

Homeowner Information and Warranties Handbook



TrueCraft Utah

Access this manual online by going
to www.TrueCraftUtah.com and clicking on
Warranty.

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TrueCraft Utah

Welcome

Congratulations on your beautiful new living space—whether it’s a brand-new home, a freshly remodeled space, or a newly finished area, may it bring you comfort and joy!

On behalf of TrueCraft Utah, we extend our heartfelt gratitude for entrusting us with the construction of your dream home for you and your cherished family. Your dwelling has been meticulously crafted by a team of skilled tradesmen employing contemporary construction methodologies and superior materials. All work has been overseen by our dedicated staff of construction professionals to ensure the unwavering adherence to exceptional quality standards.

However, we acknowledge that the construction of a novel home inevitably entails the occurrence of unforeseen circumstances that may necessitate minor adjustments and rectifications. While our team diligently adheres to comprehensive plans and specifications, the inherent uniqueness of each home necessitates the realization that no two structures are precisely identical, resulting in varying behaviors over time.

In anticipation of your new home, we have compiled this Homeowner Information and Warranties Manual to serve as a comprehensive guide. This manual encompasses vital information pertaining to the TrueCraft Utah builder warranty, as well as the maintenance protocols for your home. By diligently following these insightful recommendations, coupled with the guidance provided by the manufacturers, you can effectively safeguard your home’s safety and comfort for years to come. Proactive maintenance of your new home should commence upon your move-in. Regularly investing time in maintaining your home can result in substantial cost savings in the future, potentially avoiding the need for costly repairs or replacements. Conversely, neglecting the maintenance of your home’s components may lead to the forfeiture of manufacturers’ and contractors’ warranties.

We kindly request that you take the time to thoroughly review this manual, thereby familiarizing yourself with the builder warranty and the procedures for care and maintenance. While it is impossible to comprehensively anticipate and describe every potential concern regarding your home, we have prioritized the inclusion of the most pertinent items within this manual. Given our diverse range of floor plans and optional features, this manual may address components that are not present in your specific home. If a section does not apply to your home, you may disregard it.

When manufacturer instructions differ from this manual, always follow the manufacturer’s instructions.

We strongly encourage prompt attention to any identified issues promptly.

In addition to routine care, prompt attention to minor maintenance can prevent more serious, time-consuming, or costly repairs in the future. Neglecting routine maintenance may void applicable limited warranty coverage on all or part of your home. By caring for your new home diligently, you ensure uninterrupted warranty coverage and continuous enjoyment for years. The attention provided by each homeowner contributes significantly to the overall desirability of the community.

MANUFACTURER LITERATURE

Please review the literature (warranties and use and care guides) provided by the manufacturers of consumer products.

Although much of the information may be familiar, some details may differ significantly from homes you have had in the past. We strive to keep the information in this manual current. However, if any detail in our discussion conflicts with the manufacturer's recommendations, you should follow the manufacturer's recommendations.

Activate specific manufacturer's warranties by completing and mailing registration cards included with materials or visiting the manufacturers' websites. In some cases, a manufacturer's warranty may extend beyond the first year, and it is in your best interests to be aware of such coverage.

NATURAL BUILDING MATERIALS

Due to the extreme moisture and temperature fluctuations in Utah, natural building materials such as wood and concrete are subject to repeated expansion and contraction. This can result in warping or shrinking of wood materials and cracking in drywall, stucco, concrete, mortar, and caulking. These effects are particularly noticeable in the initial year after a new home has been constructed.

To mitigate these effects, proactive measures can be taken to safeguard natural materials beyond the home, such as employing sealants. For interior products, maintaining a consistent temperature within the home during the initial year is crucial. This facilitates the uniform drying or curing of wood, concrete, and other materials, potentially reducing the occurrence of significant settlement cracks. While minor cracks, warping, and shrinkage in wood, concrete, and other natural materials are inherent aspects of the aging process and do not compromise the structural integrity of the

home, it is important to note that these occurrences are generally not covered by the builder’s warranty, particularly when the homeowner neglects to implement protective measures. For further details, please refer to the specific sections of this manual.



TrueCraft Utah

EMERGENCY SERVICE

WHEN TO CALL

Our trade contractors and local utility companies provide emergency response to the following conditions:

- Total loss of heat when the outside temperature is below 45 degrees Fahrenheit
- Total loss of air conditioning when the outside temperature exceeds 95 degrees Fahrenheit
- Total loss of electricity or power to refrigerator or furnace
- Major water leak or no water to home
- Natural Gas leak

PHONE NUMBERS

Gas	Enbridge Gas	800-767-1689
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Power	Rocky Mountain Power	877-508-5088
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Plumbing

HVAC

Electrical

NOTE: DO NOT call these numbers for non-emergency warranty requests. All non-emergency requests must be submitted through TrueCraft Utah's warranty request system (see next section). If you call in what is determined to be a non-emergency, you may be charged an emergency service call fee.

While emergency warranty situations are rare, prompt response is essential for resolution. Begin by checking items that are accessible to you. You can find troubleshooting tips throughout this manual to help with checking several of your home's components. Often, by taking the appropriate actions, you can solve the problem immediately or mitigate the situation until a technician arrives.

Note that if a service (gas, electricity, water) is out in an entire area, attention from the local utility company will be needed. Trade contractors are not able to help with such outages.

IMPORTANT INFORMATION FOR NEW HOMEOWNERS

As a new homeowner, we encourage you to familiarize yourself with the following information.

Electrical Shutoff: In case of electrical emergency, turn off the main circuit breaker located inside the electrical service panel. The electrical service panel is found on the outside of the home.

Water Shutoff: In case of a plumbing emergency, water shutoff valves are located in the basement of your home and at the water meter found in the street park strip.

Gas Shutoff: Gas to your home can be turned off at the natural gas meter on the side of your house. You should only use this shutoff in emergency situations, and it is best to call the gas company and have them turn it back on. There are also separate shut offs at each appliance that runs on gas.

Grading and Drainage: Your home has been graded in such a manner as to keep water away from your home and otherwise comply with code requirements. Altering the grading of your homesite can restrict water surface drainage and cause structural or water damage to your home or concrete flatwork. Altering the grade and damage caused by that is not covered by warranty. In addition, maintaining this grade is a homeowner responsibility.

Concrete and Flatwork: Concrete drives, walks, and patios can be severely damaged by heavy vehicles or equipment. Do not allow heavy trucks or equipment to cross concrete flatwork. Especially during the first year of the new concrete, do not use ice melt or salt.

TrueCraft Utah

REQUESTING WARRANTY SERVICE

During the first year of ownership, your new home is covered by our limited warranty, the details of which are defined in this manual. The performance standards contained within provide the basis of our commitment of service to you. It will explain which items are covered under warranty and the procedure for requesting warranty service. We suggest that you review the appropriate section(s) of this manual before you request service. This will help determine if your request is covered by the TrueCraft Utah Limited Warranty or is considered to be your responsibility.

BEST PRACTICES

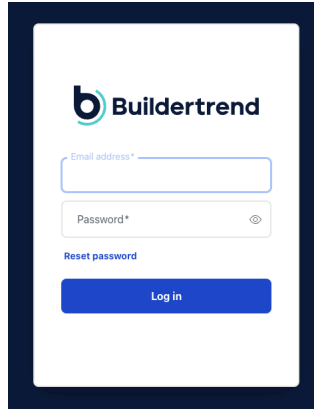
The information entered into the warranty request will be used to contact you for review, service, etc., so please make sure your name, email address, and phone number are correct and the best ones for contacting you. Attaching a photo(s) or video(s) to the claim, if you have any, is the best way for us to determine how your claim should be handled.

HOW TO SUBMIT A CLAIM

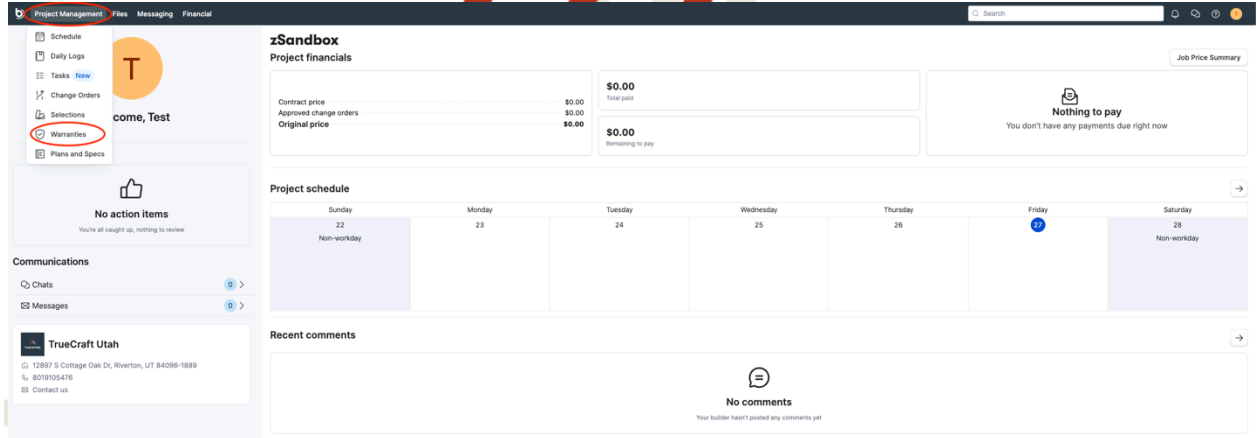
1. Visit www.truecraftutah.com and click on CLIENT PORTAL in the menu.



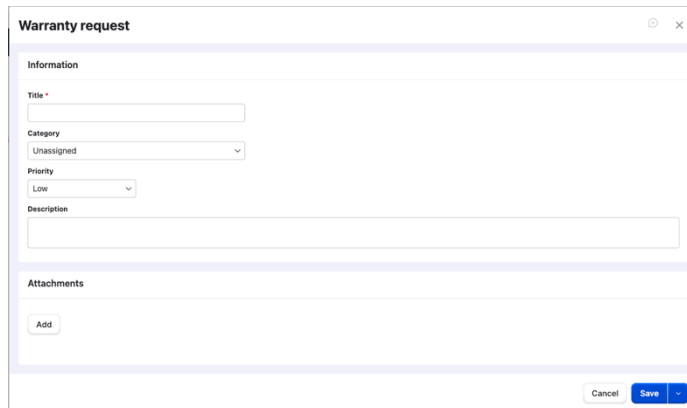
2. Log into you BuilderTrend account.



3. Once logged in, Select the 'Project Management' Dropdown from the top of the screen and then click on 'Warranties'.



4. Fill out the Warranty Request form.

The image shows a "Warranty request" form. It has a title bar with "Warranty request" and a close button. The form is divided into sections: "Information" with fields for "Title*", "Category" (set to "Unassigned"), and "Priority" (set to "Low"); a "Description" text area; and "Attachments" with an "Add" button. At the bottom right, there are "Cancel" and "Save" buttons.

In the Description box, please include:

- A detailed description of the problem
- When you first noticed the issue
- Any troubleshooting steps you may have already taken

The more detail you provide, the more efficiently we can evaluate and respond to your claim.

If the issue is urgent (e.g., safety concern, water leak, loss of power) please make sure to select 'Urgent' in the priority dropdown.

Whenever possible, attach clear photos or videos of the issue. This significantly speeds up the review process and often allows our team to diagnose the problem before scheduling a visit.

Examples of helpful attachments:

- Picture of a crack, leak, or damaged material
- Video demonstrating a malfunction (e.g., a noisy fan, non-operational appliance)
- Wide-angle photo to show location/context

5. What Happens Next

After receiving your warranty claim:

- It will be logged in your BuilderTrend portal.
- Our warranty team will review the issue.
- If additional information is needed, we will reach out.
- If the claim is approved, we will schedule the appropriate trade partner or service technician.

Response times may vary depending on the nature of the issue, but submitting complete information up front helps prevent delays.

WARRANTY CLAIM PROCESSING

When we receive your warranty request, we may contact you to discuss your claim and may schedule an inspection appointment to determine if the item falls within the scope of your warranty and what steps need to be taken next. TrueCraft Utah, in its sole and absolute discretion, will determine whether a trade contractor will be assigned to a valid warranty claim or if it is an in-house/builder item to be handled by TrueCraft Utah.

If a trade contractor is required to perform repairs, we will send your request to them, and the trade contractor will contact you directly to schedule an appointment.

ACCESS TO YOUR HOME

For all appointments that require interior access to your home, an adult age 18 or older who is authorized to admit service workers, make service-related decisions, and sign any paperwork must be present. We do not accept, nor do we allow our trade contractors to accept your keys and gain access without an adult present.

For appointments on exterior items, an adult may not be required to be present, depending on the circumstances. This can be determined when making the appointment.

REPAIR APPOINTMENTS/WORK HOURS

Both TrueCraft Utah and our trade partners operate during normal business hours Monday through Friday. Please plan for your normal, non-emergency warranty repairs to be performed Monday through Friday during normal business hours.

Both TrueCraft Utah and our trade partners will try to schedule appointments and work as soon as possible. However, factors outside of our control may delay appointments and/or work. Any valid warranty claim submitted during the one-year warranty period will be honored, even if work is still needed after the warranty has expired.

REPAIR VS. REPLACE

If a warranty-covered defect occurs and is reported during the warranty period, TrueCraft Utah will repair or replace with the sole option of selecting the methods and materials used in the corrective measure.

The decision to “Repair or Replace” is solely that of TrueCraft Utah or its representatives.

SOMETIMES WE BREAK OUR OWN RULES ... IN YOUR FAVOR

Our criteria for qualifying warranty repairs is based on typical industry practices in our region. Please note that we reserve the right to exceed these guidelines if common sense or individual circumstances make that appropriate. This does not mean that we are obligated to exceed all guidelines to a similar degree for all homeowners.

SOMETIMES WE SAY NO

With a product as complex as a home, viewpoints can differ regarding which tasks are your responsibility and which are those of TrueCraft Utah. If TrueCraft Utah determines your warranty request is a homeowner maintenance item, we will review the maintenance steps with you and offer whatever informational assistance we can. Providing normal maintenance for your home is your responsibility, but we are more than willing to provide professional advice.



TrueCraft Utah

LIMITED WARRANTY

THE MOST COMMON REQUESTS THAT ARE NOT COVERED UNDER YOUR WARRANTY

Caulking

Shrinking of caulking is inevitable. For best results, re-caulk interior and exterior locations regularly. This is especially important for wet areas. TrueCraft Utah will re-caulk ONE time during the one-year warranty period – see Caulking section of this manual for more information.

Concrete

Concrete slabs will crack due to expansion and contraction. This is normal. Do not use ice melt products on your new concrete, which can cause chipping or flaking and is not covered under your limited warranty. Please refer to the Concrete section of this manual for concrete crack tolerances.

Frozen Pipes

Winterizing your backflow preventer, plumbing, and sprinkler system prevents frozen pipes and harmful water damage. It is your responsibility to perform this yearly maintenance.

Garage Door

Keep objects away from your garage door sensors. You may need to adjust them if they become misaligned. Lubricate the door rollers and hinges every three months to ensure noise-free operation.

Furnace Filter

It is important to change your furnace filter on a monthly basis. Your furnace will work more efficiently during the winter and summer, you will save on your utility bills, and you will extend the life of your furnace.

Ice Damming

Ice dams on roofs and in gutters are caused by extreme weather conditions. You may need to install heat cables to keep water flowing through your gutters. This will prevent overflow and ice buildup.

Paint

Your one-year warranty includes paint items identified at or before the Homebuyer Orientation and noted on the Home Owner Orientation Inspection form only. The only exception is warranty issues that require paint touch-ups as a result of warranty work.

Paint items not noted on the Home Owner Orientation Inspection form nor related to other warranty work are not covered.

Stucco

Some cracking is expected with stucco exterior. This is normal for most cement products. Refer to the Stucco section of this manual for additional information.

I. INTRODUCTION

We view the terms of your warranty as 1) what you can expect as our customer and 2) what your home expects from you in terms of preventive maintenance. It is our goal to help you understand how to prolong the life of your home through regular maintenance. None of the materials used in the construction of your home will last forever; however, they will last for a very long time if properly maintained.

This Introduction is general and explanatory in nature and does not create any independent warranty obligations on the part of TrueCraft Utah. For more information concerning the Limited Warranty provided by TrueCraft Utah, please refer to the following sections:

- II. The Limited Warranty
- III. The Limited Warranty Limitation of Liability
- IV. Warranty Exclusions
- V. Other Limited Warranty Terms

This Warranty is non-transferable and only applies to the original purchaser of the home.

What the Homeowner Can Expect from TrueCraft Utah

Subject to the terms of the Limited Warranty and the Warranty Coverage section in the pages to follow.

1. Lot Drainage - Your home has been placed on soil engineered to withstand the anticipated settlement based on soil conditions found in your area and should not settle in such a way as to create structural problems during the one (1) year warranty period.
2. Concrete Surfaces - The concrete surfaces in your home should fulfill the functions for which they were intended without excessive settlement, cracking, or secondary damage such as leaking. Since concrete is likely to crack, standards are defined in detail in the Limited Warranty which follows. (Please see the Concrete Topic in the Warranty Coverage section for more details).
3. Structural Integrity - Homes are constructed by multiple people using a variety of difficult materials, so some tolerances are to be expected. What we consider to be acceptable tolerances is defined in the detailed Warranty Coverage section.
4. Intrusion of the Elements - Your home should not leak. Exceptions may occur, such as driving rain forcing water into vents, windows, or under doors. Cold storage rooms and basements may show some signs of dampness and are not

always waterproof, but under normal circumstances your home should protect you from the intrusion of the elements.

5. Mechanical Systems - The systems installed in your home to provide power, water, treated air, ventilation, and waste disposal should work consistently with the Warranty Coverage section.
6. Finished Surfaces - Finished surfaces should maintain uniform or characteristic appearances for a reasonable period of time. Cracks or surface deterioration should be repaired as outlined in the Warranty Coverage section.
7. Personal Property - TrueCraft Utah is not responsible for removing, replacing, or paying for homeowner installed items such as fences, landscaping, sprinkler systems, light fixtures, furniture, wallpaper, appliances, fixtures, etc., not included in the original sale of the home.

What Your Home Should Expect from You

1. Your home and lot were designed with a particular drainage pattern that will carry surface water from rain and irrigation systems away from your foundation. Water should not be directed toward the foundation, either in the form of lot drainage or for the use of an irrigation system.
2. Concrete surfaces should be free of salts, other deicing chemicals, and excessive weight such as moving vans or storage pods. Yard drainage should be maintained in order to divert water away from concrete surfaces. This will eliminate the chance of undermining the surface and eroding the bearing soil.
3. Any structural additions to the home must be performed by professionals who understand load bearing issues. Local municipalities require permits for building additions to ensure that the structural integrity is maintained.
4. Caulk is used to seal windows and doors. This will require inspection on a regular basis and replacement when necessary.
5. The mechanical systems of your home are designed for normal use. Placing above average demands on them, such as plugging several electrical devices into one circuit, will present problems. Periodic maintenance (i.e. furnace filters) will allow the home to perform as designed.
6. Wood products in the home require cleaning and sealing to prevent problems such as water penetration and exposure to the elements. Painted or sealed surfaces must be cleaned and refinished on a regular basis. If these precautions are not taken, these materials will deteriorate over time.

Care and maintenance instructions are included in this manual for many of the components of your home. By following these instructions, the life of your home will be extended exponentially. You, as the homeowner should read this Limited Warranty in its entirety to understand the protection it provides, exclusions that apply, and the performance standards which determine coverage in each case.

II. THE LIMITED WARRANTY

To the limited extent set forth herein (including but not limited to the Warranty Coverage section), TrueCraft Utah warrants the home for a period of one (1) year beginning on the date of settlement and expiring on the one (1) year anniversary of the date of settlement, against any "Covered Defects." "Covered Defects" are defined as defects in workmanship and/or materials that are either part of the structure or are elements of

the home as supplied by TrueCraft Utah at the date of settlement. "Covered Defects" are more particularly described and explained in the "Warranty Coverage" section and expressly include the warranty exclusions set forth in part IV. The existence of a "Covered Defect" does not constitute a breach of this Limited Warranty; however, TrueCraft Utah may be obligated to repair or replace the item to conform to the Warranty Coverage, as further set forth herein. This is not an insurance policy, nor a maintenance agreement, but a definition of what you, as the homeowner, have a right to expect in terms of warranties.

III. THE LIMITED WARRANTY LIMITATION OF LIABILITY

It is understood and agreed that TrueCraft Utah' liability, whether in contract, tort, statute, negligence, or otherwise, is limited to the remedy provided in this Limited Warranty. TrueCraft Utah' obligations under this Limited Warranty, and under the purchase agreement, are limited to repair and replacement of the covered defect only, as and to the extent provided in the Warranty Coverage section. Under no circumstances shall TrueCraft Utah be liable for any special, indirect, or consequential damages. Including, without limitation, any damages based on a claimed decrease in the value of the home, bodily injury, damage to personal property, or damage to real property which is not part of the home, even if TrueCraft Utah has been advised of the possibility of such damages. This Limited Warranty is the only warranty applicable to the purchase of this home. To the extent permitted by law, all other warranties, express or implied, including, but not limited to, all implied warranties of fitness, merchantability, or habitability, are disclaimed and excluded. You acknowledge and accept such disclaimer and agree to waive any and all rights you may have under such representations and warranties, to the extent permitted by law. Except for the warranties provided in this Limited Warranty, you assume the risk of any and all damages hereafter, occurring in or appearing on the property or within your home, and other improvements constructed thereon regardless of the cause thereof. Your acceptance of the foregoing disclaimer is partially in consideration of the amount of the purchase price of the home, which is lower than it would be if TrueCraft Utah was to be held responsible for any such disclaimed warranties or representations by virtue of said express or implied representations or warranties.

Important notes

In the event of any inconsistency between this Limited Warranty and the Warranty Coverage, the terms of this Limited Warranty shall control. If a defect occurs in an item covered by this Limited Warranty, TrueCraft Utah will repair or replace it to the extent required to conform to the Warranty Coverage section. In the case of defects in structural elements, TrueCraft Utah will repair or replace the structural element to restore the load-bearing function, as designed, and make such other repairs as are necessary to return the home to a safe status. The repair of a defect will include the correction, replacement, or refinishing of only those surfaces, finishes, and coverings that were damaged by the defect, and that were a part of the home at the time of the Substantial Completion Date as defined by section 4.2 of the contract. TrueCraft Utah will repair or replace surfaces, finishes, and coverings that require removal in order for TrueCraft Utah to repair or replace a defect, as to the extent required for the repair or replacement of these surfaces, finishes, and coverings will be to approximately the same condition they were in prior to the defect, but not necessarily to a "like-new"

condition. TrueCraft Utah cannot guarantee, nor does it warrant, exact color matches with the original surrounding area due to factors such as fading, aging, or unavailability of the original materials. TrueCraft Utah assigns the homeowner warranties for particular appliances and equipment furnished by the manufacturer to TrueCraft Utah. TrueCraft Utah provides no warranty on those items except where the malfunction is due to damage during installation or improper installation. If it is necessary to request warranty service in such a case, the homeowner must make a request directly to the manufacturer. In the unlikely event that the manufacturer is not responsive to the request, TrueCraft Utah may assist the homeowner in attempting to obtain the necessary repairs or replacements from the manufacturer. The benefits included in this Limited Warranty are only available when service is requested according to the procedures established by TrueCraft Utah, as included in your warranty material. In addition, the homeowner's failure to reasonably provide access to the home during normal working hours for making repairs will relieve TrueCraft Utah from its obligations under this warranty. TrueCraft Utah's aggregate total liability shall not exceed the original contract price of the home less the lot value. TrueCraft Utah reserves the right to use its judgment in determining the most appropriate method of repairing warranty defects. TrueCraft Utah's offer to resolve an issue for which it bears no responsibility under this Limited Warranty does not create the responsibility to provide the resolution in another situation for which it bears no responsibility. Actions taken to cure defects will not extend the period of coverage specified in this Limited Warranty or any applicable statutes of limitation or repose. If actions by TrueCraft Utah relating to any obligations under this Limited Warranty are delayed by an event beyond its control, such performance will be excused until the delaying effects of the event are remedied. Such events include, but are not limited to, acts of God, acts of the common enemy, war, riot, civil commotion, or sovereign conduct, or acts or omissions by you or any other person not a party of this Limited Warranty.

IV. WARRANTY EXCLUSIONS

This Limited Warranty excludes the following specific items, and any other loss or damage which is not a Covered Defect. This includes, but is not limited to:

1. General home maintenance items. Please review this manual carefully for information on properly maintaining your home.
2. Cosmetic items not identified at the time of your Homebuyer Orientation and noted on the Home Owner Orientation Inspection form. This includes, but is not limited to, paint, chips and nicks on all surfaces, scratches on surfaces, broken glass, spots on carpet, and cracks in grout.
3. Loss of, or damage to, any real property which is not part of the home covered by this limited warranty or is not included in the original purchase price of the home as stated in the closing documents.
4. Any damage to the extent it is made worse by:
 - a. Negligence, improper maintenance, or intentional or improper operation by anyone other than TrueCraft Utah, its agents, or TrueCraft Utah-hired subcontractors, including, but not limited to, damage resulting from rot, corrosion, or rust.
 - b. Failure by the homeowner or anyone other than TrueCraft Utah, its agents, or TrueCraft Utah-hired subcontractors to comply with the warranty requirements of manufacturers of appliances, fixtures, and equipment.

- c. Failure by the homeowner to give timely notice to TrueCraft Utah of any defects.
 - d. Changes in the grading of the ground by anyone other than TrueCraft Utah, its agents, or TrueCraft Utah-hired subcontractors.
 - e. Changes, alterations, or additions made to the home by anyone other than TrueCraft Utah, its agents, or TrueCraft Utah-hired subcontractors after the Limited Warranty commencement date.
 - f. Dampness or condensation due to the homeowner's failure to maintain adequate ventilation.
5. Loss or damage that the homeowner has not taken timely action to minimize.
 6. Any defect caused by, or resulting from, materials or work supplied by someone other than TrueCraft Utah, its agents, or TrueCraft Utah-hired subcontractors.
 7. Normal wear and tear or normal deterioration.
 8. Loss or damage not otherwise excluded under this Limited Warranty, which does not constitute a defect in the construction of the home by TrueCraft Utah, its agents, or subcontractors.
 9. Loss or damage caused by, or resulting either directly or indirectly from, accidents, riots and civil commotion, theft, vandalism, fire, explosion, power surges or failures, smoke, water escape, falling objects, aircrafts, vehicles, acts of God, lightning, windstorm, hail, tornado, hurricane, mudslide, earthquake, and volcanic eruption.
 10. Loss or damage caused directly or indirectly by flood, wind-driven water, surface water, overflow of a body of water, or spray from any of these (whether or not driven by wind), water which backs up from sewers or drains, changes in the water table which were not reasonably foreseeable at the time of construction, or water below the surface of the ground (including water which exerts pressure on, or seeps or leaks through, a building, sidewalk, driveway, foundation, swimming pool or other structure), wetlands, springs, or aquifers.
 11. Loss or damage caused by soil movement. Including, but not limited to, subsidence, expansion, or lateral movement of the soil (including flood and earthquake), which is covered by any other insurance or for which compensation is granted by state or federal legislation.
 12. Loss or damage to the home, persons, or property directly or indirectly caused by termites, other insects, birds, vermin, rodents, or other wild or domestic animals.
 13. Loss or damage resulting from the use of the home for non-residential purposes.
 14. Any condition which does not result in actual damage to the home. Including, but not limited to, uninhabitability or health risk due to the presence or consequence of electromagnetic fields (emfs), radon gas, mold, formaldehyde or other pollutants and contaminants, or the presence of hazardous or toxic materials.
 15. Bodily injury or damage to personal property.
 16. Loss or damage caused by, or resulting from, abnormal loading of structural elements by the homeowner, which exceeds design loads as mandated by codes.
 17. Consequential damages including, but not limited to, costs of shelter, food, transportation, moving and storage, any other expenses related to inconvenience or relocation during repairs to the home, and any diminution of the market value of the home.
 18. Any appliance, equipment, or other item in your home which is a "consumer product" for the purposes of the Magnuson-Moss Warranty Act (15 U.S.C. 2301 through 2312), including, but not limited to, the dishwasher, range, microwave, or garbage disposal is hereby excluded from the coverage of this Limited Warranty.

19. Color Match: Color matches of materials used in original construction or in repair or replacement of defective items are excluded from coverage. This is due to uncontrollable factors such as dye lot, weathering, or normal wear and tear. This includes, but is not limited to, brick, cabinets, concrete, tile, cultured marble and other countertop materials, floor coverings, grout or mortar, paint, roof tile, stain on any wood surface, and stucco.

V. OTHER LIMITED WARRANTY TERMS

1. The Limited Warranty set forth herein is provided to the original purchaser of the home only and is non-transferable. The Limited Warranty applies only to the use of the home as the initial homeowner's place of residence.
2. Notwithstanding any language to the contrary set out in this Limited Warranty, nothing in this Limited Warranty shall be construed to limit or disclaim any warranty, whether statutory or implied at common law, which under state law cannot be lawfully limited or disclaimed.
3. This Limited Warranty shall be interpreted and enforced in accordance with the laws of the State of Utah.
4. This Limited Warranty cannot be modified, altered, or amended in any way except by a formal written instrument by TrueCraft Utah.
5. If any provision of this Limited Warranty is determined by a court of competent jurisdiction to be unenforceable, that determination will not affect the validity of the remaining provisions.

TrueCraft Utah

AIR CONDITIONING

HOMEOWNER USE AND MAINTENANCE GUIDELINES

Your home's cooling system can help make your home more comfortable, but improper use can make the system inefficient. The following tips and suggestions are provided to help you maximize your air conditioning system efficiency.

Time is very important in your expectations of an air conditioning system. Unlike a light bulb, which reacts instantly when you turn on a switch, the air conditioning unit only begins a process when you set the thermostat. Keeping your air conditioning unit running all day will allow the system to moderate temperatures more effectively. If your system is turned off when you leave for the day, it will take longer for the system to reach the correct temperature when it is turned back on. For example, if your house reaches 90 degrees during the day, the cooling system will take longer to cool off your home when you turn it on that night. Please note that turning the thermostat lower than the temperature you desire will not cause the air conditioner to cool faster; in fact, it can cause damage if turned too low. Instead of turning the cooling system on and off, use a programmable or smart thermostat to adjust temperatures. This will allow you to set it at a higher temperature during times you are away to save energy but also not have your home get too hot for the system to be effective later. Maintenance information for your air conditioner is found in the product's maintenance manual.

Filter

Change the filter regularly. A dirty filter reduces air flow and could cause the unit to "freeze up." Most air conditioners require the filter be replaced every 30 days during heavy use.

Adjust Vents

Maximize air flow to occupied parts of your home by adjusting the vents. Likewise, when the seasons change, readjust them for comfortable heating and cooling.

Compressor

Maintain the air conditioning compressor in a level position to prevent inefficient operation and damage to the equipment (see also Grading and Drainage). Make sure that all plants and debris are cleared away from around the compressor and regularly check that none of the lines are leaking. Check your product's maintenance manual for recommendations on covers and other maintenance requirements.

Doors, Windows, Blinds, Drapes

Your home air conditioning system is a closed system, which means that the interior air is continually recycled and cooled until the desired air temperature is reached. Warm outside air disrupts the system and makes cooling impossible. Therefore, you should keep all windows and doors closed while the unit is running. Even the heat from the sun

shining through windows can be intense enough to overcome the cooling effect of the air conditioning unit. For best results, close all blinds and drapes on these windows.

Ductwork Noise

The popping or booming noise is the natural result of expansion and contraction of the ductwork system. It may not be possible to eliminate completely. TrueCraft Utah will adjust loud “oil canning” noise when possible.

Temperature Variations

Temperatures may vary from room to room and floor to floor by several degrees Fahrenheit. This is due to such variables as floor plan, orientation of the home on the lot, type and use of window coverings, and traffic through the home.

For more comfortable living, turn the fan switch at the thermostat to the “on” position to continually cycle air through your home. The blower motor will run continuously, actually extending the life of the unit. Heating and cooling will only start up when the thermostat calls for a temperature increase or decrease.

TROUBLESHOOTING TIPS

Is the air conditioner not working properly or at all? Even if these do not resolve the problem, checking the following items before calling for service can be useful to the service provider:

- The thermostat is set to “cool,” and the temperature is set below the room temperature. If using a programmable thermostat, check to make sure the temperature hasn’t been held at a higher temperature, which will override any programming. See your thermostat’s manual for more information on programming and holding temperatures.
- The filter is clean to allow airflow.
- The blower panel cover is installed correctly. This panel compresses a button that tells the blower it is safe to operate (similar to a dryer’s door). If the panel is not properly installed and the button is not pushed in, the HVAC unit will not operate.
- The breakers on the main electrical panel are on. (Remember: if a breaker trips, you must turn it from the tripped position to the off position before you can turn it back on)
- The 220 switch on the outside wall near the air conditioner is on.
- The switch on the side of the HVAC unit is on.
- The vents in the individual rooms are open.
- Air returns are unobstructed.
- The air conditioner has not frozen from overuse or dirty filters.

TRUECRAFT UTAH LIMITED WARRANTY GUIDELINES

The air conditioning system should maintain a temperature of 78 degrees or a differential of 15 degrees from the outside temperature, measured in the center of each room at a height of five feet above the floor. Lower temperature settings are often possible, but neither the manufacturer nor TrueCraft Utah guarantee this.

Compressor

The air conditioning compressor must be in a level position to operate correctly. If it settles, take the necessary precautions to eliminate it from settling, such as adjust and maintain grade. See also Grading and Drainage.

Non-emergency

Lack of air conditioning service is not an emergency. Air conditioning contractors in our region respond to air conditioning service requests during normal business hours and in the order received.

APPLIANCES

HOMEOWNER USE AND MAINTENANCE GUIDELINES

The appliances in your home were selected for their durability, ease of use, and appearance. You will be provided with owner's manuals for each appliance in your home during your final orientation. We recommend that you study the use and care sections of these manuals prior to using your appliances. You should also fill out and mail the warranty cards provided for each appliance or visit the manufacturers websites to register them.

TROUBLESHOOTING TIPS

Before calling for service, try the following:

- Check the electrical panel for possible tripped breakers.
- Check all GFCI outlets in the home to ensure they haven't tripped.
- Check that the appliance is plugged in.
- Make sure the door is closed and locked on the dishwasher.
- Make sure the water supply is turned on to the dishwasher or washing machine.
- If your garbage disposal jams, use a hex wrench on the bottom of the disposal to turn the shaft and dislodge the jam. **Make sure the switch is off.**
- Check the electrical reset button on the garbage disposal.
- If a gas appliance isn't working, make sure pilot light is lit.

TRUECRAFT UTAH LIMITED WARRANTY GUIDELINES

Appliance warranties are provided by the manufacturer. We confirm that all appliance surfaces are in acceptable condition during your orientation. We assign all appliance warranties to you, effective on the date of closing.

For warranty or service questions contact the manufacturer directly. Most appliances installed by TrueCraft Utah are either LG or Whirlpool. Check your appliances and/or the owner’s manual to determine which company to contact for warranty service:

- LG Warranty Line: 800-243-0000
- Whirlpool Warranty Line: 866-333-4591

Be prepared to provide the model and serial number of the appliance along with the date your home closed. Your closing documents are your proof of purchase.

	Model Number	Serial Number
Range 1		
Range 2		
Range Hood		
Cooktop		
Wall Oven(s)		
Dishwasher 1		
Dishwasher 2		
Refrigerator 1		
Refrigerator 2		
Freezer 1		
Freezer 2		
Microwave 1		
Microwave 2		
Disposal		
Washer		
Dryer		

With problems regarding your appliance, make sure everything is working properly before calling for professional help. **If you suspect a gas leak, turn off gas immediately.**

ATTIC ACCESS

HOMEOWNER USE AND MAINTENANCE GUIDELINES

The attic space is neither designed nor intended for storage. If the insulation is compacted or compressed, the R-value can be significantly reduced. We provide access to this area for maintenance of mechanical equipment that may traverse the attic space. When you perform needed tasks in the attic, use caution and avoid stepping off wood members onto the drywall. This can result in personal injury or damage to the ceiling below. Your limited warranty does not cover such injury or damage.

TRUECRAFT UTAH LIMITED WARRANTY GUIDELINES

TrueCraft Utah and the local building department inspect the attic before your closing to confirm insulation meets local building standards and codes. No warranty is offered for attic use as a storage.

BLOCKING / BACKING FOR WALL-MOUNTED ITEMS

HOMEOWNER USE AND MAINTENANCE GUIDELINES

Certain areas of the home may include concealed blocking or backing installed during framing to support items such as cabinetry, handrails, shower glass, bath accessories, and other wall-mounted fixtures.

Not every location includes backing. If you plan to install new wall-mounted items or change locations, you may need to add appropriate support.

Avoid relying solely on drywall anchors for heavy or safety-related items. Use qualified installers for items that must support weight or resist movement (such as handrails or large mounted fixtures).

TRUECRAFT UTAH LIMITED WARRANTY GUIDELINES

TrueCraft Utah provides limited warranty coverage for covered defects in workmanship and materials as defined in this manual. Damage or failure related to homeowner-installed items, improper anchoring, or relocating fixtures is excluded.

BOILERS / HYDRONIC HEATING

HOMEOWNER USE AND MAINTENANCE GUIDELINES

Some homes include a boiler or other hydronic (water-based) heating system. Hydronic systems may serve radiant floor heat, unit heaters, indirect domestic hot water, or other specialty applications.

Hydronic systems typically respond more slowly than forced-air systems. It is normal for temperatures to change gradually, especially with radiant floors. Avoid frequent large thermostat changes; steady settings usually provide the best comfort.

Keep the mechanical room accessible and keep the area around the equipment clear. Do not store items against piping, vents, or equipment.

Any maintenance beyond simple thermostat operation should be performed by a qualified professional. Annual service is recommended by most manufacturers.

TROUBLESHOOTING TIPS

- Confirm the thermostat or control is calling for heat and is set to the correct mode.
- Confirm power to the equipment is on (breakers/switches) and the area has not experienced a power outage.
- If the system is not heating, do not attempt to adjust internal controls, valves, or safety devices. Contact a qualified service provider.

TRUECRAFT UTAH LIMITED WARRANTY GUIDELINES

TrueCraft Utah's limited warranty covers covered defects in workmanship and materials as defined in this manual. Boilers and many hydronic components may also be covered by manufacturer warranties. Damage caused by homeowner modification, improper operation, lack of maintenance, or failure to follow manufacturer requirements is excluded from coverage.

CABINETS

HOMEOWNER USE AND MAINTENANCE GUIDELINES

Your selection sheets are your record of the brand, style, and color of cabinets in your home.

With proper care and maintenance your cabinets will last for many years. Care and maintenance on your cabinets will depend on the material and finish you selected. Following are some general guidelines. For additional info, see the manufacturer's warranty/care instructions.

General Cabinet Care and Maintenance

- Remove spills promptly to avoid permanent stains. Use a blotting action with a clean, soft cloth.
- Heat and steam can damage wood cabinetry. Avoid using appliances such as toasters, crockpots, and coffee makers directly below your upper wall cabinets. The steam and/or heat can cause the finish to deteriorate.
- Do not hang heavy items from handles of the cabinets to prevent hinges becoming loose and/or damage to the finish of the door.
- Do not allow cabinets to come into repeated contact with water.

Hinges, Guides, Pulls

- The most common issue with cabinets is door alignment. Your cabinets come standard with an easily adjustable hinge which allows for both vertical and horizontal alignment functions. One screw lifts the door, the other tightens the door.
- If cabinet hinges catch or drawer glides become sluggish, use a small amount of silicone lubricant on the moving parts. Open and close the door or drawer several times to work the lubricant in. Be sure to wipe off any excess lubricant with a clean, soft cloth.
- Check the screws in the hinges, door guides, and door pulls regularly to be sure they are secure. Do not overtighten.

Natural Wood/Wood Veneer

If you selected wood or wood veneer cabinets, expect differences in grain and color between and within the cabinet components. This is due to natural variations in the wood and the way wood accepts stain. This is considered to be normal and is part of wood's appeal. All hardwood is sensitive to light, and the color will naturally deepen as it ages. Your finish may vary from the samples shown after being exposed to light for a longer period of time.

- Use high quality wood care products and techniques used in fine furniture periodically. Your local hardware store can provide you with several products and

information to care for your wood cabinets. Follow instructions on the product for the best result, including how often to use it. Overusing products can lead to excess build-up.

- Do not use products that contain lemon oil or ammonia as they will damage the finish. Avoid using paste wax as it will build up a yellow color over time. Never use scrubbing pads or abrasive cleaners.
- Minor nicks or scratches can be covered with a putty stick. These come in several different colors and are available at most home improvement stores.

Painted Cabinets

- Cleaning should be done using a slightly damp lint-free cloth. A highly diluted mild detergent, such as Dawn dish soap, may be used in soiled areas.
- Care should be taken to keep any excess water or moisture away from your painted cabinets. Never use a steamer or steam cleaner on or around any wood surface. Any excess water should be removed immediately and dried thoroughly. Water that is allowed to seep into the joints or open end grains may cause wood to prematurely expand and could cause the paint to flake or chip.
- It is expected with painted cabinetry that the joints of the doors and face frames may show. Because wood naturally expands and contracts, you may see hairline cracks in the finish surface at joints in both doors and face frames. These are normal and do not affect the strength of the door or face frames. Although they may not be prevalent when the product is new, over time as the wood takes in and expels moisture, the joints may start to show. This is not considered a defect, as it is a characteristic of the wood.
- The end grains on doors and drawer fronts may also show through the paint.
- Painted cabinets also tend to show chips, nicks, and dings more readily than stained cabinetry.

TRUECRAFT UTAH LIMITED WARRANTY GUIDELINES

During the orientation, we will confirm that all cabinet parts are installed correctly and that their surfaces are in acceptable condition. TrueCraft Utah will replace or repair significant items noted on Home Owner Orientation Inspection form. Items requiring special lighting or viewing from specific angles to be visible will not be changed.

Alignment

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

Operation

Cabinets should operate properly under normal use.

Separations

We will correct gaps between cabinets and the ceiling or cabinets and the walls by caulking if the gap exceeds 1/8 inch. Locations behind appliances are excluded from this repair.

Warping

If doors or drawer fronts warp in excess of 1/4 inch within 24 inches, we will correct this by adjustment or replacement. Warping or other damage caused by heat or moisture is not covered by the limited warranty.

Wood Grain

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

Painted cabinets

Painted cabinets will show hairline cracks at all joints in the doors and face frames. The construction seams where two cabinets meet may be more visible on painted cabinets compared to stained cabinets and have a higher tendency to show chips, nicks, and dings. No type of steam or steam cleaner should be used to clean cabinets or come in contact with cabinets, as loose or peeling paint caused by moisture is not covered under this warranty. Hairline cracks in the joints of doors and face frames are also not covered under warranty and repair or touch up is Homeowner responsibility.



CARPET

HOMEOWNER USE AND MAINTENANCE GUIDELINES

Your selection sheets provide a record of the brand, style, and color of carpet in your home. Please retain this information for future reference. Refer to the various manufacturers' recommendations for additional information on the care of your floor coverings.

Cleaning

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

The most important thing you can do to protect your carpet is to vacuum it frequently. You should vacuum at least one or two times per week and even more in high traffic areas. We recommend that your vacuum cleaner be equipped with a brush or beater bar, which agitates the pile and is more effective in bringing dirt to the surface for easy removal.

Wipe spills and clean stains immediately. For the best result, blot or dab any spill or stain with a clean white cloth or clean white paper towel. Avoid rubbing spills and stains. Blot the spill from the outer edge inward so the spill is not spread. Before using a stain remover or cleaning solution, test on an inconspicuous area of the carpet, such as in a closet, to check for any undesirable effects. Apply a cleaning solution sparingly, then blot the cleaning solution with a clean white cloth or clean white paper towel. Rinse the cleaning solution with water and a sponge until the spot does not feel sticky. Make sure to dry the area thoroughly. Always follow the directions on any cleaning solution you use.

Have your carpet professionally cleaned regularly. A good timeline is usually after 18 months in your home and then once a year after that.

Crushing

Furniture and traffic may crush a carpet's pile fibers. Frequent vacuuming in high-traffic areas and glides or cups under heavy pieces of furniture can help prevent this.

Rotating your furniture to change the traffic pattern in a room promotes more even wear. Some carpets resist matting and crushing because of their level of fiber, but this does not imply or guarantee that no matting or crushing will occur. Heavy traffic areas such as halls and stairways are more susceptible to wear and crushing. This is considered normal.

Fading

All carpets will slowly lose some color due to natural and artificial forces in the environment. You can delay this process by frequently removing soil with vacuuming, regularly changing air filters in heating and air conditioning systems, keeping humidity and room temperature from getting too high, and reducing sunlight exposure with window coverings.

Pilling

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

Preventing Dirt

Try to keep dirt/soil off of carpets as much as possible. To do this, use mats at entrances and other areas to keep outside dirt and moisture from being tracked onto the carpet. Clean these mats frequently. Also, keep your sidewalks and entrances free of excessive dirt.

Seams

Carpet usually comes in 12-foot widths, making seams necessary in most rooms.

Visible seams are not a defect unless they have been improperly made or the material has a defect, making the seam appear more pronounced than normal. The more dense and uniform the carpet texture, the more visible the seams will be.

Carpet styles with low, tight naps result in the most visible seams. Seams are never more visible than when the carpet is first installed. Usually with time, use, and vacuuming the seams become less visible.

Shading

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

Shedding

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

Stains

No carpet is stain-proof. Although your carpet manufacturer designates your carpet as stain-resistant, some substances may still cause permanent staining. These include hair dyes, shoe polish, paints, and India ink. Some substances destroy or change the color of carpets, including bleach, acne medication, drain cleaner, plant food, insecticide, and food or beverages with strongly colored natural dyes.

Pretest any spot-removal solution in an inconspicuous area before using it in a noticeable space. Apply several drops of the solution, hold a white tissue on the area, and count to ten. Examine both tissue and carpet for dye transfer and then check for carpet damage.

Static

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

Tack Strips

Carpet is installed using a tack strip along the perimeter. This is the industry standard and is necessary to keep the carpet in place. If you would like to bend these edges down for children or pets in traffic areas, you may lightly tap them down. Keep in mind, ***this may void your warranty*** if it needs to be pulled up to re-stretch, etc., as it may cause the carpet to tear in those areas.

Tufts

If an occasional tuft lifts above the surface, simply snip it with scissors; do not pull the tuft out.

TRUECRAFT UTAH LIMITED WARRANTY GUIDELINES

During your orientation, we will confirm that your carpet is in an acceptable condition. We will correct stains or spots noted on the Home Owner Orientation Inspection form by cleaning, patching, or replacing. TrueCraft Utah is not responsible for dye lot variations if replacements are made.

Edges

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

You may notice the sharp edges of the “tack strip” around all edges and stairs. This is not a defect, but is how the carpet is held in place. The sharp points can be tapped down with a hammer, but ***this may void the warranty*** if it needs to be pulled up to re-stretch, etc., as it may cause the carpet to tear in those areas.

Seams

Carpet seams will be visible. TrueCraft Utah will repair any visible gaps or fraying.



CAULKING

HOMEOWNER USE AND MAINTENANCE GUIDELINES

Caulking is one item that should be kept high on your list of preventative maintenance. Especially in our winter climate, time and weather can cause caulking to dry out and shrink, and it is normal for backsplashes to separate from the wall with the differing interior and exterior temperatures. When caulking dries out or shrinks, it no longer provides a proper seal and damages to other components may occur. As part of your routine maintenance, inspect the caulking around your sinks, tubs, countertops, cultured marble, windows, thresholds, exterior door casings, etc. If repair is needed, inexpensive caulking guns and several varieties of caulking compounds are available at home improvement stores.

Colored Caulk

Colored caulks are available through flooring and tile stores. These caulks can be used where typical tile grout may crack, such as along door thresholds or cabinetry. They come in colors that closely match most grout colors. As with any colored material, dye lots can vary.

Latex/Latex Acrylic Caulk

Latex and Latex Acrylic Caulking work best for areas that require painting. It can be smoothed with a wet finger or sponge and cleans up with soap and water.

Silicone Caulk

Silicone Caulk works best where water is present such as at the tub or sink. Some silicone caulks will not accept paint. Some siliconized caulks are water-soluble and can be smoothed with water. 100% silicone caulks are not water-soluble and will require an appropriate solvent to smooth and clean up. Ask your hardware store clerk for advice.

When caulking glass or mirrors, use only 100% silicone caulk. Other types of caulk can cause the reflective material on the mirror to turn black or fail.

TRUECRAFT UTAH LIMITED WARRANTY GUIDELINES

During the orientation we confirm that appropriate areas are adequately caulked. Maintenance of caulked areas is your responsibility*.

All new homes go through a period of settlement, so your home may experience some minor material shrinkage, cracking, and other events which are normal and customary. Examples include small cracks in drywall and paint, and separation where dissimilar materials meet each other. For example, where moldings meet sheetrock, or where tile grout meets a sink. In most cases, paint and caulking is all that is necessary to conceal the types of blemishes that result from the natural expansion and contraction of construction material. Because these events are normal and customary, they are not a defect or structural defect covered by this express limited warranty.

TrueCraft Utah will correct loose or deteriorated caulking **ONE** time during the first year. Damage caused to other components due to failure to properly maintain caulking will be considered the responsibility of the homeowner.

CERAMIC TILE

HOMEOWNER USE AND MAINTENANCE GUIDELINES

Your selection sheets provide a record of the brand, style, and color of ceramic tile in your home. Please retain this information for future reference. Refer to the manufacturer's recommendations for additional information for care of your tile.

Cleaning

Ceramic tile is one of the easiest floor coverings to maintain. Simply vacuum when needed, and occasionally mop with warm water. Avoid adding detergent to the water. If you feel a cleaning agent is required, use a mild solution of warm water and dishwasher crystals as they will not result in a heavy lather on the grout. Rinse thoroughly.

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

Grout Discoloration

Clean yellowed or stained grout with a fiber brush, cleanser, and water. Grout cleansers and whiteners are available at most hardware stores.

Sealing Grout

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

Separations

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

Caulk and grout around bathtubs or countertops may appear to be pulling up after time. This is caused by normal shrinkage of grout or caulk and shrinkage of wood members as they dry out. If this occurs, the best remedy is to purchase tub caulk or premixed grout from a hardware store. Follow directions on the container. This maintenance is important to protect the underlying surface from water damage.

Variations

Tile often varies greatly in shading, veining, and marbling with each packaged carton. This is considered a part of the inherent beauty of these products and is to be expected. In addition, individual tiles may vary in size, height, width, and thickness. As a result of these characteristics, when the product is installed it may be uneven in appearance. You may have some tiles higher than others, especially on floors. The degree of unevenness may depend largely on the quality of the subfloor as well as the product itself.

TRUECRAFT UTAH LIMITED WARRANTY GUIDELINES

During the orientation, we confirm that tile and grout areas are in acceptable condition. We will repair or replace cracked, badly chipped, or loose tiles noted on the Home Owner Orientation Inspection form.

Cracks in grout lines that result in loose tiles or gaps in excess of 1/16 inch will be repaired. The contractor will repair grouting, if necessary, **one time only**, and is not

responsible for color variations or discontinued colored grout. The homeowner is responsible for re-grouting these joints after the one-time repair.

Tile lippage greater than 1/16-inch is considered excessive, except where the material is designed with an irregular height (such as handmade tile). We will repair lippage that exceeds these performance guidelines.

In the event tile requires repair, please remember that the new grout and tile may not match the color of the existing application.

CONCRETE

HOMEOWNER USE AND MAINTENANCE GUIDELINES

If there is one fact that homeowners need to know about concrete, it is that concrete cracks. Natural movement and shrinkage of the basement slab or any concrete slab can result in cracking. Minimize this by maintaining good drainage, being careful when landscaping so moisture doesn't reach soil around and under your home, and not planting trees too close to concrete, which can develop root systems that grow under the concrete and crack it.

Cleaning

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

Cracks

As cracks occur, fix them immediately to help prevent moisture from penetrating the soil underneath. A waterproof concrete caulk, found at hardware or home improvement stores, can be used for most cracks.

Expansion Control Joints

The concrete at your home was poured using control joints. These are grooves in large slabs of concrete that help the concrete crack along predetermined, appropriate spaces. Cracks in these control joints are expected and acceptable.

Heavy Vehicles

Driving large vehicles, such as motor homes, moving vans, commercial vehicles, or delivery trucks on the concrete can cause damage. Driveways are designed and installed for conventional residential traffic only.

Ice, Snow, and Chemicals

Remove ice and snow from concrete slabs as soon as possible after snow storms. Homeowners should be careful when de-icing their driveway or sidewalks. Experts recommend not using salt to melt ice for at least the first year and sparingly after that. Sand can be used instead for traction.

When roads are wet in the winter, try to avoid parking cars on the driveway as excess water laden with salt from the car can drip onto concrete and promote cracking and/or spalling.

Protect concrete from chemical agents such as pet urine, fertilizers, and radiator overflow, which can cause chipping.

Sealer

TrueCraft Utah seals your concrete during the building process. This sealer lasts for about 5 years, so you will need to reapply a sealer after that and continue to reapply based on your product choice's recommendation. So add that to your homeowner maintenance schedule.

TRUECRAFT UTAH LIMITED WARRANTY GUIDELINES

There is no guarantee that the concrete will not crack. Concrete cracking will NOT be covered under warranty unless it is during the initial one-year builder warranty period and the concrete contains cracks exceeding 3/8" vertical displacement or 3/8" horizontal width. These along with other criteria warrant a site visit to investigate the possible cause of the cracks. However, the visit does NOT guarantee concrete will be repaired or replaced. That determination will be made solely by TrueCraft Utah.

Cracks

If after inspection, TrueCraft Utah determines a concrete crack has reached 3/8" vertical displacement or 3/8" horizontal width, TrueCraft Utah will patch or repair it one time during the one-year limited warranty period. Subsequently, concrete slab maintenance is your responsibility.

Color

Concrete slabs vary in color. TrueCraft Utah provides no correction for this condition. When concrete is poured during colder weather conditions, TrueCraft Utah often uses concrete blankets to help prevent freezing. These blankets can cause color variations and/or irregular visual patterns in the concrete as it cures. These color variations and/or irregular patterns are considered normal and are not covered by the TrueCraft Utah one-year limited warranty.

Finished Floors

TrueCraft Utah will correct cracks, settling, or heaving that rupture finish floor materials that we installed as part of the home as you originally purchased it.

Level Floors

Concrete and wood floors in the habitable areas of the home will be level to within 3/8 inch within any 32-inch radius with the exception of an area specifically designed to slope toward a floor drain. TrueCraft Utah will repair by surface patching.

Separation

TrueCraft Utah will correct separation of concrete slabs from the home if separation exceeds one inch.

Settling or Heaving

TrueCraft Utah will repair slabs that settle or heave in excess of two inches or if such movement results in negative drainage (toward the home) or in hazardous vertical displacement.

Spalling (Surface Chips)

Causes of spalling include repeated hosing of concrete for cleaning, animal urine, radiator overflow, fertilizer, uncleared snow and ice, ice-melting agents, and road salts from vehicles. Repair of spalling is a home maintenance task and is not covered under this warranty.

Edge Chipping

Edge chipping due to expansion and contraction of concrete flat work or the supporting soils is not covered under this limited warranty.

Standing Water

Water may stand on exterior concrete slabs for several hours after precipitation or from roof runoff. TrueCraft Utah will correct conditions that cause water to remain longer than 24 hours unless it is from roof runoff of melting snow or ice.

Garage Slabs

Minor puddling is common but should not exceed 3/8 of an inch in a 32-inch radius. If a puddle exceeds these parameters, TrueCraft Utah will repair by resurfacing the concrete. TrueCraft Utah will not be responsible for color variations.

Porch Caps

Water leakage into porch storage rooms from porch caps is not unusual and is not covered by this Limited Warranty. TrueCraft Utah will not be responsible for improper landscaping, maintenance, or negligence of the homeowner in controlling water on the porch. Acts of nature such as driving rain or snow are not covered under this warranty.

COUNTERTOPS

HOMEOWNER USE AND MAINTENANCE GUIDELINES

Taking care of your countertops is important as it can keep them looking newer for a longer period of time. Use a cutting board when cutting or chopping. Also, protect your counter from heat and extremely hot irons, pans, and baking dishes. As a general rule, if you cannot put your hand on it, do not put it on the countertop.

Your selection sheets provide a record of what type of countertops are in your home. Follow manufacturer's instructions on cleaning and care.

Cleaning

You should wash your countertops periodically with soap and water. This will prevent grease and dust build-up which dulls colors. Do not use harsh or abrasive cleaners, which can scratch the surface over time. Once a week, clean the surface with a mild chlorine bleach solution, also use this technique after cutting raw meat.

To protect your countertops from spills, coat the countertop lightly with olive oil, allow time for oil to soak for a few minutes, then rub dry with a soft linen. Several thin coats will provide better protection than one heavy coat.

If you spill chemicals on your countertops, clean them up immediately. Prolonged contact with bleaches, acetone (fingernail polish remover), mineral acids, lye, copper cleaners, bluing, iodine, or dye can stain the surface, so clean up strong solutions immediately.

To remove strong odors, rub the countertop with a slice of something citric such as a lemon or orange, sprinkle lightly with salt, and wipe immediately with a paper towel or soft cloth.

Stain Removal

Stains are a result of exterior products introduced into the stone. Typically, they are organic in nature and usually oil or rust related. Surface stains can generally be removed by cleaning the granite with a stone cleaning product. By identifying the type of stain, you can more readily remove the stain. Look for color, shape, and environmental factors that may have caused the stain. Many additional tips are available online.

TRUECRAFT UTAH LIMITED WARRANTY GUIDELINES

During your orientation we confirm that all countertops are in acceptable condition.

We repair noticeable surface damage such as chips, cracks, and scratches noted on the Home Owner Orientation Inspection. Repair of surface damage on items not noted on the orientation form is one of your home maintenance responsibilities.

Caulking

The caulking between the countertop and the wall, along the joint at the backsplash (the section of counter that extends a few inches up the wall along the counter area), and around the sink may shrink, leaving a slight gap. Maintaining a good seal in these locations is important to keep moisture from reaching the wood under the laminates and to prevent warping. This is your responsibility to maintain. See the Caulking section of this manual for more information.

Laminates

Laminated countertops will have one or more discernible seams. TrueCraft Utah will repair gaps at the seams that exceed 1/16 inch.

Granite

The granite you have purchased is a very versatile material that has a luxurious look and feel as well as durability. Frequently cleaning the granite with lukewarm water is in general all that is required to maintain the appearance. Wipe the countertops thoroughly with soft, clean cloths and dry thoroughly. Acidic or abrasive cleaners should never be used on granite. Specialty stone cleaners are available at most home centers if needed or desired. Normal good housekeeping practices need to be applied, such as immediately removing spills and discretionary use of coasters and placemats.

Sealing

Granite and Stone countertops are natural products, and therefore, will need to be resealed approximately every 1-3 years. Resealing is an easy task that you, as the homeowner can perform. Sealers can be purchased at most home centers. It is a good idea to test any new sealer on a small, inconspicuous area of the countertop before sealing the whole surface.

Seams

All seams are visible, especially on light colored countertops. The seams, however, should not have valleys or depressed gaps at the seams. Any of these gaps will be filled with the appropriate filler when notification is received within 30 days of closing. The Homeowner is responsible for keeping all seams dry. Separation due to excessive water on seams is not covered by this warranty.

Separation from Wall

Separation of countertops from walls, backsplashes, and around sinks results from normal shrinking of materials. Subsequent caulking will be your maintenance responsibility. See also Caulking.

DAMP-PROOFING

HOMEOWNER USE AND MAINTENANCE GUIDELINES

We spray your foundation walls with an asphalt emulsion damp-proofing material. This is not waterproofing. Although we make every effort to assure a dry basement, during times of excessive moisture you may notice some dampness. Over time, natural compaction of soils in the backfill areas will usually eliminate this condition. Careful maintenance of positive drainage will also protect your basement from dampness.

TRUECRAFT UTAH LIMITED WARRANTY GUIDELINES

TrueCraft Utah will correct conditions that allow water flow to enter the basement, unless the cause is improper installation of landscaping or failure to adequately maintain drainage and grade. Whether the water penetration is determined to be water flow or dampness, which is not covered by this warranty, will be determined by a TrueCraft Utah employee.

DECKS

HOMEOWNER USE AND MAINTENANCE GUIDELINES

TrueCraft Utah offers decks built using a combination of composite decking materials (deck and skirt) and wood (posts). Maintaining your deck requires on-going cleaning and maintenance.

Caring for Composite Decking Materials

Cleaning: By cleaning your deck on a regular basis, you can get rid of debris that may cause organic decay or staining. While composite decking resists stains, marks can still crop up if you don't adequately care for the material. You can clean your composite decking with soap and water or a composite deck cleaner. You may be able to pressure wash this material, but you'll want to check manufacturer's guidelines before doing so.

Sweep often between more detailed cleanings to prevent debris from accumulating on the deck and getting caught in gaps. Leaves, grass, etc., can all get stuck in the gaps between your composite boards. If the debris gets wet, it may promote organic decay on your deck. If there is buildup that cannot be removed by sweeping, use a spatula or

putty knife to get the leaves out. Afterward, you can spray the deck with a garden hose to make sure you rinse off anything you initially missed.

Hard Water Staining: If you have hard water, mineral deposits like lime, silica and calcium can be left on the decking and cause spots on it. This is not a defect of the product but an issue with the water. Generally, these deposits can be cleaned with white vinegar on decking surfaces. Rinsing is required, so care should be taken to not use hard water for this purpose. If hard water must be used, dry with a cloth or use a blower to dry surfaces. In some cases, a deck brightener product may also be used to help clean hard water stains.

Ice and Snow: Use a plastic shovel to remove snow from your deck – NEVER use a metal shovel, which can scratch your deck and void any warranties. Calcium chloride or rock salt, available in many home centers, will melt ice on decking. Rinse off when first practical.

Oil and Grease Stains: Speedy cleanup is best. The longer the oil or grease sits on the surface the most likely it is to soak into composite wood fibers. If soap and water don't do the trick, test an inconspicuous area using a cleaner such as Fantastik.

Rubber Mats: Use caution when using rubber-backed mats (i.e. welcome mats, etc.). These can trap moisture, and they may contain substances that can sometimes discolor or lighten the decking surface. Instead, use rugs that have a woven back.

Standing Water: Composite decking is designed to resist water and the rot associated with wood decking. You should, however, still do what you can to minimize standing liquid like puddles. This includes directing downspouts away from decking to prevent rainwater from puddling on the surface. Since mold and mildew are common environmental conditions and require moisture, air, and warm weather to grow, it's best to reduce these things to protect your deck.

Static Electricity: While this is not common, static electricity can build up on occupants walking across any composite decking surface, then produce a small static shock if they touch a grounded metal surface such as railings, doors, etc.

Ventilation: When air circulates under your composite decking, the material will dry faster. For this reason, make sure your deck has at least 6 inches of unobstructed airflow beneath it.

Caring for Wood Posts

Wood is a porous, natural product that requires on-going maintenance. Due to the moisture and temperature extremes found in Utah, natural building materials such as wood are subject to repeated expansion and contraction. This can result in warping or shrinking of wood materials. To minimize these effects, sealing wood is **required** and needs to be done as soon as possible. This can be done by painting, staining, or using a water repellent sealing product. Sealing may not prevent minor cracks, warping, or shrinkage, which is part of the normal aging process, but it can help minimize these

effects and prolong the life of the wood. Because this is a normal part of the aging process, cracks, warping, and shrinkage are not typically covered by the builder warranty, especially in instances where the homeowner fails to take steps to protect the natural materials.

Effects of Exposure

Wood deck posts are subject to shrinking, cracking, splitting, cupping, and twisting. Nails or screws may work loose and will need routine maintenance. Plan to inspect your decks regularly and provide needed attention promptly to maintain an attractive appearance and prevent costly repairs.

Sealing or Water Repellent

To prolong the life and beauty of your deck, treat it periodically with a water repellent or wood preservative. Local home centers or hardware stores offer several products ideal for this purpose. Always follow manufacturer directions carefully. Cracks, warping, or shrinkage caused by a failure to seal and reseal your deck posts will not be covered by the Limited Warranty.

Snow and Ice

Heavy snow or ice that remains on wood over a long period increases wear and tear. Prompt removal can reduce adverse effects. Remove any snow that accumulates on or near wood posts as soon as possible.

TRUECRAFT UTAH LIMITED WARRANTY GUIDELINES

Composite decking materials are covered by manufacturer's warranties. For warranty questions, contact the manufacturer directly.

Exposed wood posts are constructed to meet structural and functional design. During the orientation, we will confirm that the wood posts are in satisfactory condition.

Sealing/Color Variation

Sealing your wood posts is your responsibility. Color variations are a natural result of the way in which wood accepts stain and are excluded from limited warranty coverage.

Replacement Posts

Shrinkage, cracking, splitting, cupping, and twisting are natural occurrences in wood products and are excluded from limited warranty coverage. TrueCraft Utah does not provide corrections when problems occur due to lack of normal homeowner maintenance.

DOORS AND HARDWARE

HOMEOWNER USE AND MAINTENANCE GUIDELINES

Knowing what type of doors your home has will help you know how to maintain them. Steel and fiberglass doors are very resistant to fading and warping. Doors made of wood are subject to natural characteristics of wood such as shrinking and warping and more likely to need minor adjustments for warping or sticking. Wooden doors also need to be painted or stained frequently to keep them properly sealed against the elements. Doors on west or east facing sides of your home that receive direct sunlight will need maintenance more often as well. No matter what type of door you have, it is recommended that you wait for about a year before making drastic changes. Most settling of your house will occur during the first year, which can cause these problems to occur.

Exterior Doors

To ensure longer life for your exterior wood doors, plan to refinish them at least once a year. Stained exterior doors with clear finishes tend to weather faster than painted doors. Treat the finish with a wood preserver every three months to preserve the varnish and prevent the door from drying and cracking. Reseal stained exterior doors whenever the finish begins cracking or crazing. Separation between exterior door frames/molding is normal due to the materials expansion and contraction rates of the different materials. This is not a warranty item that would need repair.

Hinges

If you have a squeaky hinge, remove the hinge pin and apply a silicone lubricant or petroleum jelly to it. Avoid using oil, as it can gum up or attract dirt. Graphite works well as a lubricant but can create a gray smudge on the door or floor covering beneath the hinge if too much is applied.

Keys

Keep a duplicate privacy lock key where children cannot reach it in the event a youngster locks him or herself in a room. The top edge of the door casing is often used as a place to keep the key. A small screwdriver, paper clip, or similarly shaped device can open some types of privacy locks.

Locks

Lubricate door locks with graphite or other waterproof lubricant. Avoid oil, as it will gum up.

Shrinking

Use putty, filler, or latex caulk to fill any minor separations that develop at mitered joints in door trim. Follow with painting. Panels of wood doors shrink and expand in response to changes in temperature and humidity. Touching up the paint or stain on unfinished areas is your responsibility.

Slamming

Slamming doors can damage both doors and jambs and can even cause cracking in walls. Teach children not to hang on the doorknob and swing back and forth, as this works loose the hardware and causes the door to sag.

Sticking

The most common cause of a sticking door is the natural expansion of lumber caused by changes in humidity. If your door sticks when it is damp, wait until the weather changes. If that fixes the problem, do nothing. If the door continues to stick, verify the strike plate is correctly positioned and not interfering with door operation. You can also try tightening hinges. If none of these fix the problem, you may need to sand (plane) the door, but you should talk to a qualified professional before doing so.

Threshold/Weather Stripping

Weather stripping and exterior door thresholds occasionally require adjustment or replacement. To adjust, remove the cap plugs on the top of the cap, adjust the screws to the desired cap height, then replace the cap plugs.

TRUECRAFT UTAH LIMITED WARRANTY GUIDELINES

During the orientation we confirm that all doors and thresholds are in acceptable condition and correctly adjusted. TrueCraft Utah will repair construction damage to doors noted on the Home Owner Orientation Inspection form. Subsequent repairs are your responsibility.

Failure to Latch

If a door will not latch because of minor settling, you can correct this by raising or lowering the strike plate. TrueCraft Utah will adjust this one time during the warranty period.

Opening and Closing by Gravity

Doors should not open or close by the force of gravity. TrueCraft Utah will adjust the door as necessary to meet the standard.

DRYWALL

HOMEOWNER USE AND MAINTENANCE GUIDELINES

Due to changes in humidity, your home will go through a drying-out and settling process. The majority of this process happens during the first year. This may cause some minor cracking, nail pops, or seams may become visible in walls and ceilings. This is normal. We suggest you wait until after the first heating season to repair drywall cracks or other separations due to shrinkage. See also Expansion and Contraction.

Repair

With the exception of the one-time repair of nail pops and drywall cracking provided by TrueCraft Utah, drywall repair is your responsibility and not covered under this warranty.

The best time to repair drywall is when you are going to be repainting. You can easily repair hairline cracks with a coat of paint. To repair larger cracks, simply fill in the crack with spackle or caulk and sand off the excess. If you notice a nail or screw head protruding from the surface of the drywall, simply hammer it back into the wall with a punch or gently tighten the screw so you do not damage the surrounding area. Cover the nail head with two or three thin coats of spackle. When dry, sand off the excess spackle to blend with the surrounding wall. Paint as usual. You can fill indentations caused by sharp objects in the same manner.

TRUECRAFT UTAH LIMITED WARRANTY GUIDELINES

During the orientation, we will confirm that drywall surfaces are in acceptable condition. Only items noted on the Home Owner Orientation Inspection form will be fixed at that time.

One-Time Repairs

TrueCraft Utah will fix nail pops and drywall cracking ONE time during the first year. We recommend that homeowners wait until the 11th month to get these resolved. It will be the homeowner's responsibility to point out all nail pops and cracking for the subcontractor to repair. Any nail pop or crack discovered after the subcontractor has made repairs will be the homeowner's responsibility.

Please note that when the repaired areas are repainted, TrueCraft Utah will use the same paint that was on the surface when the home was delivered only, and paint will be applied to the repaired area only. Due to the effects of time on paint and possible dye lot variations, touch-ups may not match the surrounding area. Repainting the entire wall or entire room to correct this is your choice and your responsibility. If you repainted, put up wallpaper, or otherwise changed the paint after the home was delivered, you will be responsible for that part of the repair.

Nail Pops

Nail/screw pops are normal and caused by the shrinkage of the wood and normal deflection of rafters or other materials to which the drywall is attached. They are beyond the TrueCraft Utah's control and, other than the one-time repair, are not covered under this warranty.

Lighting Conditions

TrueCraft Utah does not repair drywall flaws that are only visible under particular lighting conditions. A good rule is to stand 10 feet away looking straight at the defect; if it is not visible, it is not a defect.

Related Warranty Drywall Repairs

If a drywall repair is needed as a result of poor workmanship (such as blisters in tape) or other warranty-based repair (such as a plumbing leak), TrueCraft Utah completes the repair by touching up the repaired area with the same paint that was on the surface when the home was delivered. If more than one-third of the wall is involved, we will repaint the wall corner to corner. You are responsible for custom paint colors or wallpaper that has been applied after closing. The effects of time on paint and wallpaper, as well as possible dye lot variations, mean touch-up may not match the surrounding area.



EASEMENTS

HOMEOWNER USE AND MAINTENANCE GUIDELINES

Easements are areas where such things as utility supply lines can pass through your property. They permit service to your lot and adjacent lots, now and in the future. Your lot will also include drainage easements, which means the runoff from adjacent lots passes across your property. Likewise, water from your property may run across a neighboring lot. Easements are recorded and are permanent.

Trees, shrubs, gardens, play equipment, storage sheds, fences, extra driveways and walkways, RV parking, or other items that you decide to install in or across these easements may be disturbed if service entities—such as the gas, electric, or phone companies— need access to lines for repairs, or to connect service to nearby home sites.

Utility companies, the United States Postal Service, and others have the right to install equipment in easements. These might include streetlights, mailboxes, or junction boxes to name a few. Neither TrueCraft Utah nor you as the homeowner have the authority to prevent, interfere with, or alter these installations. Plans for the location of such items are subject to change by the various entities involved. Because they have no obligation to keep TrueCraft Utah informed of such changes, we are unable to predict specific sites that will include such equipment.

ELECTRICAL

HOMEOWNER USE AND MAINTENANCE GUIDELINES

Your home's electrical system has been wired to meet industry standards. Incorrect use of the system, however, can result in power outages.

Breakers

Circuit breakers have three positions: on, tripped, and off. When a circuit breaker is tripped, you must first turn it completely off before turning it back on. Switching the breaker directly from tripped to on will not restore service.

Avoid overloading a circuit with multiple appliances and make sure all outlets and switches have cover plates. If too many appliances are plugged into one circuit, you may trip a breaker.

When you move into your home, it is a good idea to check that your breakers are correctly labeled. This can be done by turning on lights and appliances and then switching off the breakers or disconnecting fuses one at a time to see what loses power. Make sure that the corresponding appliance or light turns off with the correct breaker and fuse. Keeping spare fuses on hand will allow you to easily replace any that blow.

If you experience breaker tripping frequently, unplug all items connected to it. If it trips when nothing is connected to it, you need an electrician. If the circuit remains on, you have either overloaded the circuit and need to plug in fewer devices or one of the items you unplugged is defective and will require repair or replacement. You can plug items in one at a time to see if any trip the breaker. If an item trips the breaker on its own, it likely is defective.

Fixture Location

We install light fixtures in the locations indicated on the plans, and locations are confirmed at your 4-way walk. After the 4-way walk, fixture locations are considered final by TrueCraft Utah, and fixtures will be installed at those locations only. Moving fixtures to accommodate specific furniture arrangements or room use is your responsibility.

Ground Fault Circuit Interrupters (GFCI)

The switches in your kitchen, bathrooms, laundry, outside, and garages should be Ground Fault Circuit Interrupter (GFCI) outlets, which are used in areas near water or where individuals can come in contact with water because they will automatically cut the power to that location if it senses fluctuations in power caused by various effects, including if an electrical appliance plugged into it is dropped into water. You can tell which ones are GFCI because they will have a test and reset button in the middle. Heavy appliances such as freezers or power tools will trip the GFCI breaker.

GFCI outlets should be tested monthly by plugging an appliance or light into the outlet and pushing the test button. If the appliance no longer has power, the GFCI outlet is working. To restore power, push the reset button.

Never plug refrigerators and freezers into a GFCI-controlled outlet. The likelihood of the contents being ruined is high and the limited warranty does not cover such damage.

Grounded System

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

Light Bulbs

You are responsible for replacing burned-out bulbs other than those noted during your orientation.

Modifications

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

Outlets

Outlets are placed according to the plan and in compliance with building codes. Locations are inspected multiple times during the process for compliance with codes, and the locations are final based on building codes and these inspections confirming compliance. TrueCraft Utah will not move outlet locations.

If an outlet is not working, check first to see if it is controlled by a wall switch or GFCI. Next, check the breaker. If there are small children in the home, install safety plugs to cover unused outlets. This also minimizes the air infiltration that sometimes occurs with these outlets. Teach children to never touch electrical outlets, sockets, or fixtures.

If you notice scorch marks or loose-fitting outlets, make sure to have a professional fix them. If you attempt to fix things yourself, it may void any sort of warranty. However, if you must work with your home's electrical system, always turn off the power to your home first.

Underground Cables

Before digging, check the location of buried service leads by calling the local utility locating service. In most cases, wires run in a straight line from the service panel to the nearest public utility pad. Maintain positive drainage around the foundation to protect electrical service connections.

TROUBLESHOOTING TIPS

No Electrical Service Anywhere in the Home

Before calling for service, check to confirm the following:

- Service is not out in the entire area. If it is, contact the utility company.
- Main breaker and individual breakers are all in the on position.

No Electrical Service to One or More Outlets

Before calling for service, check to confirm the following:

- The main breaker and individual breakers are all in the on position.
- The applicable wall switch is on.
- The GFCI is set. If the outlet or switch that is not working is outdoors, check your GFCI outlets in the basement and garage. Reset any tripped GFCI's and try the outlet/switch again.
- The item you want to use is plugged in.
- The item you want to use works in other outlets.
- The light bulb in the lamp is good.

TRUECRAFT UTAH LIMITED WARRANTY GUIDELINES

During the orientation, we confirm that light fixtures are in acceptable condition and that all bulbs are working. TrueCraft Utah' limited warranty excludes any fixture you supplied.

Designed Load

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

GFCI (Ground-Fault Circuit-Interrupters)

TrueCraft Utah is not responsible for food spoilage that results from plugging refrigerators or freezers into a GFCI outlet or landscape damage due to an irrigation timer being plugged into a GFCI outlet that has tripped.

Power Surge

Power surges are the result of local conditions beyond the control of TrueCraft Utah and are excluded from limited warranty coverage. These can result in burned-out bulbs or damage to sensitive electronic equipment such as TVs, alarm systems, and computers. Damage resulting from lightning strikes is excluded from limited warranty coverage.

Modifications

Any warranty otherwise provided for electrical is voided upon person(s) changing, modifying, adding to, or tampering with the house electrical system in any way. For example, basement additions which “tie-in” to existing house wiring void the electrical portion of this warranty.

ERV / HRV VENTILATION SYSTEMS

HOMEOWNER USE AND MAINTENANCE GUIDELINES

Some homes include an Energy Recovery Ventilator (ERV) or Heat Recovery Ventilator (HRV). These systems help bring fresh air into the home while exhausting stale air.

Proper operation of ventilation equipment supports comfort and helps manage indoor humidity. Do not disable ventilation equipment unless directed by a qualified professional.

Most ERV/HRV units use filters that require periodic cleaning or replacement. Follow the manufacturer’s instructions for filter maintenance and service intervals.

If you notice unusual humidity, persistent condensation, or odors, contact a qualified HVAC service provider.

TROUBLESHOOTING TIPS

- Confirm the ERV/HRV control is turned on and set to the desired mode or schedule.
- Confirm filters are clean per manufacturer guidance.
- If the unit is not operating, confirm the breaker is on and contact a qualified service provider.

TRUECRAFT UTAH LIMITED WARRANTY GUIDELINES

TrueCraft Utah’s limited warranty covers covered defects in workmanship and materials as defined in this manual. Ventilation equipment may also be covered by manufacturer warranties. Damage or performance issues caused by disabled equipment, improper settings, or lack of filter maintenance may be excluded from coverage.

EVP/LVP FLOORING

HOMEOWNER USE AND MAINTENANCE GUIDELINES

Engineered Vinyl Plank and Luxury Vinyl Plank flooring are a great alternative to hardwood floor. Unlike wood, it can be installed in areas where water is present, and it can give you the look of wood without the high maintenance that comes with hardwood flooring. That does not mean it is maintenance-free, however. You will need to regularly clean it to maintain its look.

Color and Pattern

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

Cleaning

Sweep your floor regularly (at least once a week) to remove loose dirt.

Dimples

Placing heavy furniture or dropping heavy or sharp objects on EVP/LVP floors can result in dimples.

Exposure to Light and Heat

Heat and sunlight can cause EVP/LVP flooring to fade or discolor. Close curtains or blinds where extreme sunlight hits the floor.

Filmy Appearance

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

Furniture Legs

Install proper floor protectors on furniture placed on EVP/LVP floors. Protectors will allow chairs to move easily over the floor without scuffing. Regularly clean the protectors to remove any grit that may have accumulated.

Limit Water

Never wet-mop, damp mop, steam-clean or direct spray moisture (i.e. wet spray Swiffer) on EVP/LVP flooring. Excessive water causes swelling, warping, delamination, and joint separation, which voids the warranty. Remove spills promptly using a clean soft cloth. Protect your floor from water around pet dishes, dishwasher, and refrigerator. Most manufacturers recommend using a hard surface flooring cleaner, which is available at most hardware stores.

Mats

Use a doormat outside each entrance to your home to prevent dirt, sand, grit, and other substances such as oil, asphalt, and driveway sealer from being tracked onto your floor. Use non-staining mats, and do not put latex-backed or coco-fiber mats on your floor, as they may stain or damage the surface.

Moving Furniture

Moving furniture and appliances across EVP/LVP floor covering can result in dimples, dents, and other damage. If you need to move heavy furniture or appliances across the floor, always use strips of wood or hardboard runways. Even if you have an appliance dolly, or even if the heavy objects are equipped with wheels or rollers, always use a runway.

If you do damage the floor, you can have it successfully patched by professionals. If any scraps remain when installation of your floor covering is complete, we leave them in the hope that having the matching dye lot will make such repairs less apparent.

Shoes

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

Traffic Paths

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

Warping

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

TRUECRAFT UTAH LIMITED WARRANTY GUIDELINES

During the orientation TrueCraft Utah will confirm that your EVP/LVP floors are in acceptable condition. We will correct any readily noticeable cosmetic defects listed on the Home Owner Orientation Inspection form. You are responsible for proper routine maintenance of EVP/LVP floors.

Swelling, Warping, Delamination, and Joint Separation

TrueCraft Utah will repair or replace defective flooring if it is determined to be an installation or manufacturer defect. Moisture related damage is not covered under this warranty.

Color Match

If a repair to EVP/LVP floor is necessary for any reason, exact color match may not be possible. TrueCraft Utah will make every effort to match the product, but due to dye lot differences, a perfect match will not be guaranteed.

EXPANSION AND CONTRACTION

HOMEOWNER USE AND MAINTENANCE GUIDELINES

Changes in temperature and humidity cause all building materials to expand and contract. Dissimilar materials expand or contract at different rates. This movement results in separation between materials, particularly dissimilar ones. You will see the effects in small cracks in drywall and in paint, especially where moldings meet drywall, at mitered corners, and where tile grout meets a tub or sink. While this can alarm an uninformed homeowner, it is normal.

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

Plumbing drain pipes expand and contract as hot water flows through them. This can cause a ticking sound inside the wall or drainage path. This is normal and requires no repair.

TRUECRAFT UTAH LIMITED WARRANTY GUIDELINES

All new homes go through a period of settlement and movement. Your home may experience some minor material shrinkage, cracking, and other events which are normal and customary. Examples include small cracks in drywall and paint and separation where dissimilar materials meet each other. For example, where moldings meet sheet rock, or where tile grout meets a sink. In most cases, paint and caulking is all that is necessary to conceal these types of blemishes that result from the natural expansion and contraction of construction material. Because these events are normal and customary, they are not a defect or structural defect covered by this express limited warranty. See also Drywall and Caulk.

FENCING

HOMEOWNER USE AND MAINTENANCE GUIDELINES

Depending on the community in which your home is located, fencing may be included with your home, it may be an optional item, or it may be an item you consider adding after you move in. When TrueCraft Utah installs fencing as part of your new home, we confirm its good condition during your orientation or at time of installation if that comes after your orientation. All types of fencing require some routine attention.

Drainage

In planning, installing, and maintaining fencing, allow existing drainage patterns to function unimpeded. When installing a fence, use caution in distributing soil removed to set posts to avoid blocking drainage swales. Plan enough space under the bottom of a fence for water to pass through.

Community and Homeowner Association Requirements

In some communities, zoning laws may impact private fencing. TrueCraft Utah-installed fences have been installed to meet any zoning laws and restrictions. If you are modifying the TrueCraft Utah-installed fence or installing a new fence, your responsibilities include checking on such details. Information may also be found in the CC&Rs for your subdivision.

If you live in a Homeowners Association (HOA), you will need to obtain approval from the HOA. Specific requirements about style, height, and position on the lot are described in the current design review guidelines, which you can obtain from a committee member.

TrueCraft Utah recommends using a professional to install fencing.

Variation

Height and location of TrueCraft Utah installed fences will vary with lot size, topography, and shape. TrueCraft Utah must meet the requirements of the design review process just as any homeowner would.

Vinyl Fencing

Vinyl fencing is an excellent and durable product if treated and maintained properly. Do not paint or use harsh chemicals to clean the fence, use only a mild soap and water.

Warranty does not cover impact of foreign objects, tornado, hurricane, violent storms, normal weathering of surfaces, abnormal discoloration due to improper maintenance, or acts of God.

TRUECRAFT UTAH LIMITED WARRANTY GUIDELINES

If fencing is part of your home purchase, we will confirm the acceptable condition of the fence during your orientation or at the time of install if that comes after the orientation. TrueCraft Utah will correct fence posts that become loose during the warranty period. Be aware that damage to fencing caused by severe weather should be referred to your homeowner insurance company and is specifically excluded from warranty coverage.

FIREPLACES

HOMEOWNER USE AND MAINTENANCE GUIDELINES

TrueCraft Utah offers gas fireplaces. If you added a fireplace, it was demonstrated during the orientation. Read and follow all manufacturers' directions. A slight delay between turning the switch on and the flame ignition is normal. The flames should ignite gently and silently. If you notice a deviation from this and/or any gas smell, shut off the switch immediately and report it to the gas company.

It is normal for there to be some condensation on the glass when you first turn on the fireplace due to temperature differences between the glass and flame – the condensation will go away when the glass gets more heat in it. During the first few uses of the fireplace, you may notice an odor being emitted. This is normal and results from any factory coatings being burned off.

Excessive winds can cause a downdraft, which can blow out the pilot light, requiring you to relight it before using the fireplace.

You should have an annual maintenance and safety inspection of your fireplace to minimize fire hazards:

- The glass, firebox, heat exchanger, and air intake areas should be cleaned.
- It should also be checked for carbon-monoxide leaks. All connections and settings should be checked.
- Always follow your manufacturer's recommendations.
- Consult the manufacturer's manual for instructions on cleaning your glass fireplace doors. It is normal for them to get dirty.

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

Cleaning

When cleaning your fireplace, be sure you use proper fireplace cleaners and not standard household cleaning products, including but not limited to Windex and similar glass cleaners. Standard household cleaning products can damage the fireplace, and

such damage is not covered by warranty. Fireplace cleaners can be found at most major retailers.

TRUECRAFT UTAH LIMITED WARRANTY GUIDELINES

During orientation, we confirm all fireplace surfaces, including but not limited to the glass, screen, and any surrounds, are in acceptable condition and that the fireplace works properly. Any cosmetic defect noted on the Home Owner Orientation Inspection form will be repaired. Defects not noted on the form will be your responsibility.

If during the one-year warranty period, your fireplace does not operate properly, turn it off and submit a warranty request through our online system. If you smell gas, contact the gas company immediately.

FOUNDATION

HOMEOWNER USE AND MAINTENANCE GUIDELINES

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

Cracks

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

Dampness

Due to the amount of water in concrete, basements may be damp. Condensation can form on water lines and drip onto the floor. Water leakage into a porch storage room from the porch cap is not covered by this warranty.

Future Construction in Basement

If you decide to perform additional construction in the basement, obtain guidelines from a licensed engineer, obtain a building permit, and comply with all codes and safety requirements. TrueCraft Utah does not warrant that you will be able to obtain such a permit because of the possibility that building codes may change.

TRUECRAFT UTAH LIMITED WARRANTY GUIDELINES

Cosmetic Imperfections

Slight cosmetic imperfections in foundation walls, such as a visible seam where two pours meet or slight honeycombing (aggregate visible), are possible and require no repair unless they permit water to enter. Foundation plastering is a cosmetic application that is subject to weather and irrigation damage and is not covered under this warranty.

Cracks

Shrinkage or backfill cracks are not unusual in foundation walls, especially at the corners of basement windows. TrueCraft Utah will seal cracks that exceed 1/8 inch in width or permit water to enter.

Leaks

TrueCraft Utah will correct conditions that permit water to enter the basement, provided you have complied with the drainage, landscaping, and maintenance guidelines.



GARAGE DOORS

HOMEOWNER USE AND MAINTENANCE GUIDELINES

Since the garage door is a large, moving object, periodic maintenance is necessary. If your door has a problem, refer to the owner's manual or contact the manufacturer for guidance. Any repairs to a garage door, especially repairs to the coils and motor, should be done by a professional to prevent serious injuries.

Alignment

Make sure the door is in alignment. If out of alignment, tighten the bolts on the wheels that run on the overhead track.

Light Visible

Overhead garage doors cannot be airtight. Some light will be visible around the edges and across the top and bottom of the door. Weather conditions may result in some precipitation entering around the door, as well as some dust. This is especially prevalent until most homes in the community have landscaping installed.

Lubrication

Every three months, apply a garage door lubricant to all moving parts, such as track, rollers, hinges, pulleys, and springs. At the same time, check to see that all hardware is tight and operating as intended without binding or scraping.

Moisture

Moisture can cause problems with your door, including rusting, warping, and rotting. Some condensation on the inside during heavy rains is expected. However, if there are major leaks, or leaks during light rains, contact your door's manufacturer.

Opener

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

TrueCraft Utah will demonstrate the electric eye that provides a safety stop in the event someone crosses through the opening while the overhead door is in motion during your orientation. Use care not to place tools or other stored items where they will interfere with the function of the electric eye.

Expect to replace the battery in the garage opener remote controls about once a year.

Painting

Repaint the garage door when you repaint your home, or more often if needed to maintain a satisfactory appearance.

Safety

Follow the manufacturer's instructions for safe and reliable operation. Do not allow anyone except the operator near the door when it is in motion. Keep hands and fingers away from all parts of the door. Do not allow children to play with or around the door.

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

Seal

The seal on the bottom of your door should also be looked at periodically to make sure it is in good condition.

TRUECRAFT UTAH LIMITED WARRANTY GUIDELINES

The garage door should operate smoothly and with reasonable ease. The door can become misaligned and require adjustment, which TrueCraft Utah will provide unless

the problem is caused by the installation of a garage door opener after closing on the home.

Appearance

TrueCraft Utah confirms your garage door is in good condition during your orientation. This includes not only mechanical operation but the appearance, including paint and the exclusion of dents, dings, and other flaws. TrueCraft Utah will repair any flaws in appearance that are noted on the Home Owner Orientation Inspection form. Any such flaws discovered after the orientation and not included on the orientation form are your responsibility.

Electric Eye

It is your responsibility to keep objects away from the electric safety eye. Adjustments are your responsibility if they are bumped out of alignment.

Sag

The garage door may sag slightly due to its weight and span.



GAS SHUTOFFS

HOMEOWNER USE AND MAINTENANCE GUIDELINES

You will find shutoffs on gas lines near their connection to each item that operates with gas. In addition, there is a main shutoff at the meter. We point these out during the orientation.

Gas Leak

If you suspect a gas leak, leave the home and call the gas company immediately for emergency service.

TRUECRAFT UTAH LIMITED WARRANTY GUIDELINES

The gas company is responsible for leaks up to the meter. TrueCraft Utah will correct leaks from the meter into the home during the warranty period.

GRADING AND DRAINAGE

HOMEOWNER USE AND MAINTENANCE GUIDELINES

The final grade around your home has been inspected and approved for proper drainage of your lot by the local building officials as well as TrueCraft Utah. Maintaining the grading of the land around your home is very important for keeping your house structurally sound.

Drainage

The grade should slope away from your house at least 1/4-inch for every foot. This allows water to drain away from your home and prevents water from pooling near your foundation where it can cause damage. Your home does already have this grading, but if you choose to re-landscape or hire someone to do so, make sure that the grading does not change. Creating a slope towards your house or a flat slope can redirect rainwater into your foundation. Also use care when landscaping, adding fences, or other additions to your home to prevent causing water problems on adjacent properties. If your modifications cause damage to a neighboring home, you may be responsible for repairing those damages.

Exterior Finish Materials

Maintain soil levels six inches below siding, stucco, brick, or other exterior finish materials. Contact with the soil can cause deterioration of the exterior finish material and encourages pest infestations.

Roof Water

TrueCraft Utah installed downspout extensions on your gutter system to prevent water from pooling at your foundation. Keep these maintained and in place at all times so the water drains away from your home quickly. Where the extension terminates at finished landscape locations, such as in lawn areas, keep the grass trimmed away from the pop-up emitter to allow the unit to drain and function as intended.

TRUECRAFT UTAH LIMITED WARRANTY GUIDELINES

We established the final grade to ensure adequate drainage away from the home.

Maintaining this drainage is your responsibility. If you alter the drainage pattern after closing, or if changes in drainage occur due to lack of maintenance, the limited warranty is void. TrueCraft Utah is not responsible for any damage caused by drainage problems created by modifying the grade.

Erosion

If you leave bare soil without landscaping or ground cover, it erodes and changes the grade. Correcting erosion is your responsibility.

New Sod

New sod installation and the extra watering that accompanies it can cause temporary drainage problems, as can unusually severe weather conditions. These drainage problems are not covered by the limited warranty.

Settling

The area we excavated for your home's foundation was larger than the home to allow space to work. In addition, some trenching is necessary for installation of utility lines. Although we replaced and compacted the soil, it does not return to its original density.

Some settling will occur, especially after prolonged or heavy rainfall or melting of large amounts of snow. Settling can continue for several years. Inspect the perimeter of your home regularly for signs of settling and fill settled areas as needed to maintain positive drainage. Maintenance of the grade around your home is your responsibility.

Recommendations

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

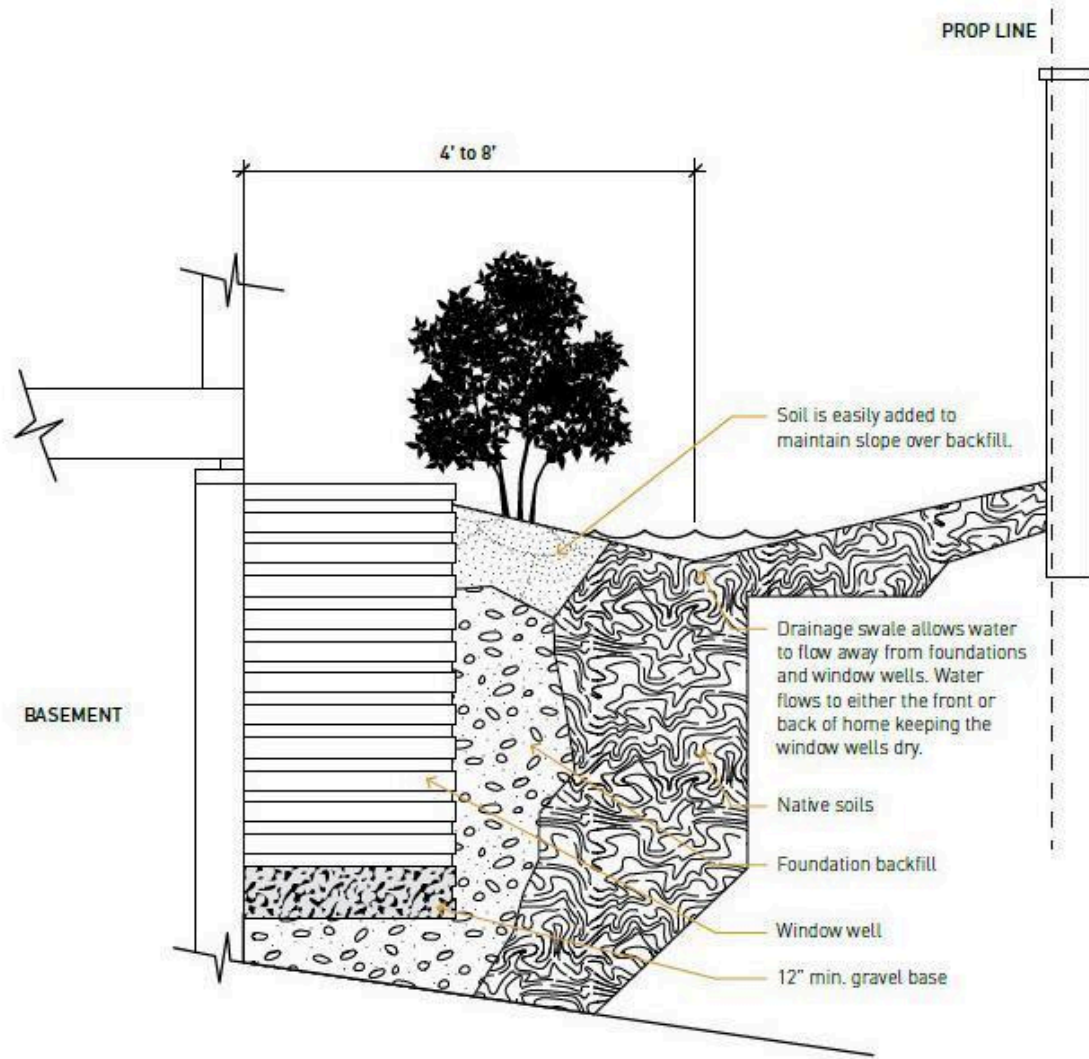
Swales

TrueCraft Utah does not alter drainage patterns to suit individual landscape plans. Typically, a lot receives water from and passes water onto other lots. Therefore, changes in grade often affect adjacent or nearby lots. TrueCraft Utah advises against making such changes. After heavy rain or snow, water may stand in swales for up to 48 hours.

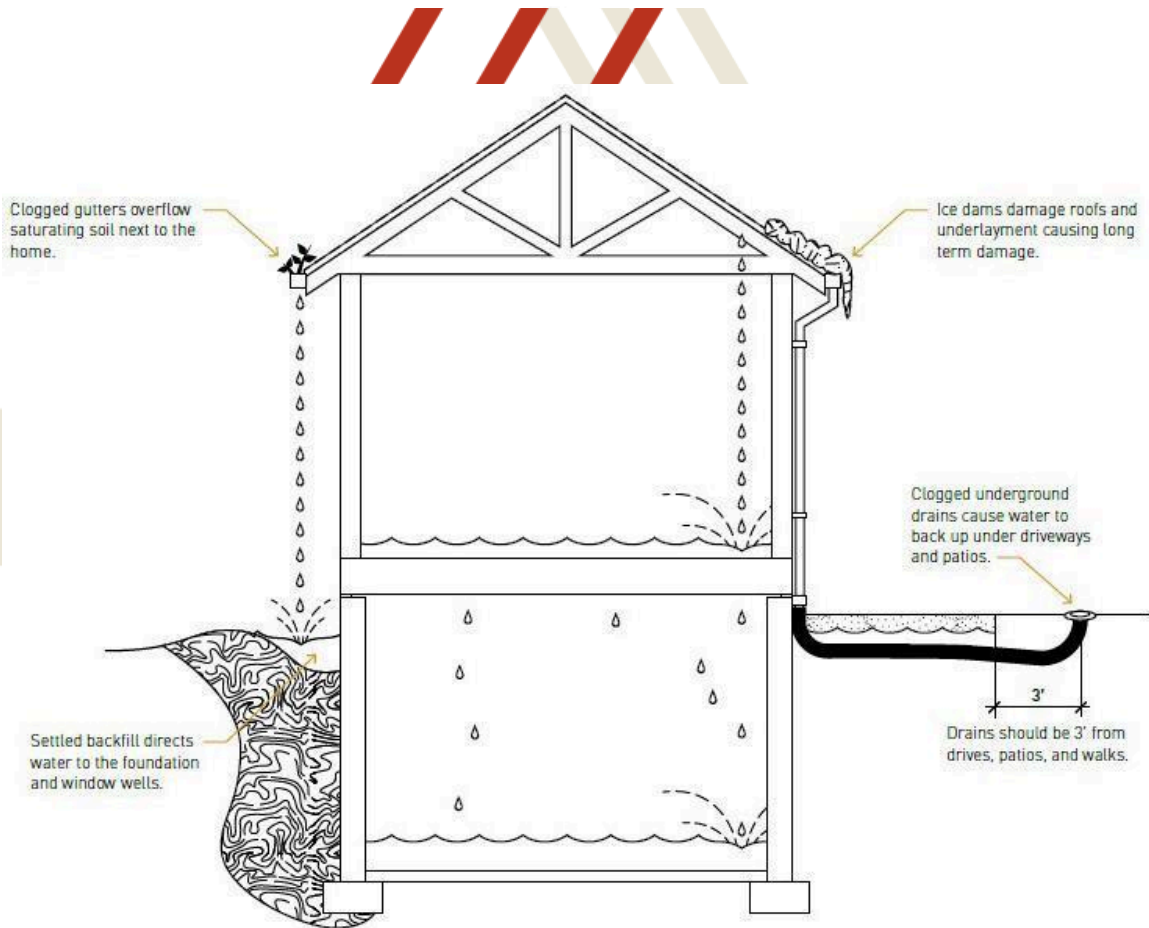
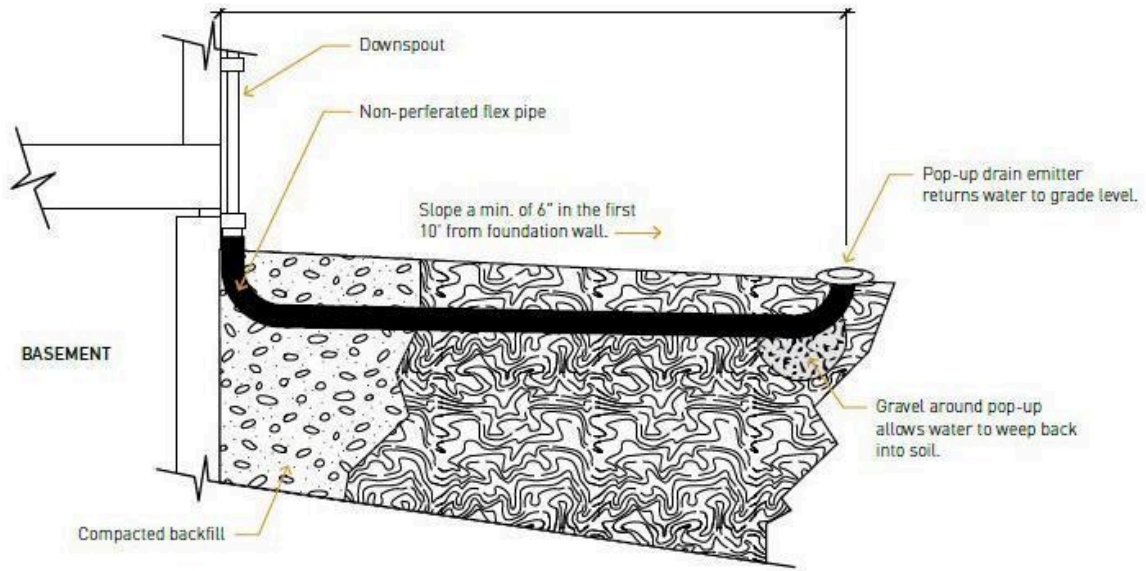
Winter Grading

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

Confirm that we have completed your grading before beginning landscaping.



Truecraft USA



**DON'T LET DRAINAGE PROBLEMS
WREAK HAVOC ON YOUR HOME**

GUTTERS AND DOWNSPOUTS

HOMEOWNER USE AND MAINTENANCE GUIDELINES

Gutters are very important because they help you control water drainage and move it away from your home. Maintenance of your gutters involves regular cleanings, especially after severe winds. Gutters clogged with leaves and mud can rot and rust.

Cleaning

The simplest way to clean gutters is with a garden hose. Starting at the highest point, use the hose to push the debris towards the drain spouts. A stick or the handle of a yard tool can be used to push clogs through the drain.

Extensions

TrueCraft Utah installed downspout extensions on your gutter system to prevent water from pooling at your foundation. Keep these maintained and in place at all times so water drains away from your home quickly. Extensions should discharge outside of rock or bark beds so that water is not dammed behind edging materials that might be used. Where the extension terminates at finished landscape locations, such as in lawn areas, keep the grass trimmed away from the pop-up emitter to allow the unit to drain and function as intended.

Leaks

If a joint between sections of gutter drips, caulk the inside joint using a commercial gutter caulking available at hardware stores.

Rust and Holes

Gutters should be checked for rust and holes monthly.

Snow and Ice

Clear excess snow and ice from gutter systems as soon as possible to allow gutters to drain and prevent damage. Severe ice or snow build-up can damage gutters, and that damage is not covered by your warranty.

TRUECRAFT UTAH LIMITED WARRANTY GUIDELINES

Gutters over three feet long are installed with a slight slope so that roof water will flow to the downspouts.

Leaks

We correct leaks that occur during the warranty period.

Overflow

Gutters may overflow during periods of excessively heavy rain. This is expected and requires no repair.

Standing Water

Small amounts of water (up to one inch) will stand for short periods of time in gutters immediately after rain. No correction is required for these conditions.

HEATED DRIVEWAY / SNOW MELT SYSTEMS

HOMEOWNER USE AND MAINTENANCE GUIDELINES

Some homes include a heated driveway or snow melt system. These systems may be electric or hydronic. Operation, controls, and performance expectations vary by system type.

Snow melt systems are intended to improve safety and convenience, but they may not keep all surfaces completely dry or free of snow and ice under all weather conditions. Wind, snowfall rate, temperature, and system settings can affect results.

Avoid using sharp metal tools that could damage surfaces, sensors, or components. If you use de-icing products, follow the concrete and surface material recommendations provided elsewhere in this manual and by the system manufacturer.

Have specialty systems serviced by qualified professionals when service is needed.

TROUBLESHOOTING TIPS

- Confirm the system is turned on and set to the desired operating mode (manual/automatic) per the manufacturer's instructions.
- Confirm power is available to the system (breakers/switches) and any required sensors are not physically blocked or damaged.
- If the system does not operate as expected, contact the system provider or a qualified service technician.

TRUECRAFT UTAH LIMITED WARRANTY GUIDELINES

TrueCraft Utah's limited warranty covers covered defects in workmanship and materials as defined in this manual. Snow melt components may be covered by manufacturer warranties. Damage caused by misuse, surface damage, modifications, or lack of maintenance is excluded.

HEATING

HOMEOWNER USE AND MAINTENANCE GUIDELINES

Keeping your furnace in good shape will ensure a warm home for years to come. Carefully read and follow the manufacturer's instructions on use and maintenance. The guidelines here include general information only.

Filter

The number one thing in furnace maintenance is to regularly check and replace the filter. This may need to be done as often as once a month during the heating and cooling seasons. Carefully read and follow the manufacturer's literature on use and maintenance.

Adjust Vents

Experiment with the adjustable registers in your home to establish the best heat flow for your lifestyle. Generally, you can reduce the heat in seldom-used or interior rooms. This is an individual matter, and you will need to balance the system for your own family's needs.

Avoid Overheating

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

Blower Panel (Fan cover)

You need to position the blower panel cover correctly for the furnace blower to operate. This panel compresses a button that tells the blower it is safe to operate. Similar to the way a clothes dryer door operates, this panel pushes in a button that lets the fan motor know it is safe to come on. If that button is not pushed in, the furnace will not operate.

Combustion Air

Furnaces installed by TrueCraft Utah include a combustion air duct. The outside end of this duct is covered with a screen to minimize insects or animals from entering. Cold air coming in through this duct means it is functioning as it should.

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

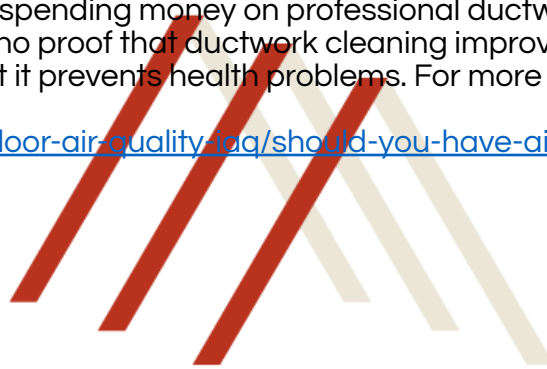
Compressor Level

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

Duct Cleaning

Exercise caution before spending money on professional ductwork cleaning services. A study by the EPA found no proof that ductwork cleaning improves indoor air quality, nor was evidence found that it prevents health problems. For more information, visit the EPA's website:

<https://www.epa.gov/indoor-air-quality-iaq/should-you-have-air-ducts-your-home-cleaned>



Ductwork Noise

The popping or booming noise is the natural result of expansion and contraction of the ductwork system. It may not be possible to eliminate completely. TrueCraft Utah will adjust loud oil canning noises when possible.

Fuse

The fuse is located in the circuit board and is a three-amp fuse. It absorbs any spikes in the line such as close electrical strikes or power surges. Unlike old fuses that burn out and clearly indicate that they are blown, these fuses, similar to automobile fuses, have a spring that depresses when tripped. Unless you have examined these quite carefully before, it may be hard to determine if the fuse has blown. We suggest that you buy some extra fuses of the same size in case a replacement is needed.

Furnished Home

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

Manufacturer's Instructions

The manufacturer's manual specifies maintenance for the condenser. Review and follow these points carefully. Since the air conditioning system is combined with the

heating system, follow the maintenance instructions for your furnace as part of maintaining your air conditioning system.

Odor

A new heating system may emit an odor for a few moments when you first turn it on, and an established system may emit an odor after being unused for an extended time, such as after the summer months. This is caused by dust that has settled in the ducts and should pass quickly. However, if you smell gas, call the gas company immediately.

On-Off Switch

The furnace has an on-off blower switch. This switch looks like a regular light switch and is located in a metal box outside the furnace. When turned off, this switch overrides all furnace commands and shuts down the blower. This is usually done only when maintenance service is being performed, although young children have been known to turn the furnace off using this switch.

Pilot

Today, furnaces are much easier to use than those of the past. Modern furnaces come with an electronic ignition system, rather than the old pilot light.

Registers

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

Return Air Vents

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

Temperature Variations

Depending on the style of home, temperatures may vary from room to room and floor to floor by several degrees Fahrenheit. This is due to such variables as floor plan, orientation of the home on the lot, type and use of window coverings, and traffic through the home. The furnace blower will typically cycle on and off more frequently and for shorter periods during severe cold spells.

For more comfortable living, turn the fan switch at the thermostat to the “on” position to continually cycle air through your home. The blower motor will run continuously, actually extending the life of the unit. Heating and cooling will only start up when the thermostat calls for a temperature increase or decrease.

Thermostat

The furnace will come on automatically when the temperature at the thermostat registers below the setting you have selected. Once the furnace is on, setting the

thermostat to a higher temperature will not heat the home faster. Thermostats are calibrated within +/- five degrees.

Trial Run

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

TROUBLESHOOTING TIPS

Is the heating system not working properly or at all? Even if these do not resolve the problem, checking the following items before calling for service can be useful to the service provider:

- The thermostat is set to "heat" and the temperature is set above the room temperature. If using a programmable thermostat, check to make sure the temperature hasn't been held at a lower temperature, which will override any programming. See your thermostat's manual for more information on programming and holding temperatures.
- The filter is clean to allow airflow.
- The blower panel cover is installed correctly. This panel compresses a button that tells the blower it is safe to operate (similar to a dryer's door). If the panel is not properly installed and the button is not pushed in, the furnace will not operate.
- The breakers on the main electrical panel are on. (Remember: if a breaker trips, you must turn it from the tripped position to the off position before you can turn it back on)
- The switch on the side of the HVAC unit is on.
- Fuse in the furnace is good. (See manufacturer literature for size and location)
- The gas line is open at the main meter and on the side of the furnace.
- The vents in the individual rooms are open.
- Air returns are unobstructed.

TRUECRAFT UTAH LIMITED WARRANTY GUIDELINES

TrueCraft Utah will install heating systems according to local building codes, as well as to engineering designs of the particular floor plan.

Adequacy of the system is determined by its ability to establish a temperature of 70 degrees Fahrenheit, as measured in the center of the room, five feet above the floor. In extremely cold temperatures (ten degrees below zero or colder), the system should be able to maintain a temperature differential of 80 degrees from the outside temperature.

Duct Placement

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

Ductwork

Although the heat system is not a sealed system, the ductwork should remain attached and securely fastened. If it becomes unattached, TrueCraft Utah will repair it as needed.

Popping or booming noise is a natural result of expansion and contraction of the ductwork system. It may not be possible to eliminate completely. TrueCraft Utah will adjust loud oil canning noise when possible.

Thermostat

Thermostats are calibrated to +/- five degrees.

INSULATION

HOMEOWNER USE AND MAINTENANCE GUIDELINES

The effectiveness of blown insulation is diminished if it is compressed. As the last step in any work done in your attic, you should confirm that the insulation lays smooth and even. Do not step on drywall ceilings, because this can result in personal injury or damage to the drywall.

Electrical outlets normally emit noticeable amounts of cold air when outside temperatures are low.

TRUECRAFT UTAH LIMITED WARRANTY GUIDELINES

TrueCraft Utah will install insulation to meet or exceed the building codes applicable at the time of construction and as outlined as part of your purchase agreement.

LANDSCAPING

HOMEOWNER USE AND MAINTENANCE GUIDELINES

Providing complete details on landscaping is beyond the scope of this manual. There are many great resources online, and local nurseries and landscape professionals can help you.

In planning your landscaping, think of proportion, texture, color, material size, maintenance needs, soft and hard surfaces, lighting, fencing, edging, and water requirements. A beautiful yard requires considerable planning and regular attention. Most homeowners take years to achieve the yard they want. Planning to install items in stages can spread the cost and work over several seasons.

Whatever the source of your design, plan to install the basic components of your landscaping as soon after closing as weather permits. In addition to meeting your Homeowner Association or CC&Rs requirements to landscape in a timely manner, well-designed landscaping prevents erosion and protects the foundation of your home.

Backfill

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

Backfill areas will settle and require prompt homeowner attention to avoid damage to your home and voiding of the structural warranty.

Keep downspout extensions in the down position to channel roof runoff away from the foundation area of your home. Routine inspection of downspouts, backfill areas, and other drainage components are an excellent maintenance habit. See also Grading and Drainage.

Back Flow Preventer

Recent building codes have required the installation of back flow preventers in your sprinkler system to prevent pesticides and other contaminants from entering your home water system. It is necessary to remove and weatherize your back flow preventer each

fall before temperatures reach freezing. Weatherization of the sprinkler system, including the back flow preventer is your responsibility.

Bark or Rock Beds

Make sure edging around decorative rock or bark beds is far enough away to allow for free flow of water away from the home. You can use a non-woven landscape fabric between the soil and rock or bark to restrict weed growth while still permitting normal evaporation of ground moisture.

Erosion

Until your yard is established and stable, erosion will be a potential concern. Heavy rains or roof runoff can erode soil. The sooner you restore the grade to its original condition, the less damage will occur.

Erosion is of special concern in drainage swales. If swales become filled with soil runoff, they may not drain the rest of the yard, causing further problems. Correcting erosion is your responsibility. You may need to protect newly planted seed with erosion matting or reseed to establish grass in swales. It can take several years to fully establish your lawn in such challenging areas.

Hired Contractors

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

Natural Areas

During construction, we remove construction debris from natural areas. Removing dead wood, tree limbs, fallen trees, rocks, or other natural items is your responsibility.

Outdoor Faucets

Outside faucets (sill cocks or hose bibs) are freeze-proof, but in order for this feature to be effective, you must remove hoses during cold weather, even if the faucet is located in your garage. If a hose is left attached, the water that remains in the hose can freeze and expand back into the pipe, causing a break in the line. Repair of a broken line that feeds an exterior faucet is a homeowner maintenance item. Any damage caused by water from a broken line is also your responsibility, including damage to neighboring properties.

Note that TrueCraft Utah does not warrant outdoor faucets against freezing.

Planning

Locate plants and irrigation heads out of the way of pedestrian or bicycle traffic and car bumpers. Space out trees to allow for efficient growth. Group plants with similar water, sun, and space requirements together.

Plant Selection

Use plants that adapt well to your local climate. Favor native over exotic species, and consider future size, shape, and growth of the plant.

Requirements

Check with your local building department and Homeowners Association before designing, installing, or changing landscaping for any regulations you are required to follow.

Seeded Lawns

If lawn seeding is part of your landscape plan, consider this as the first step in establishing your yard. Remember that the forces of nature are far stronger than grass seed. You will need to over-seed at some point, perhaps more than once. Heavy storms can cause washouts and erosion that you will need to correct. It generally takes at least three growing seasons to establish a good lawn, longer if weather conditions are difficult or if you do not have the time to devote to lawn care.

Before over-seeding, remember to fill any slight depressions with a light layer of topsoil. Minimize traffic of all kinds on newly seeded areas and avoid weed killer for at least 120 days. Keep the seed moist, not wet.

Sod

Newly placed sod requires extra water for several weeks. Be aware that new sod and the extra watering it requires can sometimes create drainage concerns (in your yard or your neighbor's) that will disappear when the yard is established and requires normal watering. It is your responsibility to adjust sprinkler time clock settings a few weeks after moving in.

Apply appropriate fertilizer as well as weed and pest controls as needed for optimal growth. Investigate organic compounds for additional protection of the environment.

Sprinkler System

If TrueCraft Utah included a sprinkler system with your home, we can have the installer demonstrate the system and make final adjustments shortly after you move in at your request. The installer will note and correct any deficiencies in the system at that time.

Whether we install your sprinkler system or you install it yourself, keep these points in mind:

- You are responsible for routine cleaning and adjusting sprinkler heads.
- You are responsible for shutting the system down in the fall. This includes draining all lines and draining and/or removing the backflow preventer. Failure to drain the system before freezing temperatures occur can result in broken lines and damage to the backflow preventer, all of which will be your responsibility to repair.

While TrueCraft Utah offers information on winterizing your system, it is not a replacement for the work of a professional, and because the work is not supervised, we cannot guarantee the results. It is best to hire a professional to ensure the best results.

- Conduct weekly operational checks to ensure proper performance of the system.
- Direct sprinkler heads away from the home. Trickle or bubble-type irrigation systems are recommended for use adjacent to your home's foundation.

Automatic timers permit you to water at optimum times whether you are at home, away, awake, or asleep. The amount of water provided to each zone can be accurately and consistently controlled and easily adjusted with a timed system.

Stones

The soil in your area may have stones and rocks. Removing these naturally occurring elements is a homeowner maintenance activity. If TrueCraft Utah installs sod, large rocks will be picked up and surface raking performed. You will need to provide continued attention to this condition as you care for your yard.

Trees

Trees and other plant materials that exist on the lot when construction begins and are not part of any landscaping installed by TrueCraft Utah are excluded from warranty coverage.

Utility Lines

A slight depression may develop in the front lawn along the line of the utility trench. To correct this, roll back the sod, spread topsoil underneath to level the area, and then relay the sod.

Before any significant digging, check the location of buried service leads by calling the local utility locating service. In most cases, wires and pipes run in a straight line from the main service to the public supply. See also Easements.

Weeds

Weeds will appear in your new lawn whether seed or sod is used. Left un-landscaped, your yard will begin to show weeds even quicker. When soil is disturbed, dormant seeds come to the surface and germinate. The best control is a healthy lawn, achieved through regular care and attention.

Xeriscape®

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

TRUECRAFT UTAH LIMITED WARRANTY GUIDELINES

Watering systems

Watering systems installed by TrueCraft Utah are warranted against installation and product defects for one growing season. All adjustments to spray heads after closing are your responsibility.

Plants, sod, and trees

TrueCraft Utah will confirm the healthy condition of all plant materials during the orientation, as well as the condition of the sprinkler system. Maintaining landscaping is your responsibility. Neglect will void the warranty. Plants, sod, and trees are warranted for 30 days from date of closing or landscape completion, whichever is later.

Weatherization

Remember to weatherize your system each fall before temperatures reach freezing. Failure to perform this task voids your warranty.

LOW VOLTAGE / SMART HOME SYSTEMS

HOMEOWNER USE AND MAINTENANCE GUIDELINES

Some homes include low voltage wiring and/or smart home features such as structured wiring, audio/video prewire, security prewire, cameras, doorbells, wireless access points, or control systems.

Low voltage systems are often supported by third-party manufacturers and service providers. Keep any user manuals, login credentials, and service information in a safe place.

Avoid modifying wiring, panels, or equipment locations without qualified assistance. Unapproved changes can affect system performance and may damage equipment.

If you add devices in the future, verify power, ventilation, and mounting requirements to avoid overheating or damage.

TROUBLESHOOTING TIPS

- If a device is not working, confirm it has power and check any manufacturer app/settings.

- If internet-connected devices are not responding, confirm your network equipment is operating and contact your service provider as needed.
- For wiring or equipment issues, contact a qualified low voltage professional.

TRUECRAFT UTAH LIMITED WARRANTY GUIDELINES

TrueCraft Utah's limited warranty covers covered defects in workmanship and materials as defined in this manual. Many smart home devices and low voltage components are covered by manufacturer warranties. Damage caused by homeowner modifications, third-party installations, or service changes may be excluded.

MILDEW AND MOLD

HOMEOWNER USE AND MAINTENANCE GUIDELINES

You can prevent most mold and mildew growth by minimizing moisture. Common sources of moisture are spills, leaks, overflows, condensation, and high humidity. If the growing conditions are right, mold can develop within 24 to 48 hours. We suggest checking your roof, windows, water pipes, and drainpipes for mold and mildew.

Tips to Help Prevent Mold and Mildew

- You should promptly clean up spills, condensation, and other sources of moisture and replace materials that cannot be thoroughly dried, such as drywall or insulation.
- You should repair leaks immediately.
- Avoid over-watering of landscaping.
- Always use an exhaust fan during a bath or shower to help decrease water vapor.
- Keeping your air conditioner running, or using a dehumidifier, will also remove moisture from the air.
- Periodically inspect for leaks by looking for discoloration or wet spots, musty odors, and any signs of mold growth.

Cleaning mold and mildew in your home is your responsibility. If you find mold in your home, you should clean it with a mild solution of bleach after testing to see if the area is color safe. After cleaning, you should thoroughly dry the area and use a disinfectant to retard mildew growth and eliminate odors. Discard porous materials like upholstery or carpet. If the mold is severe, you should call a qualified professional. For mildew, solutions to remove it are available from local paint and home improvement stores. Wear protective eyewear and rubber gloves for this task as the chemicals that remove mildew are unfriendly to humans.

TRUECRAFT UTAH LIMITED WARRANTY GUIDELINES

We will remove any mold or mildew noted during the orientation. TrueCraft Utah' warranty excludes mold and mildew.

MIRRORS

HOMEOWNER USE AND MAINTENANCE GUIDELINES

To clean your mirrors, use any reliable liquid glass cleaner or polisher, available at most hardware or grocery stores. Avoid acidic cleaners and splashing water under the mirror, as either can cause the silvering to deteriorate. Acidic cleaners are usually those that contain ammonia or vinegar. Avoid getting glass cleaners on plumbing fixtures as some formulas can deteriorate the finish.

TRUECRAFT UTAH LIMITED WARRANTY GUIDELINES

TrueCraft Utah will confirm that all mirrors are in acceptable condition during the orientation. We will correct scratches, chips, or other defects to mirrors noted on the Home Owner Orientation Inspection form. Subsequent scratches, chips, and defects not included on the orientation form are your responsibility.

PAINT AND STAIN

HOMEOWNER USE AND MAINTENANCE GUIDELINES

Painted surfaces must be washed gently using mild soap and as little water as possible. Avoid abrasive cleaners, scouring pads, or scrub brushes. Flat paints show washing marks more easily than gloss paints do. Often better results come from touching up rather than washing the paint.

Colors

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

We provide leftover samples of the paint used in your home. Store these with the lids tightly in place and in a location where they are not exposed to extreme temperatures.

Exposure to Sunlight

Paint, both interior and exterior, may fade if it is in constant direct sunlight.

Exterior

If any exterior surfaces of your home are treated with stain or paint, they will need to be checked annually for wear. The durability of your paint and stain depends partially on the amount of sunlight they receive. Surfaces that receive direct sunlight and wind will peel, blister, and fade sooner than other painted and stained surfaces. Having sprinklers spray water on the exterior of your home will also cause blistering, peeling, splintering, and other damage. Adjust sprinklers so they do not spray your home.

Plan on refinishing the exterior surface of your home every two to three years or as often as your paint manufacturer recommends for your area and climate. Repaint before much chipping or wearing away of the original surface occurs, which will save you the cost of extensive surface preparation. If you undertake touchup work on your paint or stain, make sure the surface is clean and smooth. This may require resetting popped nails and removing old paint or some minor sanding of rough spots.

Severe Weather

Hail and wind can cause a great deal of damage in a severe storm, so inspect your home after such weather. Promptly report any damage caused by severe weather to your insurance company.

Stain

Wood naturally varies in color. When stain is applied to the wood, the stain may also have color variation because of the wood characteristics. Light stains require more maintenance because imperfections will show through easier. When touching up your stain, follow the instructions on the label of the product you are using.

Touch-Up

When doing paint touch-ups, use a small brush or roller, applying paint only to the damaged spot. Touch-up may not match the surrounding area exactly, even if the same paint mix is used.

The best time to repair imperfections in the drywall is just before repainting. Please see the Drywall section of this manual for more information.

When it's time to repaint a room, prepare the wall surface first by cleaning it with a mild soap and water mixture or a reliable cleaning product. Make sure the surface is completely dry before painting.

TRUECRAFT UTAH LIMITED WARRANTY GUIDELINES

During your orientation TrueCraft Utah will confirm that all painted or stained surfaces are in acceptable condition. Your warranty only includes items identified at or before the Homebuyer Orientation and noted on the Home Owner Orientation Inspection form. Any

warranty issues that are resolved and require paint touch-up as a result of the warranty issue will be painted. Paint repairs not noted on Home Owner Orientation Inspection form and paint deterioration caused by normal living conditions, including repeated scrubbing or scouring, are not covered. These repairs are the responsibility of the homeowner. If you would like the contact info for our painter for non-covered repairs paid at your own expense, we are happy to provide that to you.

Cracking

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

Fading

Expect fading of exterior paint or stain caused by the effects of sun and weather. TrueCraft Utah' limited warranty excludes this occurrence.

Touch-Up Visible

Paint touch-up will be visible under certain lighting conditions. Slight differences in sheen are not covered under this warranty.

Wood Grain

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



PESTS AND WILDLIFE

HOMEOWNER USE AND MAINTENANCE GUIDELINES

Insects such as ants, spiders, wasps, and bees, as well as animal life such as woodpeckers, squirrels, mice, and snakes, may fail to recognize that your home belongs to you. Addressing concerns involving these pests and wildlife comes with being a Homeowner.

Making sure your home is well sealed is a good start to keeping it free of pests. Inside your home, small changes can have a big impact on pest control. Keeping food covered and stored properly is important. Crumbs and food attract pests to enter your home.

Keeping garments and other clothing in appropriate linen bags will keep them from being damaged by pests.

Ants

Ants are attracted to crumbs and food left out, so storing food properly will help reduce the chance of an ant infestation. If you have outdoor animals, it is a good idea to not leave pet food out overnight. If you have taken every precaution and still find your home has an ant problem, the first step is to find where the ants are gaining entry and where their nest is located. Simply following the trail of ants will help you find the source of the problem. When eliminating ant nests, be careful and follow all instructions on ant removal products.

Caulking

Window and door frames should be caulked. There should be no small spaces that insects can enter.

Landscaping/Yard Cleanup

Clearing the area around your home of leaves, plants, and other debris will also remove places where bugs thrive.

If your home has a wood pile, move it to a location away from your home.

Mice/Rats

Controlling your garbage is the first step in stopping mice and rats. These rodents need a place to live and food to eat. If you eliminate this, you should not have a problem. Signs to look for if you think you may have a problem are rodent droppings, things that have been gnawed on, and mice tracks. Using commercial rat and mice eliminators is a good option if you have a problem, but with any fix be careful of poisons that have the potential of harming pets and children. When cleaning up after a rodent problem, be careful and contact a pest control company for tips on safety.

Settling

As your home settles, check windows and doors that might have moved out of alignment and provide openings for pests.

Termites

We treat the foundation of your home for termites and can provide you with a copy of the certificate confirming that treatment upon request. Subsequent termite treatments and treatments for other types of insects or animal infestation is your responsibility.

The signs of a termite infestation are dirt tunnels near the foundation of your home, tunnels hollowed into wood in your home, and simply finding winged termites inside your home. Regularly inspect your home for signs of termites or conditions that would allow their attack:

- Check for wrinkles or waves in wood trim.
- Tap wood to see if it sounds or feels hollow.

- Inspect under the carpet tack strip by lifting the edge of carpet in the corner of a room. The tack strip is untreated and provides a convenient path for termites through your home.
- Watch for tubes of dirt, called mud tubes, which extend from the soil up to your home.
- Keep soil away from any wood parts of your home.
- Be certain all roof water and precipitation moves quickly away from your home's foundation.
- Avoid storing wood on the ground and against your home.
- Maintain a safe zone of at least two feet in width around the perimeter of your home. Avoid planting grass or shrubs, installing any sprinkler device, or digging of any kind in this area. If you disturb this area, have it re-treated to restore protection.
- Before installing stepping stones, river rock, concrete, or so on against the home, chemically treat the area that will be underneath the new material.
- If you add onto or change the exterior of your home, be sure to have the areas treated first.

If your home has a termite problem, professional help may be required.

Vents

Check the vents in your attic to make sure there are screens across any openings which can prevent pests from entering your home.

TRUECRAFT UTAH LIMITED WARRANTY GUIDELINES

TrueCraft Utah includes no warranty for insect or pest intrusion.



HOMEOWNER USE AND MAINTENANCE GUIDELINES

Maintaining the plumbing system in your home is very important. Any sort of leak should be taken care of immediately. Small leaks can cause major damage if left unfixed.

You should turn off the water whenever you work on your plumbing system. You can either turn off the water specifically to the sink or toilet you are working on, or to your whole house. All toilets and sinks have shut off valves usually located right under them. The water shutoff to your home is usually located next to the water main. It is a good idea to identify the shutoff when you move in so that you will be prepared if you ever have a plumbing emergency.

Aerators

Even though your plumbing lines have been flushed to remove dirt and foreign matter, small amounts of minerals may enter the line. Aerators on the faucets strain much of this from your water. Minerals caught in these aerators may cause the faucets to drip because washers wear more rapidly when they come in contact with foreign matter. It also can happen faster in areas where the water has very hard mineral deposits. See also Leaky and Dripping Faucet.

Basement Construction

If you perform any construction in your basement, ensure that the plumbing lines in the basement or crawl space are not isolated from the heating source without insulation being added. Do not cover clean out access fittings.

Caulking

Caulking around your plumbing fixtures is important for keeping water from damaging surrounding areas. You should check periodically that the caulk around sinks, showers, and tubs is in good condition, not crumbling or missing. Also, periodically check tub and shower door seals for leaks.

Please note, the fiberglass shower/tub combos installed by TrueCraft Utah are four-piece tubs with openings/seams that are normal and do not need caulking/sealing. There is an overlapping flange that is at each of those locations, preventing water from reaching the drywall.

Cleaning

Follow manufacturer's directions for cleaning fixtures. Avoid abrasive cleansers containing ammonia or vinegar. Clean plumbing fixtures with a soft sponge and soapy water, then polish with a dry cloth to prevent water spots.

IMPORTANT: The use of any automatic toilet cleaners that are applied inside the toilet tank will void the warranty. In-tank cleaners can damage the rubber, metal, and plastic components of tank parts, which in turn can cause leaks.

Clogs

The main causes of toilet clogs are domestic items such as disposable diapers, excessive amounts of toilet paper, sanitary supplies, Q-tips, dental floss, and children's toys. Improper garbage disposal use also causes many plumbing clogs. Always use plenty of cold water when running the disposal. This recommendation also applies to grease. Supplied with a steady flow of cold water, the grease congeals and is cut up by the blades. If you use hot water, the grease remains a liquid, then cools and solidifies in the sewer line. Allow the water to run 10 to 15 seconds after shutting off the disposal.

You can usually clear clogged traps with a plunger. If you use chemical agents, follow directions carefully to avoid personal injury or damage to the fixtures.

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

Extended Absence

If you plan to be away for an extended period, you should turn off your water supply lines and unplug your softener if you have one. You may also wish to shut off the water heater. Keep the pilot on and set the temperature to its lowest or “vacation” setting. Check manufacturer’s directions for additional hints and instructions.

Fiberglass Fixtures/Tubs

For normal cleaning use a nonabrasive bathroom cleanser and sponge or nylon cleaning pad. Avoid steel wool, scrapers, and scouring pads. Auto wax can provide a shine and restore an attractive appearance.

Freezing Pipes

Provided the home is heated at a normal level, pipes should not freeze at temperatures above 0°F. Set the heat at a minimum of 55°F if you are away during winter months. Keep garage doors closed to protect plumbing lines running through this area from freezing temperatures.

In unusually frigid weather, or if you will be gone more than a day or two, open the cabinet doors under sinks in the bathrooms and kitchen to allow warm air to circulate around pipes. Use an ordinary hair dryer to thaw pipes that are frozen. Never use an open flame.

Laundry Sink

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

Leaky and Dripping Faucets

There are a few reasons that a faucet in your home may leak. If you notice a leak around the base of a faucet, it may need to be tightened. When tightening bolts on plumbing hardware such as faucets, always cover the bolt with a soft cloth and then use a wrench to tighten. Without the cloth you could damage the metal finish. Consult the manufacturer of the faucets if this does not work.

If your faucet is dripping, it may be due to a dirty aerator or a worn-out washer. Aerators should be regularly checked and cleaned to remove dirt and foreign matter. If cleaning the aerator does not stop the drip, replace the washer: turn off water using the valve under the sink, remove the faucet stem, change washer, and reinstall faucet stem. A dripping shower head can be repaired the same way. Replace the washer with another of the same type and size. You can minimize the frequency of this repair by not turning faucets off with excessive force. (Please note that some manufacturers do not use rubber washers – check with your manufacturer for more information.)

Leaky/Running Toilets

Toilets that leak near the floor may have an old or defective seal. The seal will need to be replaced as soon as possible to avoid water damage.

If your toilet continues to run after flushing, check the shut-off float to see if it has lifted too high in the tank. If that is the case, pull straight up on the float until it stops the water at the correct level. Also, check the chain or rubber lift on the flush handle – if it is too tight, it will prevent the rubber stopper at the bottom of the tank from sealing. If these do not solve the problem, the flapper may not have a tight enough seal and should be replaced. Replacement parts can be found at a local hardware store, or if the toilet is still under warranty you can talk with the manufacturer. Do not use bleach tablets or toilet drops that have bleach because these will deteriorate the flapper and washers and may void the warranty.

Main Shut-Off

The water supply to your home can be shut off entirely in two locations. The first is at the meter and the second is at the main valve in the basement. We will point both of these out during your orientation.

Slow Draining Sinks/Bathtub

Sinks or bathtubs that are draining slowly could be the result of product build-up or clogging. In the bathroom, hair, styling products, and shaving cream are common causes, while coffee grounds, potato peels, rice, and grease are often the culprits in the kitchen. To help remove clogs and buildup:

- Try using a plunger and cleaning out any buildup.
- If this does not work you can use a commercial drain cleaner, but make sure to follow the instructions.
- If all else fails a plumber may need to be called.

Shut-Offs

Your main water shut-off is located in your basement or near where the main water line enters the home. You should use this shut-off for major water emergencies such as a water line break, installing a sprinkler system, or building an addition to your home. Each toilet has a shut-off on the water line under the tank. Hot and cold shutoffs for each sink are on the water lines underneath. We will review these during your orientation.

Sprinklers

You should routinely inspect sprinkler heads and provide seasonal service to maintain proper operation. See also Landscaping/Sprinkler.

Stainless Steel

Clean stainless steel sinks with soap and water to preserve their luster. Avoid using abrasive cleaners or steel wool pads, as these will damage the finish. Also prevent bleach from coming into prolonged contact with the sink, as it can pit the surface. An occasional cleaning with a good stainless steel cleaner will enhance the finish and keep things looking as good as new. Rub in the direction of the polish or grain lines and dry

the sink to prevent water spots. Also, a baking soda paste with soft cloth will work to remove film and leave the sink clean and shiny.

Avoid leaving produce on a stainless steel surface; prolonged contact can stain the finish. Also avoid using the sink as a cutting board, as sharp knives will gouge the finish.

Water Filter or Softener

If you install either a water filter or a water softener, carefully read the manufacturer's literature and warranty for your specific model.

TROUBLESHOOTING TIPS

No Water Anywhere in the Home

Before calling for service, check to confirm the following:

- Water service is not shut off in your area.
- The main shut off on the meter inside your home is open.
- The main shut off at the street is open.
- Individual shut-offs for each water-using item is open

No Hot Water

See Water Heater

Leak Involving One Sink, Tub, or Toilet

- Check caulking and grout.
- Confirm the shower door or tub enclosure was properly closed.
- Turn the water supply off to that item.
- Use other facilities in your home and if you are within the one year TrueCraft Utah warranty timeframe then report the problem by submitting a warranty request.

Leak Involving a Main Line

- Turn water off at the meter in your home.
- Call the emergency number for the plumber listed in the Emergency section for service.

Back Up at One Toilet

If only one toilet is affected, corrections occur during normal business hours.

- Shut off the water supply to the toilet involved.
- Use a plunger to clear the blockage.
- Use a snake to clear the blockage.

- If you've been in your home fewer than 30 days, contact TrueCraft Utah or the plumber listed on your Emergency Phone Numbers sheet.
- If you've been in your home for over 30 days, contact a roofer service.

Sewer Back Up Affecting Entire Home

- If you've been in your home fewer than 30 days, contact TrueCraft Utah or the plumber listed on your Emergency Phone Numbers sheet.
- If you've been in your home for over 30 days, contact a roofer service.
- Remove personal belongings to a safe location. If items are soiled, contact your homeowner insurance company.

Sewer Smell at Laundry Room or Mechanical Room

Floor drains incorporate a P-trap in them to eliminate sewer gases from backing up into your home. Pour water into the trap every few weeks or when you notice a smell.

No Hot Water at Master Bathtub

Increase the temperature to the hot water valve on the tub by locating the temperature control valve under the master vanity sink (between the hot and cold lines). Loosen the screw on the top of the turn valve, lift up on the valve and increase or decrease as desired.

TRUECRAFT UTAH LIMITED WARRANTY GUIDELINES

During the orientation TrueCraft Utah will confirm that all plumbing fixtures are in acceptable condition and are functioning properly, and that all faucets and drains operate freely.

Clogged Drain

TrueCraft Utah will correct clogged drains that occur during the first 30 days after closing. If a household item is removed from a clogged drain during this time, we will bill you for the drain service. After the first 30 days, you are responsible for correcting clogged drains.

Cosmetic Damage

TrueCraft Utah will correct any fixture damage noted on the Home Owner Orientation Inspection form. Subsequent damage will be your responsibility.

Exterior Faucets

TrueCraft Utah will repair leaks at exterior faucets noted on the Home Owner Orientation Inspection form. After orientation, repair of a broken line to an exterior faucet is your responsibility. Garden hoses should never be left attached to faucets in freezing conditions, as this may cause them to leak or burst. For secondary damages such as personal belongings, insurance should cover these items.

Noise

Changes in temperature or the flow of the water itself will cause some noise in the water and drain pipes. Drain pipes will expand and contract as hot water flows through them, causing a ticking sound inside the wall. This is normal and requires no repair. TrueCraft Utah will repair a persistent water hammer. Expect temperatures to vary if water is used in more than one location in the home at the exact same time. See also Expansion and Contraction.

Supply

TrueCraft Utah will correct construction conditions that disrupt the supply of water to your home if they involve service from the main water supply, provided actions of yours have not caused the problem. Disruption of service due to failure of the water department system is the responsibility of the water department to correct.

Laundry Floor Drain Pan

TrueCraft Utah offers a laundry floor drain pan that can be selected as an optional feature. It should be noted that this option is available as a means of capturing and discharging minor leaks that can occur from directly within the plumbing of the washing machine, or possibly an overflow, and is limited to that purpose. It is not designed to contain all types of leaks that can occur in the Laundry Room plumbing systems.

For example, leaks from sources such as, but not limited to, burst supply hoses, faucet hose connection leaks, or dislodged waste water hoses will not be contained by the laundry floor drain pan, and subsequent damage from these types of leaks is not covered under the Limited Warranty, with or without the optional laundry floor drain pan installed.

RADIANT FLOOR HEATING

HOMEOWNER USE AND MAINTENANCE GUIDELINES

Radiant floor systems are designed to provide comfortable, even heat. These systems often warm and cool more slowly than other heating methods. This is normal. Floor coverings, rugs, and furniture placement can affect performance. Avoid covering large areas of radiant floors with thick rugs or pads unless approved by the flooring manufacturer and your heating system provider. Do not drive fasteners into floors (for example, nailing thresholds or anchoring items) without confirming what is below the surface.

TROUBLESHOOTING TIPS

- If one area feels cooler, allow time for the system to respond and confirm the thermostat schedule is correct.

- If a zone is not heating at all, contact a qualified service provider rather than attempting repairs yourself.

TRUECRAFT UTAH LIMITED WARRANTY GUIDELINES

TrueCraft Utah provides limited warranty coverage for covered defects in workmanship and materials. Radiant heating equipment and controls may be covered by manufacturer warranties. Damage caused by drilling, nailing, or fastening into heated floors, or by improper operation or maintenance, is excluded from coverage.

RAILINGS

HOMEOWNER USE AND MAINTENANCE GUIDELINES

Stained or wrought iron railings in your home require little maintenance beyond occasional dusting or polishing. Protect railings from sharp objects or moisture. Cover them during move-in so large pieces of furniture do not cause dents or scratches.

Stained railings will show variation in the way the wood grain takes the stain. Some designs may show seams where pieces of wood came together to form the railing.

TRUECRAFT UTAH LIMITED WARRANTY GUIDELINES

During the orientation, TrueCraft Utah will confirm that all railings are in good condition and repair, stain, or paint any cosmetic deficiencies noted on the Home Owner Orientation Inspection form. Subsequent repairs are your responsibility.

TrueCraft Utah installs railings in positions and locations to comply with applicable building codes. Railings should remain securely attached with normal use.

ROOF

HOMEOWNER USE AND MAINTENANCE GUIDELINES

Maintaining your roof is a very important part of regular upkeep.

Clean Gutters

Maintain the gutters and downspouts so that they are free of debris and able to quickly drain precipitation from the roof.

Ice Dam

On occasion, depending on conditions and exposure, rising heat from inside your home can melt snow on the roof. When this happens, that water can run down and reach the cold eaves, causing it to freeze. An accumulation of this type of ice dams the subsequent runoff and the water begins to back up, overflowing the gutter system or sometimes working its way up under shingles, ultimately leading into your home through windows or ceilings.

If your home design or orientation makes it vulnerable to this occurrence, you may want to install an electric heat tape in the susceptible areas. You can contact a roofer to break away the remaining ice if you wish.

Leaks

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

Limit Walking

Limit walking on your roof. Your weight and movement can loosen roofing material and in turn result in leaks. Never walk on the roof of your home when shingles are wet – they are slippery – or in hot weather – they are soft.

Metal Flashing

Check the metal flashing that is found around the ventilation components on your roof regularly. There should be no signs of rust, and they should be caulked where they connect to the roof.

Severe Weather

After severe storms, do a visual inspection of the roof for damages. Notify your insurance company if you find pieces of shingle in the yard or shingle edges lifted on the roof.

Shingles

Check shingles for cracks and damage that can cause leaks into your home.

Trees

You should trim any trees that grow close to your home. Tree branches can cause damage during the normal course of the day but can also cause severe damage during heavy winds.

Valleys

The areas on your roof where two angles slope downward are called valleys. Make sure there is no water that pools in these areas.

TROUBLESHOOTING TIPS: ROOF LEAKS

Please keep in mind that roof leaks cannot be repaired while the roof is wet. However, if you call in the leak, you can get on the schedule to be in line when conditions dry out.

Confirm the source of the water is from the roof rather than from a:

- Plumbing leak
- Open window on a higher floor
- Ice dam
- Clogged gutter or downspout
- Blowing rain or snow coming in through code required roof vents
- Gap in caulking

Minimize potential property damage by:

- Placing a container under dripping water.
- If a ceiling is involved, use a screwdriver to poke a small hole in the drywall to release the water.
- Removing personal belongings to prevent damage to them. If damage occurs, contact your homeowner insurance company to submit a claim.
- Reporting the leak to TrueCraft Utah as soon as possible.

TRUECRAFT UTAH LIMITED WARRANTY GUIDELINES

TrueCraft Utah will repair roof leaks other than those caused by severe weather, such as heavy winds and hail damage, or some action you have taken, such as walking on the roof.

Roof repairs are made only when the roof is dry.

Ice Dam

An ice build-up (ice dam) may develop at or above the eaves during extended periods of cold and snow. Your homeowner insurance may cover this damage, which is excluded from this warranty.

Inclement Weather

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

ROUGH CARPENTRY

TRUECRAFT UTAH LIMITED WARRANTY GUIDELINES

Squeaks

As your home goes through the settling and drying out process in the first one or two years, floor squeaks may become noticeable. Squeaks caused by a loose subfloor are unacceptable, but totally squeak-proof floors cannot be guaranteed.

TrueCraft Utah will refasten any loose sub-floor or take other corrective action to attempt to reduce squeaking within reasonable repair capability without removing floor or ceiling finishes.

There are many possible causes of floor 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 others.

Although TrueCraft Utah does not warrant against floor squeaks, a reasonable effort will be made to correct them.

Floor Deflection

Floors will deflect (bend) when walked on. This will be more noticeable next to kitchen islands with granite/quartz counter tops and heavy furniture. This is normal. All beams, joists, headers, and other structural members have been sized according to the engineer's specifications, the manufacturer's specifications, and local building codes. This is not a structural deficiency and TrueCraft Utah will take no action for this occurrence.

Floor Level

Floors will be level to within 1/4 inch within any 32 inch distance as measured perpendicular to any ridge or indentation. TrueCraft Utah will correct floor slopes that exceed 1/240 of the room.

Plumb Walls

TrueCraft Utah will correct walls that are out of plumb more than 1/2 inch in an eight foot distance, or walls that are bowed more than 1/2 inch in any 32 inch measurement.

SHORING / EARTH RETENTION

HOMEOWNER USE AND MAINTENANCE GUIDELINES

Some sites require temporary or permanent earth retention measures due to slope conditions, soil, or nearby improvements. These systems are engineered and are site-specific.

Do not modify slopes, add significant loads near retained areas, or change drainage patterns near retaining conditions without professional guidance.

Maintain drainage away from the home and avoid directing roof runoff, irrigation, or surface water toward retained slopes or walls.

TRUECRAFT UTAH LIMITED WARRANTY GUIDELINES

TrueCraft Utah's limited warranty covers covered defects in workmanship and materials as defined in this manual. Soil movement, slope movement, drainage changes, and conditions influenced by weather or homeowner modifications are generally excluded as outlined in the Warranty Exclusions section of this manual.

SHOWER DOORS OR TUB ENCLOSURES

HOMEOWNER USE AND MAINTENANCE GUIDELINES

Shower doors and tub enclosures require minimal care. Using a squeegee to remove water after a bath or shower will keep mineral residue and soap film to a minimum. A coating of auto wax or Rain-X can also help prevent buildup of minerals and soap.

- Use cleaning products suggested by the manufacturer to avoid any damage to the trim and hardware.
- Avoid hanging wet towels on corners of doors; the weight can pull the door out of alignment and cause it to creak.
- Check and touch-up caulking on an as needed basis. See also Caulking.

TRUECRAFT UTAH LIMITED WARRANTY GUIDELINES

During your orientation, TrueCraft Utah will confirm the good condition of all shower doors and tub enclosures. TrueCraft Utah warrants that shower doors and tub enclosures will function according to manufacturer specifications.

SIDING

HOMEOWNER USE AND MAINTENANCE GUIDELINES

Siding expands and contracts in response to changes in humidity and temperature.

Slight waves are visible in siding under moist weather conditions, while shrinking and separations will be more noticeable under dry conditions. These behaviors cannot be entirely eliminated.

Drip Edges

There are times when siding boards will not be big enough to cover one area continuously and seams will be present. To protect the home from water getting in that seam and between the siding and home, a drip edge will be installed.

Wood and Wood Products

Wood or wood-product siding will require routine refinishing. The timing will vary with climatic conditions, but plan on doing so every 1-3 years. Maintain caulking to minimize moisture entry into the siding. Note that some paint colors will require more maintenance than others and some sides of the home may show signs of wear sooner based on their exposure to the elements.

Some wood siding, such as cedar, is subject to more cracking and will require more maintenance attention.

Cement Based Products

Cement based siding will require repainting and caulking just as wood products do.

Vinyl

Vinyl siding will occasionally require cleaning. Start at the top to avoid streaking and use a cleaning product recommended by your siding manufacturer. Follow directions carefully. See also Paint and Wood Trim.

TRUECRAFT UTAH LIMITED WARRANTY GUIDELINES

TrueCraft Utah warrants all siding to be free of defects in material and workmanship. They will confirm the good condition of the siding during your orientation. Subsequent damage to the siding will be your responsibility to repair.

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

We will correct any separation at joints or where siding meets another material if the separation allows water to enter the home. TrueCraft Utah will correct delaminating siding.

SMOKE/CARBON MONOXIDE DETECTORS

HOMEOWNER USE AND MAINTENANCE GUIDELINES

You should consult the manufacturer's manual for complete information on the care of your smoke detectors. We recommend cleaning and testing each smoke detector monthly.

Batteries

You should change batteries every six months because fresh batteries will help to ensure that the detector works even under a loss of power to the home. If a smoke detector makes a chirping sound, it is a sign that the battery needs to be replaced. Follow manufacturer instructions for installing a new battery. Most smoke detectors use a nine volt battery.

Cleaning

For your safety, clean each smoke detector monthly to prevent a false alarm or lack of response in a fire. After cleaning, test the alarm to confirm the alarm is working. All alarms should sound when testing.

Locations

TrueCraft Utah provides smoke detectors and carbon monoxide detectors on each level of the home that operates electrically with a battery backup. These detectors are installed in accordance with building codes, which dictate locations. TrueCraft Utah cannot omit any smoke detector, and you should not remove or disable any smoke detector.

TRUECRAFT UTAH LIMITED WARRANTY GUIDELINES

TrueCraft Utah does not represent that the smoke detectors will provide the protection for which they are installed or intended. We will test smoke detectors during the orientation to confirm that they are working and to familiarize you with the alarm. Subsequent maintenance is your responsibility. You are responsible for obtaining fire insurance.

SPECIALTY WATERPROOFING TRANSITIONS (DECKS, BALCONIES, ROOF/WALL, MATERIAL CHANGES)

HOMEOWNER USE AND MAINTENANCE GUIDELINES

Many water-related issues occur at transitions where materials meet—such as decks to walls, roof to wall areas, window/door perimeters, and changes between siding, stone, stucco, or trim.

Maintain sealants and joints at these locations and address deterioration promptly. Keep gutters and downspouts clear and ensure roof runoff is directed away from the home.

Avoid allowing sprinklers to spray walls, windows, or exterior finishes. Avoid storing wet materials or planters directly against exterior walls or deck-to-wall areas. If you notice staining, soft materials, persistent dampness, or suspected leaks, act promptly to prevent additional damage.

TRUECRAFT UTAH LIMITED WARRANTY GUIDELINES

TrueCraft Utah will address covered defects in workmanship and materials as defined in this manual. Damage caused by lack of maintenance, clogged drainage, sprinkler spray on the home, or homeowner-installed items may be excluded from coverage.

STAIRS

HOMEOWNER USE AND MAINTENANCE GUIDELINES

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

TRUECRAFT UTAH LIMITED WARRANTY GUIDELINES

Although TrueCraft Utah does not warrant against stair vibration and squeaks, a reasonable effort will be made to correct them without removing floor coverings.

STEAM SHOWERS

HOMEOWNER USE AND MAINTENANCE GUIDELINES

Steam showers are specialty assemblies that combine a steam generator with a carefully detailed, moisture-controlled shower enclosure. Proper use and ongoing care are important. Always follow the steam generator manufacturer's operating and maintenance instructions. Many units require periodic professional maintenance based on water conditions.

Keep the enclosure clean and dry between uses as much as practical. After use, run the bathroom exhaust fan and allow the shower area to dry. Maintain caulking and seals as described in the Caulking and Ceramic Tile sections of this manual.

Avoid installing accessories, shelves, or mounting hardware through tile or waterproofed surfaces without professional guidance. Improper penetrations can cause water damage.

TROUBLESHOOTING TIPS

- Confirm power to the steam generator is on and the control is set correctly.
- Confirm the water supply to the steam generator is on.
- If you notice persistent moisture issues outside the shower, unusual odors, or any signs of leakage, discontinue use and contact a qualified professional.

TRUECRAFT UTAH LIMITED WARRANTY GUIDELINES

Steam generator equipment is typically covered by manufacturer warranties. TrueCraft Utah provides limited warranty coverage for covered defects in workmanship and materials as defined in this manual. Damage caused by homeowner modification, improper operation, lack of maintenance, or penetrations through waterproofed surfaces is excluded.

STONE

HOMEOWNER USE AND MAINTENANCE GUIDELINES

Exterior walls covered with stone should be regularly checked for problems such as crumbling, missing stones, and mortar that has turned sandy and crumbles. Missing stones and mortar that has deteriorated is best fixed by a professional.

The primary reason stones may fall off a home is due to moisture that infiltrates behind a stone and then freezes. As moisture freezes, it expands, which overpowers the mortar and causes the stone to separate from the home. Though all stone can experience this, it is more common in dry stack styles. Because there is no grout on the outside to hold it in place, dry stack stone is more susceptible to moisture infiltration and the loss of stones due to the expansion that occurs when water freezes. Due to the climate variations in Utah, the popping of dry stack stone is a common occurrence and does not mean that it was installed improperly. As noted in the disclosure in Addendum A, homeowners who choose to install dry stack stones accept issues may arise with dry stack stone and accept any consequences that may arise from having dry stack stone. If you have dry stack stone, regular inspections are a very important part of homeowner maintenance.

Cleaning

When cleaning stone, do not use high pressure sprayers or acidic cleaning materials, which can damage the stone and/or mortar. If you feel more than just water is needed to clean your stone, using a sponge to apply a mild detergent solution of water and dish soap works best. Be sure to completely rinse it off with your hose when done cleaning. You can also use soft bristle brushes, but you should avoid wire brushes.

TRUECRAFT UTAH LIMITED WARRANTY GUIDELINES

TrueCraft Utah will repair stones that have fallen off and mortar deterioration during the one-year limited warranty period unless it is caused by homeowner's lack of maintenance, negligence, or misuse. The one-year limited warranty does not include any other damage caused by stones falling off the home.

If a stone or stones have fallen off and are still in-tact, please keep them so they may be reattached. If replacement stones are required, TrueCraft Utah will make every effort to match the product but cannot guarantee a perfect match due to uncontrollable factors such as dye lot variations, weathering, and normal wear and tear.

STRUCTURAL STEEL

HOMEOWNER USE AND MAINTENANCE GUIDELINES

Some homes include structural steel components such as beams, columns, or posts. These elements are part of the home's engineered structure and are not intended to be altered. Do not drill, weld, cut, notch, or attach heavy loads to structural steel without guidance from a qualified engineer or contractor.

Minor sounds related to normal expansion and contraction of building materials can occur with seasonal temperature changes. If you have concerns about a structural element, contact a qualified professional.

TRUECRAFT UTAH LIMITED WARRANTY GUIDELINES

Structural elements are designed and installed to meet applicable codes and engineering requirements. Any alteration, modification, or attachment that changes loading may void warranty coverage for affected areas.

STUCCO

HOMEOWNER USE AND MAINTENANCE GUIDELINES

Stucco cracks are normal with some exceptions. Stucco is a brittle cement product placed over a home that expands and contracts with temperature changes. When the wood members of your home move because of this expansion, the rigid stucco base does not move, resulting in cracking. This is normal and does not reduce the function of the stucco in any way. Waterproof membranes are placed behind the stucco base coat to help prevent water intrusion when the stucco cracks.

Cracks

Stucco should be checked annually for cracks. Like concrete, stucco can be expected to crack. Even though there are waterproof membranes behind the stucco, cracks left unchecked can let water in and can cause damage to the structure of your home. All cracks should be repaired immediately to prevent them from getting larger. A small crack can usually be repaired with a stucco-specific caulking. Larger ones, however, may require patching which may need to be done by a professional.

Drainage

To ensure proper drainage, keep dirt and concrete flatwork a minimum of six inches below the stucco screed (mesh underneath final coat of stucco). Do not pour concrete or masonry over the stucco screed or right up to the foundation.

Efflorescence

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

Sprinklers

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

TRUECRAFT UTAH LIMITED WARRANTY GUIDELINES

IMPORTANT: Colors cannot be exactly matched.

Cracks

If a stucco crack exceeds 1/8 of an inch in width and 24 inches in length, it will require a repair. Keep in mind that most often a repair stands out more than the crack itself. Colors cannot be matched. If the crack is within that standard, no action will be taken. Stucco is a brittle cement product that is subject to expansion and contraction.

SURVEY MARKERS, PROPERTY CORNERS, AND AS-BUILT INFORMATION

HOMEOWNER USE AND MAINTENANCE GUIDELINES

During construction, survey information may be used to establish building location, elevations, and layout. In some cases, property corners or survey markers may be present on or near the lot.

Do not remove, cover, or disturb survey markers if you find them. If you are planning fences, walls, additions, pools, or other site improvements, consider obtaining a professional survey to confirm boundaries and easements.

Before digging, always contact your local utility locating service to identify underground utilities.

TRUECRAFT UTAH LIMITED WARRANTY GUIDELINES

TrueCraft Utah does not provide legal boundary determinations after closing. Lot boundary confirmation for future improvements is a homeowner responsibility.

TEMPORARY PROTECTION, MOVE-IN, AND CONTRACTOR WORK AFTER CLOSING

HOMEOWNER USE AND MAINTENANCE GUIDELINES

During construction, certain surfaces may be protected with temporary coverings. After closing, move-in activities and third-party work (cable installation, window treatments, alarms, landscaping, etc.) can also affect finishes.

Protect floors, countertops, cabinets, and walls during move-in and when contractors are working in your home. Use floor protection, corner guards, and protective coverings as needed. If you hire contractors, clearly communicate that your home includes finished surfaces that can be easily damaged. Require them to protect work areas and clean up daily.

TRUECRAFT UTAH LIMITED WARRANTY GUIDELINES

Cosmetic damage occurring after closing, including damage caused by move-in, pets, homeowners, guests, or third-party contractors, is not a covered defect.

VINYL FLOORING

HOMEOWNER USE AND MAINTENANCE GUIDELINES

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

Color and Pattern

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

Cleaning

Sweep your floor regularly (at least once a week) to remove loose dirt.

Exposure to Light and Heat

Heat and sunlight can cause vinyl flooring to fade or discolor. Close curtains or blinds where extreme sunlight hits the floor.

Limit Water

Wipe up spills immediately, and use a vacuum to pick up crumbs instead of washing vinyl floors frequently with water. Limit mopping or washing with water, as excessive amounts of water on vinyl floors can penetrate seams and get under edges, causing the material to lift and curl.

Mats

Use a doormat outside each entrance to your home to prevent dirt, sand, grit, and other substances such as oil, asphalt, and driveway sealer from being tracked onto your floor. Use non-staining mats, and do not put latex-backed or coco-fiber mats on your floor, as they will stain or damage the surface.

Moving Furniture

Moving appliances across vinyl floor covering can result in tears and wrinkles.

Install coasters on furniture legs to prevent permanent damage. If you do damage the resilient floor, you can have it successfully patched by professionals. If any scraps remain when installation of your floor covering is complete, we leave them in the hope that having the matching dye lot will make such repairs less apparent.

No-Wax Flooring

The vinyl flooring installed in your home is the no-wax type. No-wax means a clear, tough coating that provides both a shiny appearance and a durable surface. However, even this surface can scuff or mark. Follow the manufacturer's recommendations for maintaining the finish.

Raised Nail Heads

Raised nail heads are the result of movements of the floor joist caused by natural shrinkage and deflection. We have used special nails and glued the underlayment to help minimize this movement. If a nail head becomes visible through resilient flooring, place a block of wood over it and hit the block with a hammer to reset the nail. If this does not fix the problem, follow normal warranty request procedures.

Scrubbing and Buffing

Frequent scrubbing or electric buffing is harder on floors than regular foot traffic. Use acrylic finishes if you scrub or buff.

Seams

Because most vinyl is manufactured in six-foot widths, seams may be visible in areas larger than six feet. Any brand or type of vinyl flooring may separate slightly due to shrinkage. Seams can lift or curl if excessive moisture is allowed to penetrate them. You can use a special caulking at tub or floor joints to seal seams at those locations. Avoid getting large amounts of water on the floor from baths and showers.

TRUECRAFT UTAH LIMITED WARRANTY GUIDELINES

TrueCraft Utah will confirm that vinyl flooring is in an acceptable condition during your orientation. TrueCraft Utah' limited warranty does not cover damage to vinyl floors caused by moving furniture or appliances into the home.

TrueCraft Utah is not responsible for discontinued selections.

Adhesion

Vinyl floor covering should adhere firmly. TrueCraft Utah will repair lifting, bubbling, and nail pops that appear on the surface.

Ridges

TrueCraft Utah has sanded and filled the joints of underlayment to minimize the possibility of ridges showing through vinyl floor coverings. Ridging is measured by centering a six inch straight edge perpendicular to the ridge with one end tight to the

floor. If the opposite end of the straight edge is 1/8 inch or more from the floor, TrueCraft Utah will repair this condition.

Seams

Seams will occur and are sealed at the time of installation. TrueCraft Utah will correct gaps in excess of 1/16 inch where vinyl flooring pieces meet or 1/8 inch where vinyl flooring meets another material. TrueCraft Utah will correct curling at seams unless caused by excessive water.

VENTILATION

HOMEOWNER USE AND MAINTENANCE GUIDELINES

Proper ventilation is important for your health and safety. While it may seem that having an airtight home can reduce your energy bills, it creates a concern because homes that are not properly ventilated are susceptible to serious risks. Condensation, cooking odors, indoor pollutants, radon, and carbon monoxide may all accumulate if there is not proper ventilation in your home. Do not cover the ventilation vents in your home's soffit (located in the underside of the overhangs) or the combustion of air return vents near the furnace and water heater. Also, use the hood fan when you are cooking and run bath fans when bathrooms are in use.

Carbon Monoxide (CO)

Proper ventilation is the best way to prevent carbon monoxide poisoning.

- You should never burn charcoal indoors or in the garage.
- Never leave your car running in the garage.
- Make sure fuel-burning appliances are properly maintained.

As mentioned in the Smoke/Carbon Monoxide Detectors section, TrueCraft Utah provides detectors on each level of the home that detects both smoke and CO. Detecting carbon monoxide can be lifesaving. We suggest using a detector that meets Underwriters Laboratory "UL 2034" requirements and following the directions.

Radon

Radon is a naturally occurring, hazardous material that can enter a home from soil surrounding the home. Although radon is invisible and odorless, radon detection kits can make detecting it easy. They are available at your local hardware store. For more information, you may call the National Radon Information Line at: 1-800-SOS-RADON.

TRUECRAFT UTAH LIMITED WARRANTY GUIDELINES

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

WALL PENETRATIONS, MOUNTING, AND AFTERMARKET INSTALLATIONS

HOMEOWNER USE AND MAINTENANCE GUIDELINES

Attaching items to walls, ceilings, roofs, exterior cladding, or floors may require drilling or fastening. In some locations, surfaces conceal waterproofing, plumbing, electrical wiring, ductwork, or other critical components.

Before installing wall-mounted items (TV mounts, shelving, railings, mirrors, accessories, exterior fixtures, satellite equipment, etc.), confirm safe attachment locations and appropriate fasteners. When in doubt, hire a qualified professional.

Exterior penetrations must be sealed properly to prevent water intrusion. Even small holes can lead to significant damage over time if not sealed correctly.

TRUECRAFT UTAH LIMITED WARRANTY GUIDELINES

Damage caused by homeowner or third-party penetrations, fasteners, or modifications is not a covered defect. Repairs required due to unsealed or improperly sealed penetrations may be excluded from warranty coverage.

WATER HEATER: TRADITIONAL TANK

HOMEOWNER USE AND MAINTENANCE GUIDELINES

Carefully read and follow your owner's manual for best practices and maintenance. All water heaters have a control mechanism to govern water temperature. The Consumer Product Safety Commission (CPSC) recommends setting the water heater at 120 degrees Fahrenheit or lower to prevent scalding. The lower the temperature setting, the less fuel is used and the lower your utility bill will be.

Air Intake

Regularly check to make sure the air intake is not obstructed.

Condensation

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

Drain Tank

To prolong the life of your water heater and save energy, drain the water from the tank approximately every six months. This reduces the build-up of chemical deposits from the water. Your owner's manual will have information on how to drain your tank.

Pilot

Please refer to the manufacturer's instructions on the front of the appliance.

Safety

Vacuum the area around a gas-fired water heater to prevent dust from interfering with proper flame combustion. Check exhaust vent and air shutter for debris and dust as well. Avoid using the top of a heater as a storage shelf.

Temperature

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

TROUBLESHOOTING TIPS

Before calling for service, check to confirm that the:

- Pilot is lit. (Directions will be found on the side of the tank.)
- The temperature setting is not on “vacation” or too low.
- The water supply valve is open.

Refer to the manufacturer’s literature for specific locations of these items and other troubleshooting tips.

TRUECRAFT UTAH LIMITED WARRANTY GUIDELINES

Refer to the manufacturer’s limited warranty for information regarding coverage of the water heater.

WATER HEATER: TANKLESS

HOMEOWNER USE AND MAINTENANCE GUIDELINES

Carefully read and follow your owner’s manual for best practices and maintenance. All water heaters have a control mechanism to govern water temperature. The Consumer Product Safety Commission (CPSC) recommends setting the water heater at 120 degrees Fahrenheit or lower to prevent scalding. The lower the temperature setting, the less fuel is used and the lower your utility bill will be.

Air Intake

Regularly check to make sure the air intake is not obstructed.

Maintenance

Check your owner’s manual for specific maintenance needed and how often it is needed on your tankless water heater. Routine maintenance (typically every year) may include cleaning the filter; cleaning the heat exchanger thoroughly if build-up or blockage is found; and descaling the tank. Note: If you choose to do maintenance yourself, you may void your manufacturer’s warranty. It is recommended you hire a professional to handle all maintenance and repairs.

Pilot

Please refer to the manufacturer’s instructions on the front of the appliance.

Temperature

Due to liability reasons and following CPSC guidelines, TrueCraft Utah' installers will not set a tankless water heater temperature higher than 120 degrees Fahrenheit, and we do not recommend adjusting it to a higher temperature. However, if you feel it is necessary, refer to your owner's manual for information on how to change the temperature.

TRUECRAFT UTAH LIMITED WARRANTY GUIDELINES

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

WATER SOFENERS

HOMEOWNER USE AND MAINTENANCE GUIDELINES

If your home has a water softener, you will need to read the manual to find out what sort of maintenance it requires. A water softener that has automatic regeneration should be set to regenerate no less than once every two weeks. A water softener that does not automatically regenerate will need it to be done manually. Consult your owner's manual for instructions on doing this. You should periodically check the salt level in your water softener and refill with salt when necessary.

TRUECRAFT UTAH LIMITED WARRANTY GUIDELINES

Refer to the manufacturer's limited warranty for information regarding coverage of the water softener.

WEATHER-RESISTIVE BARRIER (WRB) AND EXTERIOR ENVELOPE

HOMEOWNER USE AND MAINTENANCE GUIDELINES

Behind siding, stucco, and stone, homes typically include a weather-resistive barrier (WRB) and related flashing components that help manage water that may get behind exterior finishes.

Exterior finishes are not a substitute for proper maintenance. Regularly inspect and maintain caulking and sealant joints at exterior transitions (windows, doors, penetrations, and material changes).

Avoid adding penetrations through exterior walls (such as mounting fixtures, signs, hose reels, or attachments) without properly sealing them. Improper penetrations can cause water intrusion and damage.

If you plan to add exterior items (lighting, cameras, awnings, railings, pergolas, etc.), use qualified installers who understand exterior waterproofing and sealing.

TRUECRAFT UTAH LIMITED WARRANTY GUIDELINES

TrueCraft Utah will address covered defects in workmanship and materials as defined in this manual. Water intrusion caused by homeowner-added penetrations, improper sealing, or failure to maintain sealants may be excluded from coverage.

WINDOWS, SCREENS, SLIDING GLASS DOORS

HOMEOWNER USE AND MAINTENANCE GUIDELINES

Windows and sliding glass doors are an important element of your home. Since they open your home to the outside environment, they need to be examined frequently. Contact a glass company for re-glazing any windows that break. Glass is difficult to install without special tools.

Condensation

Condensation or sweat on interior window surfaces is the result of high humidity within the home and low outside temperatures. Decrease your interior humidity and improve weather stripping to resolve. Condensation that accumulates between the panes of glass indicates a broken seal, and the window will need to be replaced.

Screen Storage and Maintenance

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

Sills

Windowsills should be checked frequently. Look for signs of softness or rotting, hardware that is out of line, and places where the paint has been damaged. If a gap exists, you should apply caulking between the window and windowsill. Because paint

protects the windowsill from outside elements, you should repair damaged paint quickly. We suggest using a wood preservative and a high-quality primer before repainting. If there is a lot of damage, you may need to consult with a qualified professional.

Sliding Glass Doors

Sliding glass doors are made with tempered glass, which is more difficult to break than ordinary glass. If broken, tempered glass breaks into small pieces rather than large splinters which can easily cause injury. It is your responsibility to ensure the weep holes are clear of debris. Vinyl doors and windows are flexible and may bump the frame when closing. This is normal and requires no repair.

Keep sliding door tracks clean for smooth operation and to prevent damage to the door frame and rollers. Silicone lubricants work well for these tracks.

Sticking Windows

Most sliding windows are designed for a 10-pound pull. If sticking occurs or excessive pressure is required to open or close a window, apply a silicone lubricant, available at hardware stores. Avoid petroleum-based products and especially WD-40.

Weep Holes

In heavy rains, water may collect in the bottom channel of window frames. Weep holes are provided to allow excess water to escape to the outside. Keep the bottom window channels and weep holes free of dirt and debris for proper operation.

TRUECRAFT UTAH LIMITED WARRANTY GUIDELINES

TrueCraft Utah will confirm that all windows, screens, and sliding glass doors are in acceptable condition during the orientation. TrueCraft Utah will repair or replace broken windows or damaged screens noted on the Home Owner Orientation Inspection form. Subsequent damage is your responsibility. Windows should operate with reasonable ease and locks should perform as designed. If they do not, TrueCraft Utah will provide adjustments before occupancy.

Condensation

TrueCraft Utah provides no corrective measure for condensation.

Condensation that accumulates between the panes of glass in dual-glazed windows indicates a broken seal. TrueCraft Utah will replace the window if this occurs during the warranty period.

Infiltration

Some air and dust will infiltrate around windows, especially before the installation of landscaping in the general area. TrueCraft Utah warranty excludes this occurrence.

Locks

TrueCraft Utah verifies proper function of the sliding door locks at your orientation. Subsequent adjustments and maintenance of locks is your responsibility.

Scratches

TrueCraft Utah confirms that all window glass is in an acceptable condition at your orientation. Minor scratches on windows can result from delivery, handling, and other construction activities.

Tinting

TrueCraft Utah does not warrant damage to glazing or frames due to homeowner installation of window tinting.

Tracks

Sliding patio doors and screens shall slide properly on their tracks at the time of substantial completion of the project. The cleaning and maintenance necessary to preserve proper operation are consumer responsibilities. Sliding doors and windows may bump the frame when closing. This is normal and requires no repairs.



WINDOW WELLS

HOMEOWNER USE AND MAINTENANCE GUIDELINES

Window wells are a structural element that serves several purposes, including providing emergency egress, helping prevent moisture damage to basement windows that are at or below grade, and allowing sunlight into below-grade rooms.

Cleaning

Snow, debris, and leaves can pile up in your window well. If left unattended, they can prevent proper water drainage, which could damage windows and allow water to enter your basement. Regularly clean your window well to ensure water can properly drain. While cleaning, inspect connectors and the area where the window well connects to the exterior of your home. Over time, weather cycles and natural expansion and contraction can cause the connectors to become loose and/or can cause cracks in the exterior material where the window well is connected. Tighten loose connections and fill any cracks immediately to prevent more damage and water from entering your home.

Fill Material/Rocks

TrueCraft Utah fills window wells with materials according to code, and it is inspected to ensure compliance. Materials may vary slightly due to availability, including from window well to window well on the same home. Over time as you clean out debris and do other maintenance work, the fill material may need to be replenished or replaced. Replenishing or replacing fill material is homeowner maintenance.

Grading, Gutters, and Downspouts

Water naturally flows to lower areas of a yard. Because window wells are one of the lowest points in the yard, water may flow into and fill your window wells if there is not proper grading and drainage. It is your responsibility to maintain proper grading so water flows away from your home. Also, make sure gutters and downspouts are clear of debris and positioned correctly. See Grading and Drainage and Gutters and Downspouts.

Heavy Rain or Snow

During heavy precipitation periods, window wells can get waterlogged. You should inspect window wells after heavy rain or snow for pooling water or damage. If there is standing water in your window wells, remove it immediately. If water has entered your basement and caused damage due to heavy precipitation, consult your insurance company. Following heavy snow events, clear snow out of the window wells as soon as possible to prevent excess water in the wells from snow melt.

TRUECRAFT UTAH LIMITED WARRANTY GUIDELINES

TrueCraft Utah installs all window wells in accordance with code, and they are inspected during the building process to ensure code compliance.

Bulges

Bulges in window wells can happen during the construction process, caused by compacting soil. Window wells are inspected to ensure they are in acceptable condition and within industry standards. TrueCraft Utah's limited warranty does not cover window well replacement or repair on wells that have passed inspection. In the extremely rare instance a window well does not pass inspection and cannot be repaired or replaced prior to closing, that will be noted on the Home Owner Orientation form, and only items noted on the form will be repaired or replaced. All other window well repairs are homeowner responsibility.

Covers

TrueCraft Utah only installs window well covers if required by code. If covers are installed, TrueCraft Utah confirms they are in good condition during your orientation. TrueCraft Utah will repair any damage noted on the Home Owner orientation form only. Any subsequent repairs are homeowner responsibility. If you wish to add covers to window wells not required to have one by code, that is your responsibility.

Fill Material

TrueCraft Utah fills window wells with materials according to code, and it is inspected to ensure compliance. Materials may vary slightly due to availability, including from window well to window well on the same home. TrueCraft Utah's limited warranty does not include changing or replacing material.

Ladders

The number of egress ladders and the location(s) are determined by code and are inspected for compliance. Due to this, TrueCraft Utah cannot and will not move or remove ladders, and you should not move or remove them either. If you wish to have a ladder in a window well where TrueCraft Utah did not install one, you can add a ladder. Adding ladders is the homeowner's responsibility.

WOOD TRIM/STRUCTURES

HOMEOWNER USE AND MAINTENANCE GUIDELINES

Interior Wood Trim

Shrinking of wood trim occurs during the first two years of installation or longer, depending on temperature and humidity. All lumber is more vulnerable to shrinking during the winter, when the heater is used more frequently. Maintaining a moderate and stable temperature helps to minimize the effects of shrinking. Wood will shrink less lengthwise than across the grain. Wood shrinking can result in separation at joints of trim pieces. You can usually correct this with caulk and touch-up paint.

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

Exterior Wood Structures

Wood is a porous, natural product that requires on-going maintenance. Due to the moisture and temperature extremes found in Utah, natural building materials such as wood are subject to repeated expansion and contraction. This can result in warping or shrinking of wood materials. To minimize these effects, sealing wood is **required** and needs to be done as soon as possible. This can be done by painting, staining, or using a water repellent sealing product. Sealing may not prevent minor cracks, warping, or shrinkage, which is part of the normal aging process, but it can help minimize these effects and prolong the life of the wood. Because this is a normal part of the aging process, cracks, warping, and shrinkage are not typically covered by the builder warranty, especially in instances where the homeowner fails to take steps to protect the natural materials.

To ensure wood remains in good condition, regular maintenance of wood structures is needed:

- Check your porch posts and deck posts, beams, and joints because they are near ground level and covered by decking or other materials, so they are particularly prone to rotting.

- Check all support beams and surfaces each spring as the ground thaws. Melting snow and ice can damage wood.
- In addition to sealing the wood immediately after move-in, you will need to re-seal it regularly. Follow manufacturer guidelines on the sealant you use for how often to re-seal.

If any exterior wood is showing signs of distress, you should take certain precautions, so the wood does not rot. We suggest using a stain for the best sealant. However, if the wood has already been painted, you should scrape off the old coat of paint, remove debris, and repaint. Be careful when painting wooden steps because the steps can be very slippery in cold weather. You should replace any wood that has rotted. This will prolong the life of the wood surrounding the rotted area.

TRUECRAFT UTAH LIMITED WARRANTY GUIDELINES

During your orientation, TrueCraft Utah will confirm that wood trim and structures are in an acceptable condition. Minor imperfections in wood materials will be visible and will require no action. TrueCraft Utah will correct noticeable construction damage such as chips and gouges listed on the Home Owner Orientation Inspection form.

Exterior Trim

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

Exterior Wood Structures

TrueCraft Utah will not repair or replace wood structures that have minor cracks, warping, or shrinkage. This is a natural occurrence in wood products. In rare instances where it is determined there was a defect in the wood used, TrueCraft Utah will take the necessary steps to correct the defect. However, if a homeowner failed to properly seal the wood, any limited warranty coverage is void.

Raised Grain

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

CHECKLISTS/REFERENCE GUIDES

QUICK REFERENCE TO PERIODIC HOME MAINTENANCE

Below is a quick reference guide of the most common maintenance items and when to perform the maintenance.

Weekly

- **Carpeting:** Vacuum all carpeting at least weekly. Dust and sand particles in the carpet can cause fibers to break down prematurely under normal traffic.

Monthly

- **Heating & Air Conditioning:** Inspect all air return filters for dust. Clean or replace filters monthly during heating and cooling seasons.
- **GFCI Devices:** Check all GFCI outlets and devices for proper operation by pushing the test button on the device. An inexpensive outlet tester can also be used to check GFCI's.
- **Plumbing:** Check under kitchen and bathroom sinks for leaks in drain supply lines. Check all faucets for leaks or drips. Check around the water heater for leaks. Check toilets to make sure they shut off completely when the tank refills after flushing.
- **Faucets:** Check for proper flow of water. If the flow is reduced, remove and clean the aerator screens. Aerators may require more frequent cleaning during the first 60 days after move-in.
- **Range Hood:** Remove and clean the filters. Clean accumulated grease and dust from fan housing.
- **Landscape & Irrigation System:** Check sprinkler system for broken or misadjusted sprinkler heads. Adjust automatic timer for seasonal changes. Check the lawn and plants for over watering or under watering.

Bi-Monthly

- **Wood Cabinetry:** Treat wood surfaces with high-quality wood furniture products. Avoid using products containing lemon oil. Also check cabinet door hinges, drawer glides, and pulls to assure screws are secure. Lubricate moving parts as needed with a small amount of silicone spray.
- **Exterior Doors:** Lubricate hinge pins with a small amount of silicone spray. Avoid using oil-based products as they will attract dust. Inspect finish for cracks or peeling and refinish as needed. Touch up paint on painted exterior doors as needed.

Quarterly

- **Windows:** Check for proper operation. Lubricate rollers and locks with silicone spray as needed.
- **Interior Doors:** Lubricate hinge pins with a small amount of silicone spray.
- **Garage Doors:** Lubricate hardware and rollers. Inspect mechanism for free travel. Test the auto reverse mechanism and sensors on the garage door openers. Do not attempt to make adjustments to overhead springs or openers yourself. Call a garage door professional if adjustments are necessary.

Semi-Annually

- **Tiled Surface:** Inspect tile for loose or missing grout and re-grout if necessary. Especially on exterior walls, it is normal for gaps to occur, such as between the wall and countertop backsplashes. Check caulking at tile backsplashes, tub surrounds and sinks. Re-caulk as necessary using a silicone-based tub and tile caulk.
- **Shower Doors and Tub Enclosures:** Inspect for proper fit. Adjust if necessary. Inspect caulking and re-caulk with silicone caulk if necessary.
- **Rain Gutters:** Inspect gutters and remove any debris that could cause blockages.
- **Heating and Air Conditioning:** Clean all vents and registers. Make sure outside units are clear of plants, grass, or anything that may block proper airflow.

Annually

- **Carpeting:** Deep clean as needed per manufacturer's recommendations.
- **Exterior Stucco, Wood Paint:** Inspect for cracked or peeling paint. Check stucco and wood surfaces for excessive cracking. Caulk or fill large cracks and touch-up or repaint if necessary.

TrueCraft Utah

MAINTENANCE CHECKLIST

INTERIOR

Cabinets: Apply a wood protecting agent to cabinets and hardwood stair rails	Periodically				
Cabinets: Check alignment of cabinet doors and tighten when loose	Monthly				
Caulking: Check caulking and repair as needed	Monthly				
Drywall: Repair cracks and holes	As Needed				
Fireplaces: Have a safety and maintenance inspection for gas fireplaces	Fall (before use)				
Flooring - Carpet: Vacuum	Weekly				
Flooring - Carpet: Deep Clean	Annually				
Mold/Mildew: Check roof, windows, water pipes, and drainpipes	Monthly				
Paint: Repair discolored and chipped paint	As Needed				
Stain: Repair discolored and worn stain	As Needed				

EXTERIOR

Concrete: Check for heaving, cracking, and crumbling	Monthly				
Concrete: Make sure trees are not growing too close to the concrete	Annually				
Concrete: Check for pooling water	After heavy rains				
Doors/Hardware: Check doors for warping, alignments, and proper seals	Annually				
Doors/Hardware: Check caulking around doors and repair as needed	Monthly				
Foundation: Check for water leakage in basement and ensure outside grade directs water away from the foundation	Monthly				
Foundation: Check for cracking and crumbling	Monthly				
Garage Doors: Check garage door for leaks, warping, and bent parts	Annually				
Garage Doors: Tighten loose screws	Periodically				
Gutters: Check gutters for clogs, rust, and rot	Monthly				
Paint/Stain: Check painted and stained surfaces for peeling or blistering	Monthly				
Roof: Check roof shingles for cracks and damages	Spring				
Roof: Check metal flashing for rust and caulk as needed	Spring				

Roof: Trim trees that grow too close to home	Summer				
Roof: Check for mold	Monthly				
Walls: Check for animal infestation, holes, and piles of dead bugs	Monthly				
Walls: Trim plants growing near your home	Monthly				
Walls - Stucco: Check for small cracks, which can let water into your home	Monthly				
Walls – Brick/Stone: Check for crumbling, missing bricks/stones, and mortar deterioration	Monthly				
Walls - Siding: Fix loose panels	As Needed				
Windows: Check for window sweat, rotten wood, out of line hardware, and paint damage	Monthly				
Wood Structures: Check condition of pillars, deck structures, and any other exterior wood	Spring				
HOME SYSTEMS					
Cooling System: Check and replace filter	Monthly				
Cooling System: Check for leaks and clear debris from around compressor and make sure it is level	Spring (before use)				
Electrical: Test GFCI outlets	Monthly				
Water Heater: Drain water from heater to remove debris and check for and clean out any lint and dust	Every 6 months				
Water Softener: Refill water softener salt when level is low	Monthly				
Heat System: Check and replace filter	Monthly				
Plumbing: Check plumbing fixtures for damaged caulking and leaks	Monthly				
Plumbing: Check crawl spaces for water leaks	Annually				
SAFETY					
Alarm System: Test system	Monthly				
Pest Control: Clear debris from around your home	Periodically				
Pest Control - Termites: Check for dirt tunnels, holes, wood, and dead termites	Monthly				
Pest Control - Mice/Rats: Check for rodent droppings, mice tracks, and things that have been gnawed on	Monthly				
Smoke Detectors: Test smoke detectors and replace batteries	Monthly				
Ventilation - Carbon Monoxide: Check system	Monthly				

ANNUAL CHECKLIST

- Check the condition of the glazing compound, caulking, and exterior paint. Replace paint as needed.
- Check for evidence of termites.
- Check interior paint and repaint/redecorate when necessary.
- Exchange glass and screens in the storm doors and windows.
- Inspect the roof for snow damage and repair if necessary.
- Feed and seed lawn, plant annuals, practice appropriate pruning of perennials, rake and compost leaves, mulch perennials that need winter protection.
- Remove hose connections and store away to avoid freezing.
- Keep driveways, walkways, and steps free of ice and snow to avoid damage to them or danger to others.
- Clean and repair heating system when necessary. If the unit has an air filter, replace it every month during heating and cooling season.
- Oil motors of appliances as directed in appliance instruction manuals.
- Check cords and plugs of all electrical appliances for wear and tear. When necessary, have them repaired and replaced.
- Test smoke detectors for proper orientation. Be sure to clean units and filters (if any) and replace batteries and lightbulbs when necessary.
- Check the alarms and the circuits on the alarm system to ensure proper use. Inspect sensors and check primary and backup batteries once a month.
- Inspect all doors and windows for proper operation and a tight fit. Clean all window tracks, clean and adjust door thresholds, and check the weather-stripping on windows and doors. Reduction of your utility bill will happen as you prevent unwanted outside air from leaking into your home.
- Check attic insulation to ensure the entire ceiling area is covered.
- Make careful safety inspections of your home to seek out potentially dangerous areas to prevent injuries.
- Make periodic checks of storage areas, backs of closets, basement corners, etc., to ensure no oily rags, un-vented gas cans, painting supplies, or flammable cleaning materials have been forgotten as these items pose potential fire hazards. Many local fire departments will do free home safety inspections.
- Check stairs, steps, and ladders for broken or hazardous areas that could cause an accident. Check handrails and railings for sturdiness and reliability.
- Test all the lights located in infrequently used spaces to be sure to work when they are needed.
- Check all connections to your electrical system to correct any possible hazards. Replace frayed electrical cords and do not overload extension cords.
- Check GFCI outlets monthly to make sure they are working properly.