and are the responsibility of the owner to maintain. POP is not responsible for any movement in the land due to erosion or weather.

The following items are also not covered in your warranty:

- Cloudy dishes from dishwasher. We recommend that you rinse dishes before putting them in the dishwasher and use a rinse aid.
- Cosmetic items after the list from the walkthrough are complete are not warranted.
- Damaged vinyl, chipped countertops, chipped tubs, chipped concrete and cracked concrete (less than 1/4") are not covered after the walkthrough is complete.
- Cracked windows not noted on walkthrough are not covered unless due to faulty window installation. If we send the window company out and the window is broken due to homeowner neglect or misuse, it will be the responsibility of the homeowner to pay the window company.
- Any mechanical issues due to homeowner neglect will be the responsibility of the homeowner.
- Home inspector reports with cosmetic items for homes that have closed with POP and are re-sales are not covered.

REMINDER

If we send a contractor to your home and the item they are fixing is caused by homeowner negligence, it will be the homeowners' responsibility to pay for the trip and any work that is completed by the contractor.

Please remember that we are not a maintenance company. It is the homeowner's responsibility for maintaining the home. Please see the recommend homeowner maintenance section of this manual.

Below please find items that are consider Homeowner Maintenance or Cosmetic items not covered under the warranty:

Plumbing

Clogged toilets
Clogged garbage disposal
Clogged tub/sink drains
Blown Elements in hot water heater

HVAC

Damaged vents
Damaged duct work
Filters
Damaged dryer vents
Damaged vents on exterior of home

Other Items

Window swelling/missing screws
Interior doors
Exterior door swelling
Landscaping and sod
Cabinets and tops
Carpet / vinyl/ wood flooring
Door Hardware (door knobs, missing screws)
Light Bulb replacement
Smoke detector battery replacement

Roof

Damaged shingles
Damaged gutters

Customer Service Policy for your PoP Home

Drainage

- The site does not drain properly: To ensure proper drainage in the immediate area around the home, PoP Homes shall establish the necessary grades and swales as required by applicable local building code. Standing water or ponds of water shall not remain for extended periods in the immediate area of the house after a rain (24 hours after a light rain and 48 hours after a heavy rain). No grading determination shall be made while frost or snow is on the ground or while the ground is saturated.
- The site has soil erosion: PoP Homes is not responsible for soil erosion due to acts of God, or other condition beyond the contractor's control.

Foundation

- The foundation is not level: This guideline applies only when the levelness of the foundation adversely impacts the subsequent construction. As measured at the top of the foundation wall, no point shall be more than ½ inch higher or lower than any point within 10 feet.
- Crack in concrete footing: A crack greater than ¼ inch in width is considered excessive.

Interior Concrete Slab

- A concrete slab within the structure has separated or moved at control (expansion and contraction) joints: Concrete slabs within the structure are designed to move at the control joints.
- The concrete floor or slab is uneven: Except where the floor or portion of the floor has been designed for specific drainage purposes, concrete floors in living areas shall not have pits, depression, or areas of unevenness exceeding 3/8 inch within 32 inches.
- Concrete floor slab is cracked: Minor cracks in concrete floor slabs are normal. Cracks exceeding 3/16 inch in width or 3/16 inch in vertical displacement shall be repaired if the slab is in conditioned space or the crack interferes with installation of finish flooring.

Plywood Flooring

- The wood floor squeaks or the subfloor appears loose: Squeaks caused by loose subfloor are unacceptable; however, there may be other factors that cause squeaks. One of the more common sources of squeaks is wood moving along the shank of a nail. Squeaking frequently occurs when lumber, plywood, or boards move slightly when someone walks over them. Boards and plywood may become loose due to shrinkage of the floor structure or subfloor as it dries after installation or seasonal changes in temperature and humidity. Nails used to fasten metal connectors (joist hangers, tie down straps, etc.) may cause squeaks. Because of the nature of wood and construction methods, it is practically impossible to eliminate all squeaks during all seasons. Clearly, some squeaks are more objectionable than other.

Wall Framing

- A framed wall is not plumb: The interior face of wood-framed walls shall not be more than 3/8 inch out of plumb for any 32 inches in any vertical measurement.
- The wall is bowed: Wall shall not bow more than ½ inch out of line within any 32-inch horizontal measurement, or ½ inch out of line within any 8 foot measurement.
- An exterior wall leaks because of improper caulking installation or failure of the caulking material: Joints and cracks in exterior wall surfaces and around openings shall be caulked to prevent the entry of water. PoP Homes will repair or caulk joints and cracks in the exterior wall once within the 1-year Customer Service.

Wall Insulation

- Wall insulation is insufficient: The contractor shall install insulation according to R-values designated in the contract documents or

Windows

- A window is difficult to open or close: Windows should require no greater operating force than that described in manufacturer's instructions. PoP Homes will correct or repair the window as required to meet the manufacturer's instructions.
- Window glass is broken and/or screen is missing or damaged: Glass should not be broken and screens should not be damaged at the time of substantial completion of the home. Screens required by the contract shall be installed. Broken glass and/or missing screens not reported prior to the closing of the home are the homeowner's responsibility. PoP Homes does not supply screens for the sliding glass doors.
- During rains, water is observed on the interior corner of a glazed window: Water leakage from improper installation is considered excessive. Leakage due to the manufacturer's design specifications is acceptable. PoP Homes shall repair any deficiencies attributed to improper installation.
- Window grids (mullions) fall or become out of level: Window grids shall not disconnect, fall or become out of level. Window grids will be repaired or replaced at PoP Homes' discretion one time only.

Exterior Doors

- An exterior door sticks: Exterior doors shall operate smoothly, with the exception of an occasional period of high humidity or with variations in temperature. POP will adjust or replaced the door to meet the performance guideline.
- A door swings open or closed by the force of gravity - Exterior doors shall not swing open or closed by the force of gravity alone. POP will adjust the door to prevent it from swinging open or closed by the force of gravity.
- Gaps are visible around an exterior door edge, doorjamb, and/or threshold - Gaps between adjacent components shall not vary by more than 3/16 inch. The contractor will repair existing unit to meet performance guideline. Doors must have gaps at their perimeter to accommodate expansion/contraction due to variations in the temperature and /or humidity and to enable the door to operate over a wide range of environmental conditions.

- A doorknob, deadbolt, or lockset does not operate smoothly - A doorknob, deadbolt or lockset should not stick or bind during operation. One time only, POP will adjust, repair, or replace knobs that are not damaged by abuse.

Vinyl Lap Siding (If Installed On Your Home)

- Vinyl siding is bowed or wavy – Some waviness in vinyl lap siding is to be expected because of bows in studs. Waves or similar distortions in vinyl lap siding are considered excessive if they exceed ½ inch within 32 inches.
- Nail stains are visible on siding or ceiling boards – Stains exceeding ½ inch from the nail and are readily visible from distance 20 feet or more.
- Siding is faded – When exposed to the ultra-violet rays of the sun, siding may fade. Fading cannot be prevented by the contractor. However, panels installed on the same wall under the same conditions should fade at the same rate. No corrective action is required of PoP Homes. The homeowner should contact the siding manufacturer.
- Vinyl lap siding trim is loose – Trim shall not separate from the house by more than ¼ inch. PoP Homes will reinstall trim as necessary to comply with the performance guidelines. Vinyl siding and accessories should not be caulked in most circumstances, as it could impact the product's contraction and expansion characteristics. Please note, vinyl siding that is loose due to an act of God, ie: wind and storms, are not warranty.

Masonry and Veneer (If Installed On Your Home)

- Efflorescence is present on the surface of brick – This is a common condition caused by moisture reacting with the soluble salts in the mortar. There is no corrective action required.

Exterior Trim

- Gaps show in exterior trim- Joints between exterior trim elements, including siding and masonry, shall not result in joints opened wider than ¼ inch. PoP Homes will repair joints that exceed the ¼ limit.

Roof Sheathing

- Roof sheathing is wavy or appears bowed – Roof sheathing shall not bow more than ½ inch within 2 feet. PoP Homes will straighten bowed roof sheathing if it does not meet the ½inch within 2 feet requirement.

Roof Vents

- An attic vent or louver leaks – Attic vents and louvers shall not leak. However, infiltration of the wind-driven rain and snow are not considered leaks and are beyond the control of PoP Homes.

Roof Installation and Leaks

- The roof or flashing leaks – Roof or roof flashing shall not leak under normal conditions. If a leak is caused by ice build-up, leaves, debris, abnormal conditions or homeowner’s action, PoP Homes will not be responsible for the repair of the leak. It is the homeowner’s responsibility to keep the roof drains, gutters and downspouts free of ice, snow and debris.
- Shingles have blown off – Shingles shall not blow off in normal windy conditions. PoP Homes will repair any shingles that are not installed properly according to manufacturer’s warranty or applicable local building code.
- Asphalt shingle edges or corners are curled or cupped – Asphalt shingle edges and corners shall not curl or cup more than ½ inch. If it exceeds the ½ inch requirement it will be repaired or replaced.
- Sheathing nails have loosened from framing and caused asphalt shingles to rise – PoP Homes will repair all areas as necessary to correct the problem. It is not uncommon for nails to “work themselves out” due to variations in temperature.

Gutters and Downspouts (If Installed On Your Home)

- The gutter or downspout leaks – Gutters and Downspouts should be maintained by homeowner’s due to blockage by leaves or debris. Any other leaks will be corrected will be corrected by PoP Homes.
- The gutter overflows during a heavy rain – Gutters are installed according to applicable local building code at time of construction of the home. It is normal for the gutters to overflow during a heavy rain.
- Water remains in the gutter after a rain – The water should not exceed ½ inch in depth. If the gutter does have water that remains in excess of ½ inch, check the gutter for ice, snow or debris. POP will repair any gutter that is not installed correctly.

Plumbing

- A pipe or fitting leaks – No leaks of any kind shall exist in any water pipes or fittings. PoP Homes will repair any leaks in the plumbing lines.
- A faucet or valve leaks – No faucet or valve should leak unless there is a defect in material or workmanship. PoP Homes will repair or replace the leaking faucet or valve.
- Water in a plumbing line freezes– Plumbing lines that are properly insulated and installed per applicable local building code should not freeze unless there are extreme freezing conditions. In cold weather conditions homeowners can prevent this from happening by letting faucets drip. If freezing of pipes does occur, please contact your Plumbing Contractor.
- The water supply system fails to deliver water – All on-site service connections to the water main or private water supply are the responsibility of the contractor. POP will repair the water supply system if the failure results from improper installation or defects in materials.
- A water pipe is noisy – The water pipes may emit noise due to expansion and contraction. However, the pipes should not make a pounding noise like a hammer. PoP Homes will correct the pounding noise but is not able to get rid of the expansion/contraction noise.
- The bathtub or shower leaks – PoP Homes will repair bathtub or shower leaks as necessary to meet the performance.

Electrical

- A circuit breaker trips – Circuit breakers shall not be tripped by normal usage. PoP Homes will repair or correct any breaker or wiring not installed correctly in accordance with manufacturer’s installing instructions.
- A ground fault circuit interrupter (GFCI) or arc fault circuit interrupter (AFCI) trips frequently – Tripping is to be expected and is not covered unless it is caused by a component failure or incorrect installation. PoP Homes will repair or replace any GFCI or AFCI not installed correctly in accordance with manufacturer’s installing instructions.
- Receptacle or switch plate covers protrude from the wall – They should not protrude more than 1/16 inch from the adjoining wall surface. If it does not meet this guideline, PoP Homes will have it corrected.
- 220-volt appliance cord does not fit the outlet provided – Electrical outlets are installed to meet applicable local building code. It is the responsibility of the homeowner to obtain the correct appliance cord for the appliance.

Air Infiltration and Drafts

- Air infiltrates around exterior doors and windows – Some infiltration is usually noticeable around doors and windows, especially during high winds. No day light shall be visible around the frame when the window or door is closed. POP will adjust or install weather-stripping around doors and window in accordance to applicable local building code.
- A draft comes through an electrical outlet – Electrical outlets and switch boxes on exterior walls may allow cold air to flow through or around an outlet into a room. This is a normal and no action by PoP Homes is required.

Humidity Control and Condensation

- The ductwork makes noises – Ductwork will be constructed and installed in accordance with applicable local building code requirements. If these requirements are met, there is no corrective action to be taken by PoP Homes.
- There is airflow noise at register – The register is installed to manufacturer’s instructions. If these requirements are met, there is no corrective action to be taken by PoP Homes.
- The heating system is inadequate – The heating system has been installed according to manufacturer’s instructions and applicable local building code requirements. If these requirements are met, there is no corrective action to be taken by PoP Homes.
- The cooling of rooms is inadequate – Cooling system has been installed according to manufacturer’s instructions and applicable local building code requirements. If these requirements are met there is no corrective action to be taken by PoP Homes.
- A condensation line is clogged – Condensation lines must be free of all clogs to operate properly. The condensation lines will be free of clogs at completion of construction. After the closing it is the responsibility of the homeowner to keep the lines clear of clogs.
- There is a refrigerant leak – The refrigerant lines and fittings shall not leak. POP will repair lines/fittings and replace refrigerant, unless the damage was caused by the homeowner’s action or negligence.

- HVAC register protrude more than 1/16 inch from a smooth wall or ceiling surface – If registers protrude more than 1/16 inch, PoP Homes will repair or replace vent. Registers and frills may deflect over time. This can result in gaps occurring between the register and the wall or ceiling. As long as the register is securely attached, this is not a Customer Service item.

Interior Doors

- An interior door is warped – Interior doors shall not warp in excess of ¼ inch. PoP Homes will correct or replace and refinish defective doors to match existing doors as nearly practical. In bathroom or utility areas, exhaust fans or an open window must be used to minimize moisture to prevent warping of door units.
- A door swings open or closed by force of gravity – One time and one time only POP will repair door as necessary.
- Interior doors do not operate smoothly - One time and one time only POP will repair door as necessary.

Interior Stairs

- A stair riser or tread squeaks – Loud squeaks caused by loose a stair riser or tread are considered excessive; however, totally squeak-proof stair risers or treads cannot be guaranteed. PoP Homes will refasten any loose stair riser or treads to eliminate excessive squeaking.

Carpeting

- Carpet does not meet at the seams – It is not unusual for carpet seams to show. However, a visible gap at the seams is considered excessive. PoP Homes will repair the gap so that it is not as visible.
- Dead spots are observed in padding areas below the carpet surface. -PoP Homes will repair/replace padding in the affected areas.

Wood Flooring

- Gaps exist between strip hardwood floor boards – The gaps shall not exceed 1/8 inch in width at the time of installation. PoP Homes will repair any wood flooring not meeting the 1/8-inch requirement. Relative humidity in the home can cause noticeable fluctuations in gaps between floor boards. This is a common phenomenon in climates and areas of the home that experience significant shifts in the humidity. The homeowner is responsible for maintaining proper humidity in the home.

Concrete Stoops and Steps

- Stoops or steps have settled, heaved or separated from the house structure – Stoops or steps shall not settle, heave or separate in excess of 1 inch from the house structure. PoP Homes will repair any stoops or steps that do not meet the 1-inch requirement.

Garage

- The garage floor slab is cracked – Cracks in a concrete garage floor greater than 3/16 inch in width or 3/16 inch in vertical displacement are considered excessive. PoP Homes will not repair any crack that does not meet the 3/16-inch requirement. The repair may not match the existing floor in color and texture.
- A garage concrete floor has settled, heaved or separated- The garage floor shall not settle, heave or separate in excess of 1 inch from the structure. PoP Homes will repair any garage concrete floor that has settled, heaved or separated in excess of 1 inch from the house structure. The repair may not match the existing floor in color and texture.
- Garage doors fail to operate properly under normal use-The garage door shall operate as designed. PoP Homes will correct or adjust garage doors as required, unless the homeowner actions or negligence caused the problem.

Driveways and Sidewalks

- A concrete driveway or sidewalk is cracked- Cracks (outside of control joints) that exceed ¼ inch in width or ¼ inch vertical displacement shall be repaired. PoP Homes will not repair any concrete driveway or sidewalk that does not meet the ¼ requirement. Concrete products normally have some cracking and shrinkage. Minor cracking is normal. Cracking can be caused by elements outside of anyone's control. Control joints are placed in the concrete to help control cracks and lessen the chance of them occurring. The repair may not match the existing concrete in color and texture.
- A sidewalk and other exterior concrete flatwork has settled- Adjoining concrete sections shall not differ in height by more than ½ inch. PoP Homes will repair any affected areas that differs more than the ½ inch requirement. Some areas of the country experience lift or settlement at the junction of the garage floor and the driveway. The repair may not match the existing concrete in color and texture.

Landscaping

- Grass seed does not germinate – Germination is dependent on certain climatic conditions, which are beyond the contractor's control. PoP Homes is not responsible for grass that does not germinate. It is the homeowner's responsibility to maintain the lawn and landscaping.

RECOMMENDED HOMEOWNER MAINTENANCE SCHEDULE

EVERY 30 DAYS

GFCI Outlets (Ground Fault Circuit Interrupter) - These are circuit breakers built into receptacles for your protection. You'll find these in the kitchen, garage, bathrooms, and the exterior of the home. Check by pushing in the test button (T). Reset by pushing the reset button (R). If button fails to pop out or reset, the outlet should be checked or replaced immediately by a licensed electrician.

Smoke Detectors - Check to make sure that the operating light is on. Push the test button for three (3) to five (5) seconds to ensure the sound is working. Open the unit and vacuum for dust and small bugs, which can adversely affect operation. Replace batteries whenever the unit makes a "chirping" sound or the unit fails to operate properly. It is recommended that when you have to replace one battery, that you replace the batteries in all units.

Heating and/or Cooling System Filters - Dirty filters can restrict the flow of air into your unit and decrease its efficiency. Replace filters as necessary per the manufacturer's recommendation of the filter (sizes are shown on existing filters).

Dryer Vent, Exhaust Vents - These vents, if clogged or obstructed, may prevent unwanted fumes and odors from venting outside. Remove any leaves or other debris, and check the flaps for clearance. Clean dust buildup off the exhaust fans and covers in the baths and laundry room by vacuuming or wiping with a cloth. The fans may not work properly without clear air flow.

Faucet Aerators - Sand and other sediments can partially clog these screens and limit water flow. Unscrew the aerators and clean by either rinsing or tapping it upside down. Replace when necessary.

Plumbing Lines - Leaking water or drain lines can cause damage to your home and personal belongings. Check under your sinks with the water running to ensure all connections are tight. NOTE: connections will expand and contract with changes in water temperature and may need to be retightened.

Range Hood Filter - Grease and dust can combine to restrict the flow of air through this screen filter and reduce its effectiveness in venting odors, smoke, and steam. Remove the filter to clean it. Rinse it in warm, soapy water; scrub as necessary. Dry it and replace.

Caulking at Tub, Shower, etc. - Gaps or cracks in your caulking caused by wear and tear, ground movement or shrinkage, can allow moisture to seep into unprotected areas and cause water damage or mildew. Fill all areas with latex caulking for a continuous surface. Check the surface of the tub for chips or cracks, and have them repaired before the problem worsens.

Door Hinges - As the components of the hinges work against each other, they may create a fine iron dust appearing as a black residue around the hinges. This should be removed regularly. It can be

removed by using a magnet behind a cloth, or by lightly wiping with a damp sponge or clean cloth. Apply silicone spray to the hinges to minimize the grinding effect.

Roof Shingles - Even when properly installed, high winds can cause roof tiles or shingles to become dislodged or fall off. Regularly perform a visual inspection.

Exterior Door Weather-Stripping - A proper seal will prevent MOST water and dust penetration, but not all. Wind-driven rain and dust cannot always be prevented from entering your home. In addition, damage can be caused by cutting or gouging due to normal wear and use. Check all entry doors and garage fire door for excessive visual gaps. Some weather strip, door sweeps, and threshold are adjustable.

Grading - Your final grading was engineered to prevent water from pooling in the yard, using a system of berms (high spots) and swales (low spots). These areas must be checked to ensure proper water flow.

EVERY 90 DAYS

Water Heater - This should be checked and maintained for continued efficiency. Sediment inside the tank can cause your elements to overwork. Drainage of the tank may be necessary. Contact a licensed plumber for assistance.

CAUTION: This water will be extremely HOT. The temperature has been preset by the factory. The temperature is approximately 120 degrees and adjustments to increase the temperature are not recommended.

Flooring - Catching a problem early can save money and prevent a small damaged area from expanding. Inspect caulking around walls and cabinets, and seal again if necessary. Cut any loose threads from your carpet to prevent any further damage. Loose carpet can be re-stretched, and delaminating seams can be repaired.

Drywall Cracks - Minor cracks may appear as the result of normal movement and shrinkage of framing materials. These should be lightly filled with painter's caulking then painted with the appropriate touch-up paint. This will maintain the aesthetics of your home and prevent moisture from causing damage.

Window Operations - Dirt or bugs in the tracks can interfere with rollers, and cause squeaks or sticking. Use a silicone spray for lubrication. Check the weather seal for deterioration and replace if it is worn.

Garage Roll-up Doors - Use a silicone spray or lightweight oil to keep the hinge points, roller stems, locking device, and torsion springs lubricated. This will reduce wear and friction. Wipe off excess spray or oil from door and track surfaces. Refer to the manufacturer's manual for other maintenance tips.

EVERY SIX MONTHS

Heating and Cooling System - It is recommended that your unit be serviced regularly to ensure the effectiveness of the system. Proper maintenance can extend the life of the entire system. Although a qualified technician should service the unit, there are a few things you can do. Remove leaves, trash, and etc. that may accumulate around the unit and surrounding area. Check condensation line area for signs of leakage or blockage. Problems should be corrected immediately by a licensed HVAC service technician.

SEASONALLY

Rain Gutters (If Installed On Your Home) - Remove leaves or trash that may prevent rain water from flowing freely through the gutters. Check that all sections are secure and undamaged.

Ceiling Fans - Some models have a switch to reverse the blade direction as the seasons change. It aids in the circulation of cold or warm air from your HVAC system. Check you fan instructions for this feature.

Heating and/or Cooling System Registers - As you switch between cooling and heating, you will want to adjust your registers (vents) to provide greater comfort room by room. Each register has an adjustment lever.

Cooling System Condensate Lines - The primary condensation lines will regularly carry the condensation water from the unit; they are supposed to drip. If the secondary condensation lines are dripping, the primary lines may be clogged. You should have the installing subcontractor or other licensed HVAC company inspect the unit for proper operation.

Maintenance Checklist

30 Day Maintenance Items												
Item	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
GFI Outlets												
Smoke Detectors												
Heating/Cooling Filter												
Dryer vent / Exhaust Vents												
Faucet Aerators												
Plumbing Lines												
Range Hood Filter												
Caulking at Tub, Shower etc.												
Door Hinges												
Roof Shingles												
Exterior Door Weather-stripping												
Grading												

Seasonally				
Item	Winter	Spring	Summer	Fall
Rain Gutters				
Ceiling Fans				
Heating and Cooling registers				
Cooling System Condensate Line				

6 Month Maintenance Items		
Item	6 Month	1 Year
Water Heater		
Flooring		
Drywall Cracks		
Window Operations		
Garage Roll-up Doors		

HELPFUL HINTS to help you maintain your new PoP Home

AIR CONDITIONING

Your air conditioning is easy to maintain. To prolong its life and increase your comfort, select a temperature, set the thermostat and forget it! Make sure the fan switch is in the “auto” position – constant air circulation keeps the temperature even. Don’t cycle the system on and off; leave it on through the entire cooling season. There is one exception to the above advice... as outside temperatures increase through the hottest part of the summer, you may wish to increase the thermostat setting so as to provide a more reasonable difference between inside and outside temperatures and avoids overworking the cooling system.

BEFORE CALLING FOR SERVICE...

1. Check the thermostat setting and the thermostat thermometer. The thermostat setting should be BELOW the temperature on the thermometer to operate.
2. Check the thermostat selector. It should be on “A/C.”
3. Check the main electrical switch, which should be “ON,” work it several times. It may have dirt on the contacts.
4. Check all circuit breakers in the main switch box. They should be “ON.” Remember to work them several times. In all homes, there is a circuit breaker located at the exterior unit.
5. Inspect filters to make sure they are not clogged.
6. If your unit is not operating properly after checking all of the above, call the service number provided in your move-in package on the “List of Subcontractors” and the Customer Service Department.

Your new home’s appliances will save you time as well as improve the results and ease of doing everyday household chores. All products have been individually tested and designed by the manufacturer. Owner’s Manuals have been left in your home for you and should be studied thoroughly before using your appliances. Be sure to mail in all Customer Service cards to the manufacturer(s).

BATHTUBS

If your bathtub is enamelware similar to the sinks described in the “PLUMBING” section, the same care and cleaning would apply. If you have a manufactured tub and shower unit in your new home, we have included a list of care and cleaning instructions based on the recommendations of the manufacturers of fiberglass plumbing fixtures.

It is easy to keep your bathtub module as bright and sparkling as new. Just follow these simple cleaning instructions:

1. Use proper cleaning agents. One cleaner does not necessarily suffice for all the different sorts of grime found in bathtubs and showers.
2. For normal cleaning, use warm water and liquid detergent, such as Dow, Lysol or Mr. Clean bathroom cleaners, with sponge, nylon, polyethylene or saran cleaning pads. **Do not use abrasive cleaners, scouring pads, steel wool or scrapers of any type.**

3. For extra sparkle, smear entire unit with a water paste using baking soda, such as Arm and Hammer, allow to stand an hour and rinse with warm water.
4. The stubborn stains use a nonabrasive cleanser, such as Spic and Span. Sponge the area with the cleaner, allow to stand one hour and rinse with warm water.
5. If you use a rubber or plastic “anti-skid” mat, make sure to remove it from the unit after each shower to avoid harm to the surface finish.

CABINetry

In your kitchen, use of the cook-top fan will help reduce the chance of damage to the cabinets around your cook top from heat, grease and steam. When using your self-cleaning oven, make sure to open cabinet doors and drawers near stove to help prevent melting of the cabinets.

CARPET

Please remember that even though skilled technicians are installing your carpet, it is impossible to do without the use of seams since most carpeting is manufactured in 12’ roll widths. Depending on your choice of carpet, color, texture and the area being carpeted, seams will be more or less visible to the eye. This is particularly true in berber, sculptured or high-low patterns. Also, the seams at the joints may appear to have dissimilar materials or colors. This is typically more apparent in berbers, sculptured or high-low carpets and is a natural characteristic of carpeting.

Should you notice a problem with a seam, or some area of workmanship in your carpet installation which you feel requires attention, please submit your request for inspection on a Customer Service form to the Customer Service Department.

Taking care of your carpet starts at time of installation. Carpet needs regular care to prolong its life. The lasting beauty of your carpet will depend on your attention to a few simple and easy rules.

1. Reduce soil accumulation
2. Vacuum Regularly
3. Remove spill promptly

There will be areas where foot traffic is concentrated, such as doorways and traffic patterns caused by furniture placement. Eighty percent of the soiling on carpet will be from foot traffic. The use of wipe-off mats at all entrances will help keep outside soil from being tracked onto the carpet. You may also want to relocate furniture periodically to allow for even distribution of traffic and wear on the carpet. Mats and runners on non-carpeted areas adjacent to carpet will reduce soil in the heavy traffic areas.

CAUTION: Rubber backed mats may cause permanent discoloration of your carpeting.

The most important thing you can do to protect your carpet is to vacuum it often. The upright type of vacuum with brushes and beater bar is best for most types of carpet. The agitation of the beater bar causes soil particles to move freely in the fibers and to move into the airglow of the cleaner.

Suction only vacuums tend to move surface soil only. A 9' x 12' carpet can hold as much as one to ten pounds of soil and still look clean to the user.

The brushes of your upright vacuum or the power head of the tank type cleaner must be checked periodically for pins, paperclips and any type of hard object that can lodge in the beater bar. These objects can snag, cut or tear the face yarn, which produces fuzzy or beard-like surface and reduces the life of the carpet. Also, threads and hair must be removed from the bearings to ensure the brush is rotating freely.

Failure to perform routine maintenance will result in your carpet becoming discolored, dingy and flattened. This is the result of ingrained soil and minute greasy dirt particles that cannot be removed by the vacuum cleaner alone. This condition is normally referred to as "graying out" and can only be corrected by overall deep cleaning.

CAULKING

This is one of the regular items of maintenance, which you should keep high on your list. Since the caulking around your tub and shower areas helps to prevent leakage, it is very important that you check these areas at least every 6 months or more often if necessary.

If the caulking around your bathtub, sink, toilet or windows should appear dried out or cracked, remove the old caulking and replace it. Seeping moisture can cause damage to walls, floors and countertops. If you do not have a caulking gun, caulking materials can be bought in applicator tubes at any hardware store.

It is critical that you keep the flooring material at the base of the tub or shower tightly sealed. Spilled water in this area or moisture accumulation due to condensation can cause problems which you can easily prevent.

CONCRETE

All concrete is subject to cracking. Due to varying soil conditions, weather conditions and simply nature of any cement based product, a certain amount of cracking is unavoidable. These conditions are beyond control of PoP Homes. While cracks may not be pretty, they do not necessarily reduce the serviceability of the concrete or reduce its structural strength.

COUNTERTOPS

CULTURED MARBLE - The material contained in cultured marble consists of precisely compounded natural stone and polyurethane resin with a gel coat finish applied to provide a nonporous surface which is resistant to stains. No two pieces will ever be exactly alike. Because of this, some variation in color and veining is to be expected and cannot be controlled by PoP Homes or its suppliers.

With proper care, the cultured marble will have lasting beauty. Normal cleaning requires only a very mild detergent solution. You may also use some of the appropriate spray-type bathroom cleaners. A

solution of vinegar and water will remove most hard water deposits. Occasional application of a good grade liquid or paste wax will retard soil formation while keeping the high gloss.

CAUTION: The use of abrasive cleaners is not necessary and is not recommended as it will dull the protective finish and scratch the marble.

For counter-top maintenance, PoP Homes suggests that you wipe off excess water after usage. This will help to prevent spotting. Care must be exercised when running hot water in your cultured marble sink. We recommend a hot water setting no higher than 105 degrees to avoid thermal shock which results in cracks of the gel coat around the drain area. This type of damage is not covered under your warranty.

We also suggest that you place protective pads under items, which you set on counter-tops to avoid accidental damage such as scratches.

Because of their nonabsorbent surface, the cultured marble will resist most stains. However, prolonged contact with strong chemicals, such as bleach, nail polish or ammonia, can cause discoloration. POP does recommend that you hire a professional to make any repairs.

GRANITE/LAMINATED – Granite and Laminated, high pressure counter-tops may have been included in the kitchen of your new home. They are highly resistant to boiling water, alcohol, scratches, abrasion and most drugs and household chemicals. However, special care must be exercised. Never cut with a sharp knife directly on the counter-top. Use a cutting board. Never take a hot cooking utensil directly from the stove or oven and put it onto your counter-top. Likewise, do not use your counter top as an ironing board. Do not set plants or rubber mats over or near the seams. Water can seep through and ruin your counter-top. The counter-top can be kept shining and new looking with a mild detergent or soap, followed by a water rinse and drying. Avoid harsh abrasive cleaners or scouring powders.

SERVICE NOTICE: Unless noted at the time of the homeowner walk-through, stains, scratches and similar damage to counter-tops are not covered under the Warranty.

DISHWASHER -Before loading your dishwasher, rinse and clean the dishes off first. Don't worry if you find some water inside your dishwasher; this is common. Typically, the dishwasher tub is self-cleaning. Sometimes, after long usage in hard water areas, you may find a white film has developed on the tub. The tub can be wiped with a damp cloth and a mild, nonabrasive cleaning powder. To clean the exterior, use a damp, sudsy cloth.

BEFORE CALLING FOR SERVICE

1. Is the control in the ON position?
2. Is the door locked and closed?

3. Is the switch located next to the garbage disposal in the ON position?
4. Is the water supply shutoff valve (under the kitchen sink) turned on?
5. Have you tripped a circuit breaker?

Service Notice: Warranties for your appliances are covered by PoP Homes from the date of delivery for up to a year. If you experience a problem with your appliances that is not an emergency, you are to notify PoP Homes during the business hours of 8:00am– 5:00pm eastern standard time. If you experience a problem that is an emergency after business hours, you are to contact the subcontractor on your subcontractors list provided in your closing packet.

DOORS

EXTERIOR METAL DOORS - Some of the doors in your home may be metal clad doors with interior insulation. Metal doors are nearly maintenance free. Surface damage to the paint can be corrected by repainting. Dents to the door can be repaired with bondo-type filler and then sanded and repainted.

INTERIOR WOOD DOORS AND WOODWORK -Interior wood doors, like exterior doors, are subject to cracking and warping.

You will experience some normal shrinkage in the interior woodwork of your home at the corners of door casings, baseboard joints, stair rails, etc. This activity takes place as the home “dries out” due to temperature and humidity variations. This shrinkage is considered normal and is considered to be a homeowner maintenance responsibility. Since the builder cannot control this natural occurrence, it is not covered under the PoP Homes Customer Service Policy.

Service Notice: Expansion and contraction due to periodic changes in temperatures and humidity levels will cause doors to shrink and swell and may cause doors to stick or squeak during usage. This is a homeowner maintenance issue that PoP Homes is not responsible for maintaining.

DRYWALL

Proper installation procedures are carefully followed to minimize the normal cracking which will occur. PoP Homes has made every reasonable effort to minimize the necessary joints where sheets of drywall butt together. No installation, however, can completely conceal this joint. Regardless of workmanship, jointing can be detected upon careful inspection, or if the lighting is very angular.

Cosmetic cracking of drywall around window and door openings, drywall seams, metal corner bead edges, and exposed nails is expected to occur to some extent in every new home. Some of the causes of drywall cracking are stresses to the drywall caused by minor shrinkage of the wood-framing members in the home, high winds and expansion of the soils upon which the home is built. Cosmetic

flaws of this nature are not a sign of any structural problem with the home or of defective workmanship.

You can be assured that your home was designed, plan checked, and inspected to meet or exceed all applicable local building codes. The applicable local building code does not, and could not, allow for elimination of all minor movement and subsequent cosmetic damage within the structure.

SERVICE NOTICE: The terms of the PoP Homes Customer Service Policy do not provide coverage for dry wall cracking or exposed nails which occurs as a result of natural settlement of the home.

ELECTRICAL

Your electrical system was installed with rigid specifications and inspected by the local building department.

The wiring of your new home meets the applicable local building code requirements and safety standards for the normal use of electrical appliances. Ordinarily, small appliances, which require your personal attendance for their operation, may be plugged into any electrical receptacle without fear of overloading a circuit. However, the use of larger appliances or too many small appliances on the same circuit may cause an overload of the circuit and trip the breaker.

Before resetting any breakers, disconnect all cords and appliances and check them for defects. Insulation worn away from wires may have caused a short circuit. Take care of these defects at once; they are potential fire hazards.

SERVICE NOTICE: Should this type of problem occur during your Customer Service period, we ask that you call POP's CUSTOMER SERVICE DEPARTMENT immediately. A licensed electrician may do any repair work needed after the expiration of the Customer Service period.

SHOULD A MAJOR OUTAGE OF ELECTRICITY HAPPEN IN YOUR HOME, PLEASE CONTACT THE LOCAL UTILITY COMPANY.

GROUND FAULT INTERRUPTER (G.F.I.) - Some areas in your home have been wired with a ground fault interrupter (G.F.I.) for your protection. The plug receptacles in the baths, garage, kitchen, and outside locations are on this special circuit to eliminate the possibility of electrical shock. Faulty appliances will "trip" this circuit and cause an interruption in electrical power. The most common causes for the G.F.I. to trip are unsafe hair dryers, shavers, BBQ motors or starters, power tools, power surges or other small personal appliances or power tools.

If you experience a loss of power at the bath, garage, kitchen or exterior outlets, please try resetting the G.F.I. before calling for assistance. The G.F.I. outlets are similar in appearance to a regular outlet except they have two buttons marked "TEST" or "RESET" on them. In some instances, there is a separate, marked breaker on the electrical panel. If an appliance stops while in use, check the G.F.I. first. The "R" or "RESET" button may have popped out; all you need to do is push it back in. If the

G.F.I. is located on a breaker at the electrical panel, simply move the breaker to the complete “OFF” position, then to the “ON” position.

As the G.F.I. in the garage is very sensitive, it cannot be used for a freezer or additional refrigerator as the load placed on the circuit by this type of appliance may result in repeated power outages in those areas of the home that are connected to the G.F.I. circuit.

The word when checking electrical items in your home is CAUTION. Always be sure to unplug anything electrical before working on it. Never touch electrical switches while bathing or if hands and feet are wet. Avoid using defective cords; they can be dangerous.

SWITCHED WALL OUTLETS -A wall switch operates some wall plugs in your home. This permits you to turn on a light from the wall switch when entering a room. In most instances, the top half of the outlet will operate from the wall switch and the bottom half will be constantly on or “hot”. Occasionally, the electrician will turn this outlet upside down, to assist you in locating the proper one. If a wall plug fails to operate, first check to see if the wall switch controls the plug before contacting the Customer Service Department.

LIGHTING - Clean bulbs and lenses periodically. Dust, lint, etc. reduces the amount of light the fixture produces. Use only the appropriate wattage in replacement bulbs. Fixtures in your home will have small labels on the socket for the bulb specifying maximum wattage for the fixture. Do not exceed the recommended wattage; it can damage the fixture.

SERVICE NOTICE: Replacement of bulbs is considered a homeowner maintenance responsibility and is not covered under the POP CUSTOMER SERVICE.

SMOKE DETECTORS

Your new home is supplied with smoke detectors that are directly wired with battery back-up, which continuously monitor the air in your home. It is factory adjusted to sound the alarm when smoke obstruction reaches 2% per foot, a condition that exceeds most normal household activities. It is recommended that you test your smoke alarm weekly to assure proper operation.

To test, firmly depress the light lens located near the center of the cover for a few seconds. The alarm will sound as it would if smoke from a fire were actually present.

It is important to vacuum the slots on the cover if the smoke alarm accumulates dust or grease. This cleaning procedure should be followed approximately every three months. The smoke detectors operate on the household electrical system; however, a battery backup is provided so that it is operational in times of power outages.

When the battery is low, the smoke detector should make a “chirping” sound. **It is recommended that you check the battery every six months with a battery tester or replace it.**

SERVICE NOTICE: If a smoke detector in your home begins making a “chirping” noise, please clean the service of the detector and replace the battery before requesting service. This is a homeowner maintenance responsibility and is not covered under the POP ’s CUSTOMER SERVICE POLICY.

FOUNDATIONS

Your home is built upon a concrete foundation, engineered to be more than sufficient to do the job required of it. These foundations are subject to a wide variety of stresses and strains. Changes in temperature, soil shrinkage and expansion, as well as the natural shrinkage that takes place when concrete achieves its final set can all cause cracks in the concrete foundation. This type of cracking does not affect the structural strength of your home in any way. Since the factors, which cause this cracking, cannot be controlled by the builder, this is not covered under the terms of the Customer Service Policy.

SERVICE NOTICE: If during your Customer Service period, you feel that the foundation is exhibiting unusual or extensive cracking, please submit a written request for inspection to the Customer Service Department. Arrangements will be made for a POP representative to inspect the foundation and you will be advised of our findings.

GARAGE DOORS

Your garage doors and hardware were carefully selected to provide you with dependable service. Since it is a large moving object, periodic maintenance by you is essential. To keep your door in good condition, perform the following maintenance as required:

1. Lubricate moving parts of the door every three (3) months, with a silicone type of product.
2. Inspect and tighten the screws that fasten the hardware to the door and the door track to the wall at the end of your first year of ownership.
3. Operate the door only when adjusted properly and clear of obstructions.
4. Do not permit children to play with the garage door or electronic controls.
5. Avoid standing in open doorway or walking through doorway while an electronically-operated door is moving.

The door is under constant spring tension. Repairs and adjustments, particularly to cables and the spring assembly, can be hazardous and should be performed by qualified repair personnel only.

Your garage door has been installed per the manufacturer’s recommendations. Overhead garage doors are not designed or intended to be completely weather-tight. Because of this, some intrusion of the elements, particularly wind-driven rain, can be expected.

AUTOMATIC GARAGE DOOR OPENER (If Installed On Your Home)

If not included with your new home, contact the garage door company before installing an opener. Having an opener installed by someone other than the garage door company will void the warranties on the garage door.

In the event of an outage, or if the door should fail to operate for any reason, you can bypass the electrical opener by pulling down on the cord which hangs down from the motor. This pull cord disengages the automatic opener and will enable you to operate the door manually.

Your overhead garage door opener, if supplied by POP, is warranted for one year from the date the city provides POP the certificate of occupancy (CO). Should you experience any difficulties with the door's operation during the Customer Service period, please submit your request to POP's Customer Service Department.

GARBAGE DISPOSALS

The garbage disposal supplied by POP is warranted for one year by POP against defects in materials and workmanship.

Garbage disposals are permanently lubricated and are self-cleaning. Use a steady flow of **cold** water and allow the unit to run long enough to do a thorough job of pulverizing the waste and flushing it through. **Fibrous materials, such as cornhusks, artichoke leaves, pea pods, grease, potato peels, banana peels and the like should not be put down the disposal.**

While the disposal will grind some bones, it is not a good idea to put bones down the disposal. Large pieces of food waste, such as melon rinds, citrus rinds, etc., will be more quickly pulverized if you cut them up before placing into the disposal. In the event your disposal will not start, **unplug the disposal under the sink**, remove the material, plug the disposal back in and try pressing the reset button on the disposal.

CAUTION: Keep your sink clear of metal, glass, crockery and silverware while the disposal is in use to avoid accidental damage to the disposal. Never put lye or drain-cleaning chemicals into the garbage disposal.

HVAC SYSTEM

All POP have heat loss and heat gain calculations done on them before a building permit can be issued. These calculations determine the size of the unit required for heating and cooling your home.

Please review the following so that you will understand your HVAC system.

1. All windows should have draperies or some type of covering. This is to prevent heat loss and heat again.
2. Do not close registers completely. You should use the adjustment of registers to balance the temperature in the home; however, closing registers off completely will only cause your heating and cooling system to work less efficiently.
3. Do not block registers with furniture, etc.
4. Do not turn off your system completely for an extended period of time (if, for example, you plan to be out of town for a long period of time).
5. Do change your filters at least once a month. The dust and sand in the air will quickly clog the filters and put undue stress on your unit. Dirty filters can cause your HVAC to stop blowing cold air in the air conditioning cycle or warm air during the heat cycle.
6. Do keep the outdoor unit clear of any debris. The grill provides air intake for your unit to work properly.

CONTROLS: Your thermostat has been manufactured to reasonable tolerances and engineered for long years of carefree service. However, sometimes they need adjustment or calibration. Should the thermostat not operate properly during business hours, call POP. Should your thermostat not work after business hours, then contact the subcontractor on your subcontractors list.

FILTERS: Your home's cleanliness is enhanced by a filter built into your duct system. It is usually located in the main cold air return. The filter size is indicated on the sides of the filters. New filters are widely available and should be checked weekly for the first two months because they may clog more frequently as they remove accumulated construction dust. After the first two months, they need to be changed on a monthly basis.

HEATING: Your heating system should give you many years of comfort with a minimum of attention. It is best not to overheat a new home during the drying period because this may cause excessive shrinking of framing lumber and other materials. Begin with as little heat as possible and increase it gradually. To keep you system operating efficiently, have a yearly service checkup by a licensed heating contractor.

BEFORE CALLING FOR SERVICE:

1. Set the thermostat ABOVE room temperature
2. Set the thermostat selector to "HEAT"
3. Make sure the main electric switch is "ON"
4. Check to see that no circuit breakers are tripped to "OFF". If they are, try switching them several times.
5. Make sure filters are not clogged.
6. If your unit is not operating properly after checking all of the above, call the service number provided in this manual on the "Subcontractors List". If you experience any difficulty obtaining service, please call the Customer Service Department.

MAINTENANCE: Your heating system is warranted for one year against defects in material and workmanship. After the expiration of the warranty, you should include an annual inspection for the heating system in your regular homeowner maintenance. Good times for doing this are in the late summer or early fall. PoP Homes recommends that only licensed qualified repair techs work on your heating systems. Properly cared for and maintained your heating will serve you well.

LANDSCAPING

Standard, predetermined front yard landscaping will be provided with each home. The backyard consists of a starter yard. This landscaping is in accordance to the applicable local building code. Landscaping such as trees and bushes are covered under Customer Service for (30) thirty days after closing.

PoP Homes DOES NOT ACCEPT RESPONSIBILITY FOR THE CARE, MAINTENANCE OR CONDITION OF THE LANDSCAPING EXCEPT FOR PROBLEMS NOTED IN WRITING AT THE WALKTHROUGH.

Swales which have been graded around your home or on the lot pad should not be blocked. These shallow ditches have been put there for the purpose of quickly removing water toward the driveway, street or other positive outlet. Do not let water gather against foundations and retaining walls. These walls are built to withstand the ordinary moisture in the ground. If water is permitted to pond against them, it may cause structural damage due to erosion or expansion.

Do not create depressed planter boxes or areas next to foundations such that irrigation or rain water collects in them. Avoid planting shrubbery too close to your foundation – three feet is a good minimum. When preparing flower beds or planting areas adjacent to foundations, make sure that the ground surface slopes away from the foundation.

SERVICE NOTICE: Maintenance of the drainage and plant material is not covered under the Customer Service Policy.

Never water toward the foundation of your house or water more than is necessary for the growth and maintenance of lawns, flowers, shrubs or trees. Remember, less water is more desirable than too much.

Additionally, your lot has been carefully finish graded to drain and has been inspected and approved by the civil engineer, building inspector and where applicable, V.A. or F.H.A.

LUMBER AND MILLWORK

You will experience some shrinkage in the interior woodwork of your home at the corners of the door casings, baseboard joints, stair rails and similar joints. Some shrinkage of the wood is inevitable and to be expected. This is why some moldings or trims may move out of their original positions. Shrinkage may cause gaps to appear in woodwork, doors to warp and cracks to appear.

This shrinkage is normal and is considered a homeowner maintenance responsibility. To help the wood in your home dry out, it is suggested you keep the temperature of your home at 70 degrees

during the first heating season. Too low a temperature will slow down this process; too high a temperature will cause the wood to dry out too quickly and may cause warping, twisting or bowing of the wood.

SERVICE NOTICE: The framing members in the overhead area of the garage are not intended for storage support. Similarly, the attic space in your home should not be used for storage. There is no floor structure in the attic space of your home. Walking in this area can be hazardous. Should you lose your footing, a fall through the sheetrock is likely to be not only very painful, but costly to you, as well.

MIRRORS

The plate glass mirrors in your home have been installed according to industry standards. Please avoid the use of abrasive cleaners or rough cleaning rags on your mirrors; they can be easily scratched. Remember also to avoid excessive moisture build up on your mirrors during cleaning or bathing. Should the moisture penetrate behind the mirror's edge or behind the mirror itself, it can result in ugly, black blotches in the glass.

SERVICE NOTICE: Scratches, chips, cracks and breaks in mirrors are not covered by PoP Homes' Customer Service Policy unless noted on the original walkthrough.

PAINTING MATERIALS/USE

All interior walls and ceilings have been painted with an interior paint. Please refer to the paint touch up kit for the color numbers. Because paint color changes after application, PoP Homes cannot guarantee exact matches in color when making repairs. Do NOT wash wall surfaces. The interior paint should be touched up.

For long life and low maintenance, painting should be done at regular intervals. Because of steam, condensation and generally harder wear, the kitchen and baths usually require more frequent painting than other rooms. Depending on weather exposure and other factors, exterior trim and wood may need paint maintenance more often.

SERVICE NOTICE: PoP Homes does not perform paint maintenance. You should perform, or hire a contractor to perform, routine paint maintenance to your home, as needed.

PEST CONTROL

One of the things you should be on the lookout for in your new home is the possibility of "uninvited guests": such as ants, silverfish, field mice, etc. There are many excellent pest control services that will be happy to help you set up a regular pest control schedule for a reasonable cost. Please proceed cautiously when attempting to eliminate field mice or other pests. Remember that the use of snail bait to rid your yard of snails or slugs or any other form of pesticide can cause injury or death to children and animals when not used with proper precautions. Always be sure to consult with a qualified pest control expert whenever you have a question.

Your home comes with a Limited Termite Control Contract. Please refer to your closing document package for renewal information.

SERVICE NOTICE: PoP Homes cannot guarantee against pest infiltration and it is not covered under the terms and conditions of the Customer Service Policy.

PLUMBING

Your new home's plumbing system has been engineered and tested prior to passing county/city building inspections. Even though all of your plumbing has been flushed out to remove dirt and other foreign materials, a small amount of pipe sealant compound or other small construction debris may come out of the faucets for the first few days of regular use.

EMERGENCIES: Your first step is to shut-off the water supply. Familiarize yourself now with the location of the emergency shut-off valves to avoid damage if an emergency happens. The main shut-off valves are usually located where the main water supply pipes enter the house. Room shut-off valves are usually just below the fixture (at the rear of the toilet at the wall, under the sink in the rear of the cabinet). If the leak is a shower head or tub spout area, you will need to shut-off the main water valve to the home. In the event of a water leak between walls, turn off the main water valve to prevent damage to carpet and/or walls.

TARNISH OR DISCOLORED FIXTURES - Corrosion of chrome and/or brass is due to hard water drying on it and is not a part of the manufacturer's responsibility. The finish on your fixtures can also be damaged through the use of improper cleaning methods. Avoid abrasive or acid-based cleaners; fixtures may be cleaned with nonabrasive, foam-type cleaners or mild soap and water. Always dry the fixtures off after cleaning and use; hard water deposits will break down the protective lacquer finish and cause corrosion, tarnishing and discoloration to the finish.

SERVICE NOTICE: PoP Homes does not warranty tarnish on fixtures.

AERATORS -Cleaning the aerators will be a frequent homeowner maintenance task. This attachment to the faucet adds air to the water as it leaves the faucet, reducing splashing and provides some savings because less water is used. To clean an aerator, unscrew it from the mouth of the faucet, remove any debris, remove the rinse the washers and screens, replace them in their original order and put the aerator back on the faucet. Frequency of required cleaning will depend upon the condition of the water. Pushing up on the center of the aerator while the water is running cleans these.

If the water flow at the faucet becomes slow or light, the aerator probably needs to be cleaned. This is a homeowner maintenance responsibility and is not covered under the Customer Service Policy.

Do not close your faucets too tightly. Close them just enough to stop the flow of water. Over-tightening of faucets can lead to excessive wear on the faucets and more frequent repair.

TOILETS -Please remember that the toilets installed in your home are water-saver toilets. This means they use significantly less water than toilets found in older homes and sometimes will appear to be flushing slowly. A slow flush is not necessarily a symptom of blockage; for some solids, you may need to flush more than once. Usually, holding the flush handle down until all solids have cleared the bowl will help prevent blockages. To reduce the risk of overflows or blockages in the toilets, be sure to observe the following:

1. Never use your toilet for the disposal of cotton swabs, dental floss, disposable diapers, feminine hygiene items or other personal care products.
2. Avoid the use of toilet bowl cleaners that are in solid form; the particles they drop can clog the water jets in the toilet's rim. Tank type bowl cleaners may damage rubber and plastic parts and void the warranty.

SERVICE NOTICE: PoP Homes warrants against sewer stoppages and toilet overflows for the first thirty (30) days after delivery of the home. Should you experience sewer stoppages or toilet overflows after the thirty (30) days you may call POP and a plumber can be sent to the home. If the plumber reports that the stoppage or toilet overflows are due to homeowner neglect, you will be charged for the service charge.

Your toilet will perform reliably if kept in adjustment. An unadjusted float can cause a toilet to run too much, wasting water, or can provide too little water for proper flushing. To adjust the float assembly, remove the tank top lid carefully and adjust the float arm screw, you can heighten or lower the float arm; this will generally take care of the problem. Be sure that the float is free and not rubbing on the sides of the tank or other parts.

NOISY PIPES -Noise in the pipes can be caused by a variety of things. Expansion and contraction of the pipes under temperature changes, water traveling through the pipes, worn washers, loose parts in a faucet, etc. can all cause noise in the pipes. During your Customer Service period, please report any questions you have about noisy plumbing pipes in writing to the Customer Service Department.

TRAPS -Each plumbing fixture in your home has a drain trap, a J-shaped piece of pipe designed to provide a water barrier between your home and the danger of sewer gas. The trap holds water which prevents airborne bacteria and the odor of sewer gas from entering the house. If any fixture is used infrequently, it should be turned on at regular intervals to replace evaporating water in the trap and insure that the barrier remains intact.

CLOGGED PIPES -Traps, because of their shape, are also the point at which drains are most likely to become clogged. Sink drains are subject to clogging by grease, hair, soap curds, etc. **Never pour grease into a drain or toilet.** To prevent stoppage in the kitchen sink, run very hot water through the drain every week. Remember, however, that cold water **only** should be used when you are running the garbage disposal. Petroleum-based products, such as paint or lacquer thinner, can damage polyvinyl chloride pipes and should never be put down the sink.

Clogged traps are easily cleared with a plunger, or in more severe blockages, by opening the sewer clean out and snaking the line to remove the blockage. PoP Homes recommends that a qualified contractor be used to clear blockages if the use of a hand-held plunger does not correct the problem.

In the event of a stoppage or overflow, shut off the water at the angle stop shut-off valve at the base of the fixture. Every homeowner should have a plunger. It will usually clear a toilet stoppage. Use a rapid, but firm, up and down motion (have water in the toilet bowl while doing this).

SINKS -Your sink can be chipped or scratched if subjected to sharp instruments or heavy blows. Clean with a nonabrasive cleanser and with normal usage and care, they will give you many years of service. Care of your stainless-steel kitchen should also be taken to use a nonabrasive cleanser or commercial stainless-steel cleaner.

WATER HEATERS -Your home is equipped with a quality storage-type water heater with sensitive thermostatic controls and is warranted for one (1) year from the date of the closing.

By draining your water heater periodically, you will add to its service life. If the water heater makes rumbling and cracking sounds or there never seems to be enough hot water, it's time to clean the tank. This condition occurs when layers of sediment (caused primarily by hard water) build up on the tank bottom and heating surfaces, producing a scale which is heat retardant. The noises you hear are actually a series of small steam explosions between the layers of scale.

To drain the water heater, attach a hose to the bottom of the water heater, run the hose to the street and open the faucet at the bottom of the heater. When you see the water is clean, turn off the faucet.

CAUTION: THE POWER TO THE WATER HEATER MUST BE TURNED OFF BEFORE WATER HEATER IS DRAINED. IF POWER IS NOT TURNED OFF BEFORE DRAINING, THE ELEMENTS ON THE WATER HEATER WILL BURN OUT. IF THE WATER HEATER ELEMENTS ARE REPORTED BURNT OUT DUE TO THE POWER BEING LEFT ON DURING DRAINAGE, POP WILL NOT BE HELD RESPONSIBLE FOR THE DAMAGES INCURRED.

CAUTION: IF YOUR WATER IS EQUIPPED WITH A NONMETALLIC DRAIN VALVE, THE WATER MUST BE COOLED BEFORE DRAINING. FAILURE TO ALLOW THE WATER TO COOL WILL DAMAGE THE VALVE AND IS NOT COVERED BY THE WARRANTY. Doing this regularly will drain off mineral deposits from hard water before they become solid. Failure to maintain the water heater properly can result in higher operating costs for this appliance; as the scale builds up in the tank, heat transfer is reduced. The water heater tries to compensate for this by longer heating cycles; this results in increased burner operation and higher utility costs to you.

WINDOWS

The windows in your home are of excellent quality and are part of the overall energy conservation package in your new home.

PoP Homes warrants the windows in your home for a period of one (1) year from the date of the Certificate of Occupancy against defects in materials and workmanship.

SERVICE NOTICE: Scratches, chips, cracks and breaks in glass are not covered by PoP Homes Customer Service Policy unless noted on the homeowner orientation.

SCREENS

Be careful when removing your window screens. They can be easily bent out of shape or have the screening torn. PoP Homes does not warrant torn screens unless listed on the original walkthrough.

The screens need to be cleaned regularly. You can do this by removing them and using warm, clear water with mild detergent. Rinse them off thoroughly and allow to dry completely before reinstalling.

SERVICE NOTICE: All vinyl windowsill channels should be kept free from dirt for proper operation. There are also small holes in the window frame. Known as “weep holes”, these permit the windowsill channel to drain off rainwater. Clogged weep holes will cause the rain water to pour over the window frame channel and enter your home. Clearing weep holes on a periodic basis is a homeowner maintenance responsibility. Weep holes should be checked every thirty (30) days and cleared of dust and debris as needed to keep them clear and open. During heavy rains it is not unusual to find some water in the window sill channel. The weep holes will allow it to drain to the exterior.

MANUFACTURER WARRANTIES

In addition to your kitchen appliances, certain features in your home carry limited manufacturer warranties. Paperwork for those warranties will be reviewed at your new home orientation and left for you in the home. Examples include HVAC, water heater and overhead doors. Some other features of your home including Roofing, Siding, Windows and Flooring also include limited manufacturer warranties which can be provided upon request.