

Homeowner's Guide



 **SCOTT**
COMMUNITIES



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Welcome to
Your New Home





Welcome to Your New Home

Congratulations!

The time has come to move into your new Scott Communities home.

The Scott Communities Homeowner's Guide has been designed to assist you during and after the purchase of your new home. It contains useful information, including troubleshooting, caring for your new home, suggested maintenance, warranties and more. Please review the information presented as it will answer many questions and help make the transition to your new Scott Communities home a most pleasant experience.

During the Buyer's Orientation, the superintendent will review operating instructions for the systems in your new home. As you live in your new home, you might have additional questions, which involve maintaining these systems and the routine maintenance that your home will require.

The following pages are designed to provide information on the maintenance and care of your home. Please read this manual carefully and if you have questions, please contact the Scott Communities Warranty Department.

Once again, welcome to Scott Communities!

Please note: The information found in this manual are deemed correct at the time of this printing, however things can and do change all the time. The care suggestions are just that "suggestions" and does not cover all the different ways available to take care of your home. If you have questions or doubts, please follow the manufacturer's instructions of care for that product. If you cannot find the instructions, please contact our warranty department for help in obtaining the instructions. Not all instructions apply to all homes as differences between communities will vary according to the codes or specifications.



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Emergency Procedures

Troubleshooting





Emergency Procedures

Troubleshooting

In case of an emergency, contact the appropriate subcontractor listed on your Emergency Phone Numbers list located on the back of the last page of this Homeowner's Guide or on the inside of a cabinet door. If you do not know the name of the subcontractor, contact the Warranty Department at Warranty@scottcommunities.com. For other problems that arise, we provide this Troubleshooting Guide.

Emergency service, as defined by the warranty department, includes the following:

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

Total loss of electricity. Check with utility company prior to reporting this occurrence to Scott Communities or the electrician.

Plumbing leak that requires the entire water supply to be shut off.

Total loss of water. Check with your water department to be certain the problem is not a general outage in the area.

Gas leak. Contact your utility company or plumber if leak is at the furnace, water supply lines or gas fireplace.

What to do during and after business hours or during weekend emergencies:

During regular business hours, please contact our warranty department at warranty@scottcommunities.com. For emergencies that occur after hours or on weekends, please call the Emergency Phone Numbers list.

Natural Gas

If you detect a leak in the natural gas line have all members of the household, including pets, go outside. Turn off the gas at the gas meter. Call the gas company to report the leakage.

Plumbing

If a water main breaks or a major plumbing leak develops, turn off the main water valve. It is located below the front hose bib. An additional shutoff is located in the ground level meter box near the street.

If you notice a leak under a sink or toilet, turn off the water to the fixture by using the shutoff valves located under or behind the unit. Arrange for service.

If a toilet becomes clogged, turn off the water to the fixture. Follow the procedures outlined in the Maintenance section of this Homeowner's Guide.

If you notice a leak in the tub or shower, turn off the water at the main shutoff valve and do not use the shower or tub until service can be provided.

If there is a leak in the water heater, turn the shutoff valve on top of the heater to "off". Turn off the gas or the circuit breaker and drain the water heater.



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If you notice water spots (darkened areas) on your walls or ceilings, you may have a water leak. Determine the source of water if possible and take steps to prevent further damage. If the leak cannot be traced to one location (one toilet, sink or tub), turn off the main water service to the house.

Electrical

If a complete power outage occurs, look to see if your neighbors have electrical power. If the power is off in your neighborhood, call the electric company to report the outage. If the outage is limited to your home, inspect all circuit breakers including the main breaker. If a breaker appears damaged leave it off and call your electrical subcontractor listed on your Emergency Phone Numbers list. If the breakers are not damaged, turn them all off and back on again one at a time.

Important note: If your main circuit breaker trips or is turned off, wait 2-3 minutes before turning it on. Then, restore power to the other circuits one by one. This avoids overloading the system.

If you notice sparks or smell burning, find the location of the odor or sparks. If an appliance is plugged into that outlet, check the appliance for a short in the cord or other problem and unplug it. If this is not the problem, shut off the problem circuit and call the electrical subcontractor listed on your Emergency Phone Number list.

Important note: Immediately call the fire department if there is any possibility of a fire.

If there is no power in a bathroom, kitchen, garage or outside receptacle, these receptacles may be connected to a ground fault interrupt (GFI) device designed to interrupt the flow of electricity preventing electrical injury or damage. Locate the nearest GFI outlet. If the reset button has tripped, press it in to restore power. If power is not restored, determine if the circuit is being overloaded. Two hair dryers or other appliances being used on one circuit could cause the breakers to trip.

Important note: Do not use power tools, refrigerators, freezers or appliances in gfi outlets. Do not plug an appliance with a separate transformer or an item with a timing device (such as an irrigation system) into gfi outlets.

If there is no power to an electrical outlet, make sure that a wall switch that may be turned off does not control the outlet. Once this is determined, inspect the circuit breakers, and reset any that are in the "off" position.

If a hanging light fixture does not work, check to see if there is an on/off switch located on the fixture. Make sure this switch is "on". If your fixture doesn't have a switch, reset any tripped circuit breakers. If a luminous light fixture does not work, make sure all fluorescent bulbs are installed properly. Adjust any tubes that are flickering or buzzing. Check wall switches and circuit breakers.



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Heating and Air Conditioning

If the heating system is not working properly, make sure the thermostat is set to a temperature higher than the room air and that the unit is plugged in and the thermostat is turned to the "heat" position. Make sure the circuit breaker is in the "on" position and the gas meter, if applicable, is "on". Finally, if you have a gas furnace, check to see that the gas valve is in the "on" position and the pilot light or intermittent sparking device is working. If you are unable to isolate the problem, call the heating and air-conditioning subcontractor on the Emergency Phone Numbers list for service.

If your air conditioning unit shuts down or will not start, make sure that the thermostat is set to a temperature that is cooler than the room air. Then, turn the air conditioner "off" at the thermostat and inspect the circuit breaker. If the breaker is tripped, reset the switch and it will restore power to the unit. Some units have a fuse that is in the disconnect box located near the compressor unit outside. If the air conditioner does not restart, check for a bad fuse.



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Caring for Your New Home





Caring for Your New Home

On the following pages, you will find important information on your new home, as well as tips on periodic maintenance, please review this section carefully. If you have any questions prior to closing escrow, please see your sales associate. After you move into your new home, you will be working with our warranty department.

Your home has been constructed with quality materials and experienced craftsmanship. However, this does not mean that your home will be free from care and maintenance. General homeowner maintenance is essential to providing a quality home for a lifetime.

Periodic maintenance is necessary because of a number of factors, such as normal wear and tear, climate conditions, the inherent characteristics of various materials used (such as wood), and normal service required by mechanical systems. Many times, a minor adjustment or repair done immediately prevents a more serious, time consuming, and sometimes-costly repair. Note also that failure to perform routine maintenance can void applicable limited warranty coverage on all or part of your home.

We recognize that it is impossible to anticipate and describe every attention that may be needed for good home care. However, we've covered many important details in the pages that follow. Activate specific manufacturer warranties by completing and mailing the registration cards included with the materials.

By caring for your new home attentively, you ensure your enjoyment of it for years to come. The attention provided by each homeowner contributes significantly to the overall desirability of the community.



Caring for Your New Home

Find applicable topics on the listed pages:

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Air Conditioning

Since the air conditioning system is combined with the heating system, the maintenance suggested for your furnace should be followed. In addition, the manufacturer's owner's manual specifies maintenance for the condenser unit. This should be reviewed and followed. The temperature in your new home can vary from room to room, and this is normal. It is due to differences in your home's orientation to the sun, shade from neighboring homes, trees, and other factors. You will find it advantageous to adjust the wall or ceiling vents to maximize airflow to occupied parts of your home during different seasons. Air conditioning can add much to the comfort of your home, but it can be used improperly or inefficiently, resulting in wasted energy and dissatisfaction.

Your home air conditioning system continuously recycles air, cooling it until the desired temperature is reached. Warm outside air disrupts the system and makes cooling impossible. Therefore, you must keep all windows closed. Also, the heat from the sun shining through the window is intense enough to overcome the cooling effect, so keep windows covered.

Time is of paramount importance in operating an air conditioning system. Unlike a light bulb, which reacts instantly when you turn on the switch, the air conditioning system only begins its cooling process when you set the thermostat.



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For example, if you come home at 5:30 p.m. on a day when the temperature has reached 90 degrees, and then set your thermostat to 75 degrees, the air conditioner will begin cooling, but will take much longer to reach the desired temperature. During the day, the sun has been heating not only the air in the house but also the walls, carpet, and furniture.

So, if evening cooling is your primary goal, you should set the thermostat at a moderate temperature in the morning while the house is cooler, allowing the unit to maintain the cooler temperature throughout the day. The temperature setting may then be lowered slightly when you arrive home, with better results.

Setting the thermostat at 60 degrees will not cool the home faster and can result in the unit's "freezing up", and not performing at all. Extended use under these conditions can damage the unit. Most units have two condensate lines - the lower one will drip water, and the upper line should not, because it is a back-up line. If it should leak, please call for service.

If a humidifier is installed on the furnace system, it should be turned off when using air conditioning. Otherwise, the additional moisture can cause the system to "freeze up". Be sure to change the air filters once a month, to keep the system from working any harder than it has to.

It is also important to maintain the air conditioning compressor unit in a level position. You will read more about this in the Landscaping section.

Appliances

Appliances come with instruction manuals and warranty cards. Register your warranties with the applicable manufacturers by completing and mailing the warranty cards immediately. Read the manuals and keep them available for reference. For warranty service, contact the appropriate manufacturer directly at the service number provided in the appliance literature. You will need to supply the model and serial number, and the date of purchase (your closing date).

Attic Access

The attic space is not intended for storage. Access is provided for maintaining mechanical equipment that may traverse the attic space. When performing any needed tasks in the attic, caution should be used not to step off wood members onto the drywall. This can result in personal injury and/or damage to the ceiling below. A light is provided near the mechanical equipment for the service person.

Brass Fixtures

Brass fixtures are factory treated with a clear protective coating, electrostatically applied to provide beauty and durability. Brass will gradually tarnish and eventually take on an antique appearance. Atmospheric conditions, direct sunlight, caustic agents such as paints, or scratches from contact with sharp objects may cause protective coating to crack or peel, exposing the natural brass and resulting in spotting and discoloration. Brass fixtures require only periodic cleaning with mild non-abrasive soap and buffing with a soft cloth. When peeling, spotting, or discoloration occurs, you can restore the beauty of the metal by completely removing the remaining coating



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and hand polishing the item with a suitable brass polish. Applying a light coat of wax and buffing with a soft cloth will renew and maintain the gloss of the surface.

Cabinets

Keep excess moisture away from the cabinet finish and all hinges and drawer hardware. On occasion, clean the cabinetry with a **damp** cloth using a mild liquid detergent. Immediately remove any excess moisture. Do not use abrasive cleaners or harsh chemicals, as these will prove harmful to the finish. Products such as Liquid Gold, Old English Furniture Polish, Scratch Cover, and lemon oil are recommended. Follow the manufacturer's directions.

Clean the laminated interiors of cabinets and drawers by wiping with a damp cloth. If the hinges catch, or drawer glides become sluggish, a small amount of silicone spray will improve their action. Readily noticeable variations in wood grain and color are expected in all style selections. Replacements will not be made due to such variations.

Caulking

Time and weather will shrink caulking and dry it out so that it no longer provides a good seal against moisture and air infiltration. As a matter of routine maintenance, it is wise to check the caulking and make repairs as needed.

Caulking compounds and dispenser guns are available at hardware stores. A caulk that contains silicone will not accept paint but works best where water is present, for example, where a tub meets tile, or a sink meets a countertop. Latex caulking is appropriate for an area that requires painting. Colored caulking is available.

Ceramic Tile

The ceramic tile installed on walls or countertops in your home may be washed. Clean with any non-abrasive soap or detergent; abrasive cleaners will dull the luster.

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

Sealing grout is a homeowner's decision. More about this is covered in the Floor Covering section.

Color Variance

Variations in color occur in all manufactured products. Although every effort is made to provide consistent color, variances may be noticeable in paint, masonry, stucco, tile, carpet and other surfaces. Exposure to sun and water will alter the color more rapidly. These variances may be especially noticeable where a repair has been made. An exact color match of materials during subsequent repairs is not something that is covered by your Limited Warranty.



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Concrete

Concrete flatwork is not warrantied against cracking. Concrete slabs are not replaced due to cracking.

All concrete in your home has been installed in accordance with the recommendations of an engineer. To properly care for your exterior concrete, always be aware of areas where water is collecting and fill in those areas. Seal any cracks in control joints or surface areas immediately with a flexible gray colored sealant. To compensate for potential floor slab movement, in response to expansive soils, there is a flexible collar around the top of the furnace plenum, gas and water lines include flexible connections, and drain lines have slip joints.

Slab movement will be minimized by close adherence to Scott Homes' landscaping recommendations, the objective of which is to prevent moisture from reaching soils around and under the home.

Similar to floor slabs, garage slabs, driveways and walks are designed to 'float'; they can move without affecting the foundation. Proper installation and maintenance of landscaping will minimize movement of these items. Scott Communities will seal cracks that reach $\frac{1}{4}$ " in width or vertical displacement during the first two years of your Limited Warranty. Thereafter, this is homeowner maintenance.

Excessive settling, heaving (over 1") and/or cracking should be reported in writing so that an inspection can be made. Settling, heaving, or cracking is deemed excessive if it results in negative (toward the house) drainage, or hazardous vertical displacement.

If a homeowner makes changes in grading, drainage, landscape design, or fails to perform needed maintenance thereby causing damage, corrective measures will be suggested, but the homeowner will be responsible for their implementation.

Protect concrete from abuse due to repeated hosing or chemical agents such as pet urine, fertilizers, and radiator overflow. All these items can cause spalling of concrete. A concrete sealer, available at paint stores, will help you keep an unpainted concrete floor clean. Do not use soap on unpainted concrete. Plain water and washing soda and, if necessary, a scouring pad may be used.

Although we used accepted construction procedures for the installation of concrete flatwork, extreme weather can cause it to shrink and expand. This can result in normal hairline cracks on the surface, which do not affect the strength, performance, or purpose of the concrete. In fact, some cracking in concrete occurs in almost all homes. The Limited Warranty does not cover most concrete cracks and, where cracking is covered, the repair provided is sealing with concrete caulk. Concrete is generally never replaced due to cracking. If you notice water seeping through a crack, please call the warranty department.

By maintaining good drainage away from your home, you are protecting both your home's foundation and the floor slab. Maintenance of drainage away from all concrete slabs will minimize cracking and other forms of movement. Cracks in slabs should be sealed with a waterproof concrete caulk to prevent moisture from penetrating to the soil beneath.



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Expansion joints have been used to help control expansion; however, concrete is also susceptible to shrinking. If the concrete shrinks, moisture can penetrate under the concrete and lift the expansion joint. If this occurs, you can fill the gap created with a gray silicone sealant.

Do not wash concrete with cold water when the hot sun has been shining on the concrete. The abrupt change in temperature can damage the surface bond of the concrete. Sweeping is a much-preferred method of keeping exterior concrete clean.

Do not permit heavy vehicles such as moving vans or concrete trucks to drive on your new concrete work—it is not designed to bear the weight of this type of vehicle

Condensation

Condensation on the interior surface of the windows and frames is the result of high humidity within the home and low outside temperatures and/or inadequate ventilation.

Countertops

Always use a cutting board when cutting, chopping, etc. Protect the counter from extremely hot pans, do not use countertops as ironing boards, and keep cigarettes in an ashtray.

Rubber drain mats can trap moisture beneath them, causing the laminated plastic to warp and blister. Dry the surface as needed. Wax is not necessary but can be used to make countertops gleam.

Due to our dry climate, the caulking around the edge of your countertops and between the countertops and sink may shrink, leaving a slight gap. Refer back to "Caulking" for maintenance on this condition.

Separations of countertops at walls and the backsplash are the results of normal shrinkage of materials. Separation at the wall or at the counter more than 1/16" will be repaired by caulking during the first year of your

Limited Warranty period and thereafter will be a homeowner responsibility. It is important to keep moisture from reaching the wood under the laminates to prevent warping. Any major surface imperfections—chips, cracks, scratches, etc.—reported on the orientation list will be repaired by Scott Communities. Repairs of any damages not on the orientation list will be the homeowner's responsibility.

Corian countertops should be installed without chips or gouges. Edges should be smooth and even. Where backsplash joints occur at corners, the top edges should be even within 1/16".

Ceramic tile countertops cracked, badly chipped, or loose tiles noted on orientation will be repaired or replaced as needed. Scott Communities is not responsible for variations in color or discontinued patterns. New grout color may vary from the original.



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Doors and Locks

The doors installed in your home are of the highest quality, but they are wood products and subject to the natural characteristics of wood such as shrinkage and warping. Due to humidity changes and the use of forced air furnaces, showers, and dishwashers, etc., interior/exterior doors may require minor adjustments.

In the event a door warps slightly, keep it latched as much as possible and it often will return to normal.

The most common cause of a sticking door is the natural expansion of lumber due to changes in humidity. When sticking is due to swelling during a damp season, do not plane the door unless it continues to stick after the weather changes. Use sandpaper to smooth the door. Be certain to repaint the area to seal it against moisture.

Before planning a sticking door, there are two other alternatives to try: first apply either a paste wax, a light coat of paraffin, or candle wax to the sticking surface; or second, tighten the screws that hold the door jamb or door frame, or adjust the threshold down.

Removing the hinge pin and applying silicone spray on it can remedy a squeaky door hinge. Do not use oil, as it can gum up the hinge.

If a door will not latch due to minor settling, you can correct this by making a new opening in the door for the latch and raising or lowering the plate accordingly.

Interior bi-fold doors will sometimes stick or warp due to weather conditions. Applying a wax such as paraffin to the tracks can minimize this occurrence.

Slamming doors can damage both doors and jambs and can even cause cracking in the walls. Teach children not to hang on the doorknobs and swing back and forth. This can loosen hardware and cause doors to sag.

Putty or filler can be used to fill any minor separations that may develop at mitered joints in door trim. Follow with paint.

Lubricate door locks with graphite or silicone spray. Avoid oil, as it will gum up.

Keep a duplicate "privacy lock" key where children cannot reach it in the event a youngster locks himself/herself in a room. Some types of privacy locks can be opened with a small screwdriver or similarly shaped device.

Weather stripping and any exterior door threshold will occasionally require adjustment.



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Drywall

Slight cracking, nail "pops" and seams may become visible in walls and ceilings. Wood shrinkage and normal deflection of rafters to which the drywall is attached cause these occurrences. They are natural reactions of the house settling, and will be repaired by Scott Communities, during the first year of the Limited Warranty period.

Most drywall repairs can be easily made. To correct a nail pop, reset the nail with a hammer and punch. Cover it with spackle, applying two or three thin coats. When dry, sand the surface with fine grain sandpaper before painting. Indentations can be filled with spackle in the same manner. Hairline cracks can be repaired with a coat of paint, and slightly larger cracks can be repaired with spackle or caulk.

The homeowner will be responsible for custom paint colors or wallpaper on repaired drywall that has been applied after closing. Paint touchup may not match the surrounding area; wallpaper dye lot variations will be the responsibility of the homeowner.

Easements and Utilities

Your property may be subject to certain easements that should be reflected on your title report, which will be given to you at closing. Consult your title report or a professional before making any alterations to your home or lot.

Electrical

The master control panel that contains the electrical breakers for your home includes a "main" shut off that controls all the electrical power to your home. In addition, individual breakers control the separate circuits. Be certain you are familiar with the location of the master control panel.

Each breaker is marked to help you identify which breaker is connected to major appliance, outlets, or other service. Should a failure occur in any part of your home, always check the breakers in the main panel box.

Circuit breakers have three positions: on, off, and tripped. When a circuit breaker trips it must first be turned "off" before it can be turned "on". Switching the breaker directly from "tripped" to "on" will not restore service.

If an outlet is not working, check first to see if it is one that is controlled by a wall switch. Next check the breaker.

Breakers can trip due to overloading the circuit by plugging too many appliances in, worn electrical cord, a defective item, or operating an appliance with too high of an amperage requirement. The starting of an electric motor can also trip a breaker.

If any circuit trips repeatedly, unplug all items connected to it and reset. If it trips when nothing is connected to it, you need an electrician, and the problem should be reported. If the circuit remains on, one of the items you unplugged is defective and requires repair or replacement.



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GFI have a built-in element that senses fluctuation in power. Quite simply, the GFI is an indoor circuit breaker. Installation of these receptacles in bathrooms, the kitchen, outside the home, and in the garage (areas where an individual can come into contact with water while holding an electric appliance or tool) is required by building codes.

Heavy appliances such as freezers or power tools will trip the GFI breaker. Do not plug a refrigerator or food freezer into a GFI controlled outlet; the likelihood of the contents being ruined is very high; such damage is NOT covered by the Limited Warranty.

Each GFI receptacle has a test and reset button. Once each month the test button should be pressed. This will trip the circuit. To return service, press the reset button. If a GFI breaker trips during normal use it may be an indication of a faulty appliance and some investigation is in order. An important point to remember is that one GFI breaker can control up to three or four outlets throughout the home, such as in the garage.

GFI outlets are normally found in the bathrooms, kitchen and outside outlets.

If there are small children in the home, install safety plugs to cover any unused baseboard outlets. This also minimizes air infiltration that can sometimes occur with these outlets. Teach children never to touch electrical outlets, sockets, or fixtures.

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

Fluorescent fixtures use transformer action to operate. This action sometimes causes a buzzing noise.

Power surges are the result of local conditions beyond the control of Scott Communities. These can result in burned out bulbs.

Light fixtures are installed in the specific locations indicated on the house plans and will not be moved by Scott Communities. The homeowner is responsible for replacing any burned-out bulbs other than those listed on the orientation.

In areas with underground utilities, before digging or moving large amounts of soil, check the location of buried service leads by calling Arizona 811 phone number at 811. The "Blue Stake" service is a free, underground utility

locating service. In most cases wires run in a straight line from the service panel to the nearest public utility pad. Care should be taken to keep soil around the foundation from settling to protect this service; avoid large amounts of water at this point as well.

Do not tamper with or modify your electrical system. For any modification that is needed, contact the electrician listed on your Emergency Phone Numbers listed or a licensed electrician.



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Expansion and Contraction

All building materials are subject to expansion and contraction caused by changes in temperature and humidity. Dissimilar materials expand or contract at different rates, resulting in separation between materials, particularly dissimilar ones. The effects can be seen in small cracks in drywall and in paint, especially where molding meets drywall, at mitered corners, where tile grout meets tub or sink, etc.

This can be alarming to an uninformed homeowner but, in fact, it is very normal. Shrinkage of the wood in your home is inevitable. It will be most noticeable during the first year but may continue beyond that time. In most cases, paint and caulking are all that is needed to conceal this minor evidence of a very natural phenomenon. Properly installed caulking will shrink and must be maintained by the homeowner.

Fire Sprinkler System – Residential

If your home has been equipped with a Residential Fire Sprinkler System, it is designed to respond to a fire quickly and automatically, giving you and your family additional notice to exit the home. The sprinkler head's operation is based on "direct temperature heat" of 162. Only sprinkler(s) located directly over a fire will activate.

In case of a fire, IMMEDIATELY exit the home. Let the fire department determine when the sprinkler system should be de-activated.

The likelihood of a sprinkler accidentally going off is very rare. If a sprinkler head malfunctions, go outside, shut off the water to the house at the water meter box located at the curb and immediately call the Warranty Department for service.

Floor Covering

Refer to manufacturers' recommendations for additional information on the care of all floor-covering products.

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.

Carpet seams will be visible. No gap or fraying is acceptable. However, 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.

Vacuuming high traffic areas daily will not only keep them clean but will help to maintain the upright position of the nap. Spills should be wiped up and stain spots cleaned immediately. Always dab at the stain never rub it. Stain removers should be tested first on an inconspicuous part of the carpet, such as in a closet, to check for any undesirable effects. Professional cleaning should be performed regularly, usually annually.



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Although resilient floors are designed for minimum care, they do vary in maintenance needs. All resilient floors require some regular application of a good floor finish. This assures you of retaining a high gloss. However, no cleaning or finishing agents should be used on the new floor until the adhesive has set thoroughly. This takes about two weeks.

The resilient flooring installed in your home is the "no wax" type. "No wax" means it is coated with a clear, tough coating which provides both a shiny appearance and a wearing surface. Even this surface will scuff or mark. Follow applicable manufacturer's specific recommendations for care and cleaning of your hard surface floors.

Wipe up spills and vacuum crumbs instead of washing resilient floors frequently with water. Mopping or washing with water should be limited; excessive amounts of water on resilient floors can penetrate seams and get under edges causing the material to lift and curl.

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

Use extreme caution when moving appliances across resilient floor coverings. Tears and wrinkles can result. Coasters should be installed on furniture legs to prevent permanent damage.

Raised nail heads are the result of movement of the floor joist caused by natural shrinkage and deflection. Special nails have been used and the underlayment has been glued to help minimize this movement. If a nail head becomes visible through resilient flooring, place a block of wood over it and hit with a hammer to reset the nail.

Flooring of any type will shrink, and seams may actually separate slightly due to this shrinkage.

Seams can lift or curl if excessive moisture is allowed on the floor. A special caulking can be used at tub or floor joints to seal seams at those locations. Precautionary measures should be taken to avoid getting water from baths and showers on the floor.

The joints of underlayment (sheets 4'x8') have been sanded and filled to minimize possibility of ridges showing through resilient floor coverings. Some ridging is unavoidable, however, and there is no recommended maintenance for this condition.

In any situation that requires replacement, Scott Communities will not be responsible for discontinued selections.

Wood floors will respond noticeably to changes in humidity level in the home, especially in the winter. A humidifier will help but will not eliminate this reaction.

Wood floors will exhibit the following traits: when new, small splinters of wood will appear; scratches or can be caused by moving furniture, dropping heavy or sharp objects, etc. Some shrinkage or warping can be expected especially around heat vents or any heat producing appliances. Warping will occur if the floor



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becomes wet repeatedly or is thoroughly soaked even one time. A dulling of the finish in heavy traffic areas is likely; a white filmy appearance is caused by moisture (often from wet shoes or boots).

Preventive maintenance is the primary goal in the daily care of hardwood floors.

Food spills should be cleaned up in a timely manner using a very dry cloth. Use a vinegar and warm water solution for tough food spills.

Keep high heels in good repair. Heels, which 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 high enough to damage hardened concrete; and it will mark your wood floor.

Use protective mats at the exterior doors to help prevent sand and grit from getting on the floor. Gritty sand is wood flooring's worst enemy.

Be aware that yellowing and warping of the surface can result from rubber backing on area rugs or mats.

Install proper floor protectors on furniture used on hardwood floors. Protectors will allow chairs to move easily over the floor without scuffing. Clean the protectors on a regular basis to remove any grit that may accumulate.

Sweep daily or as needed. Never use wet mops on a hardwood floor. Excessive water causes wood to expand, possibly damaging the floor. When the floor becomes soiled, damp-mop with a mixture of one cup vinegar to one gallon of warm water. When damp mopping, be sure to remove all excess water from the mop. This is for polyurethane finishes only. Check with a hardwood company if your floor has a water-based finish.

Waxing or the uses of products like Murphy's Oil Soap are not necessary or recommended. Once you wax a polyurethane finish floor, it is very difficult to re-coat the floor, as the new finish will not bond to the wax. Also, once wax is used, then you must maintain the wax and the floor. Preventive cleaning and annual inspection should be performed to maintain the desired level of luster.

If a polyurethane finish was applied to your hardwood floors, we recommend that in a period of six months to one year, you have an extra coat of polyurethane applied to your still beautiful, like new, hardwood floor. A qualified contractor should do this. The exact timing will depend on your lifestyle. If another finish was used (Glitza, for example), please refer to the manufacturer's recommendations.

You can re-coat using the same polyurethane finish as originally applied. The entire floor must be lightly abraded using a 150-grit mesh screen being careful not to damage the stained surface. The abrading will remove any foreign substance that could prevent the new finish from properly bonding.

Carefully clean (tack) the floor (do not use solvent tacking agents) and re-coat according to the finish manufacturer's instructions. If the finish has been waxed, the re-coating can only be done if all existing finish and wax are removed.



Caring for Your New Home

Ceramic tile floors are one of the easiest of floor coverings to care for. Simply vacuum when needed.

Cracked, badly chipped, or loose tiles noted at the orientation will be repaired or replaced. Scott Communities is not responsible for variations in color or discontinued patterns. New grout may vary in color from the original.

Occasionally a wet mopping with warm water may be appropriate. Do not add detergent to the water. If you feel a cleaning agent is required, use a mild solution of warm water and dishwasher crystals (they will not result in a heavy, difficult to remove lather on the grout). Rinse thoroughly.

It is natural for slight separations to occur in the grout between tiles. This grout is for decorative purposes only; it does not hold the tile in place. **Scott Communities will repair grouting, if necessary, one time during the first year.** Cracks in the grout can be filled using premixed grout, which can be purchased from flooring or hardware stores. Follow package directions. Grout that becomes yellowed or stained can be cleaned with a fiber brush, cleanser and water. Grout cleaners and whiteners are available at most hardware stores.

Garage Overhead Doors

Since the garage door is a large, moving object, periodic maintenance along with following the manufacturer's instructions will insure safe and reliable operation.

Garage overhead doors cannot be airtight and typically some light will be visible around the edges and across the top of the door. Severe weather conditions may result in some precipitation entering around the door.

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 except the handle. Do not allow children to play with, or around, the door. 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.

Every six months silicone spray or similar lubricant should be applied to all moving parts: track, rollers, hinges, pulleys, and springs. At this same interval, check to see that all hardware is tight and operating as intended without binding or scraping. Do not over lubricate to prevent drips on cars or the concrete floor.

Paraffin wax, rubbed on the side jambs, will help the door to operate smoothly.

It is normal for the garage door to sag due to weight and span. This will stabilize after the panels have dried.

If an electric door operator is installed, be sure the door is completely unlocked, and the pull-down rope has been removed before using the operator. The improper installation of an electric door opener by the homeowner or others may void the garage door warranty.

The garage door should be repainted when the home is repainted or more often if needed to maintain a satisfactory appearance.



Caring for Your New Home

If the lock becomes stiff, a graphite or silicone lubricant will make it work more easily. Do not use oil on a lock as it will stiffen in winter and make the lock difficult to operate.

Gas Shut Offs

There is a shut off on the gas line at or near its connection to each item that operates on gas. In addition, there is a main shut off at the meter. These are pointed out during the Buyers Orientation. If you suspect a gas leak, leave the home, and call the Gas Company immediately for emergency service

Grading and Drainage

Your lot has been graded to keep water away from your home. The grading plan has been engineered and graded to local, state and federal standards. Failure to maintain grading can result in damage to your home, your lot, and neighboring property. It is the homeowner's responsibility to maintain the drainage as established.

Your lot has also been graded to accommodate the soils, elevations, and other factors of the lot. Consult a professional before you make any changes to the grade of your lot. Your Limited Warranty does not cover damage to your home and other homes caused by changes or alterations in the grading and drainage system.

The final grade around your home has been inspected and approved for proper drainage of your lot. The local building authorities as well as our construction superintendent makes inspections.

It is essential that you maintain the slopes around your home to permit the water to drain away from the home as rapidly as possible. Failure to do so can result in major structural damage and will void your Limited Warranty.

During construction, it is necessary to excavate an area larger than the foundation of your home. In addition, some trenching is necessary for installation of utility lines. Although the soil is replaced and re-compacted it does not return to its original density. Some settling will occur, especially after prolonged heavy rainfalls. This can continue to occur for the first few years you are in your home, depending on the amounts of precipitation that occur and other factors.

Inspect the perimeter of your home regularly for signs of settling.

Where applicable do not remove the splash blocks and/or downspout extensions from under the downspouts. Keep these in place at all times, sloped so the water drains away from your home quickly.

Scott Communities will inspect problems reported in writing during the first year of the Limited Warranty period and advise homeowner as to corrective actions, which homeowners might take.



Caring for Your New Home

Backfilled or excavated areas around foundations and at utility trenches should not interfere with the drainage away from the house. If these areas settle, Scott Communities will correct during the first year of the Limited Warranty period.

Scott Communities will fill visibly sunken areas under concrete during the first year of the Limited Warranty period.

Gutters and Downspouts

Gutters must be checked periodically and cleared of leaves or other debris. Materials that accumulate in gutters can slow the process of draining water from the roof, cause overflows, or clog the downspouts. Do not lean ladders against gutters.

Gutters and downspouts are painted to match your home. They should be repainted when you repaint your home.

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

Heating System

The heating system will be installed in accordance with local building codes, as well as engineering designs of the particular model home. Adequacy of the system is determined by its ability to establish a temperature of 70 degrees, as measured in the center of the room, five (5) feet above the floor. In extremely cold temperatures (10 degrees below or colder), the system should be able to maintain a temperature differential of 10 degrees.

The heating system was planned 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 to you than you would expect.

Some homes use an electric heat pump as its source for heating. This is the same mechanical unit that cools your home but is also designed to run 'in reverse' during winter months to heat your home. Some homes are equipped with gas furnaces that use an electronic starting device.

The furnace will come on automatically when the temperature at the thermostat registers below the setting you have selected. Setting the thermostat to a higher temperature will not heat the home faster. Thermostats are calibrated to within plus or minus 5 degrees.

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

One of the primary reasons that a furnace does not work is that the gas has been shut off. This, however, is not the only reason. First, the furnace has an on/off blower switch. This switch looks like a regular light switch. It is



Caring for Your New Home

located in a metal box outside the furnace. This switch simply overrides all furnace commands and manually shuts down the blower. This is usually only done when maintenance service is being performed.

There is also a fuse directly above the on/off switch. This fuse is either an S10, S12, or S15 fuse. It is there to absorb any spikes in the line such as a close electrical strike or power surges. Unlike old fuses that burn out and are easily detectable, these fuses, similar to automobile fuses, have a spring in them 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 to have should the need for a new one arise.

The lower panel must be positioned correctly for the furnace blower to operate. This panel compresses a button that tells the blower it is safe to operate. If this panel is not on tightly, the fan will not come on. (If your furnace is a high efficiency furnace, there is no pilot and no "on/off" switch.)

Your furnace is equipped with an electronic sparking device that ignites the gas furnace. This device should make a clicking noise when the furnace is starting up and in the initial ignition phase. If no clicking noise is heard when the furnace should be igniting - call your service technician. The number can be found on the back of this Homeowner's Guide.

Remember to change or clean the filter monthly during the heating season. A clogged filter can slow air flow and cause cold spots in your home. Although it takes less than one minute to change the filter, this is one of the most frequently overlooked details of normal furnace care.

Experiment with the adjustable register in your home to establish the best heat flow for your lifestyle. Generally, heat can be diminished in seldom used or interior rooms. This is a very individual matter, and you will need to balance the system for your family.

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

Have a trial run early in the fall to test the furnace. (The same applies to A/C in the spring.) If service is needed, it is much less inconvenient to discover it prior to the heating season.

Normal temperature variations from floor to floor (depending on the style of home) can be as much as 10 degrees or more on extremely cold days. The furnace blower will typically cycle on and off more frequently, and for shorter periods of time during severe cold spells.

The temperature in your home can also vary from room to room. This variation is normal. It is due to differences in your home's orientation to the sun, shade and other factors.

Your new home should not be overheated. Overheating can cause excessive shrinkage in framing lumber and may materially damage the home. In the beginning, use as little heat as possible and increase it gradually.



Caring for Your New Home

It is normal for the heating system to emit an odor for a few moments when it is first turned on after an extended period of not being used (such as after the summer months if you do not use air conditioning). This is caused by dust that has settled in the ducts and should pass very quickly.

If you smell gas, call the gas company immediately.

Some popping or pinging sounds are the natural result of ductwork heating and cooling in response to airflow as the system operates.

Heat Pump

During the cooling season, the heat pump operates like a conventional system. Keep the air conditioner blower on auto. The air conditioning unit cools more evenly when the blower runs continuously. The blower provides refreshing air movement and even temperatures throughout the home. The blower also circulates air through the filter, which removes dust, lint, and other pollutants.

During the heating season, the heat pump will deliver warm air, and it will operate for longer periods of time. This is normal. Remember, air, which is 80 degrees, is warm and will heat the house even though it may feel cool to a hand, which is 98 degrees. During the cold weather, frost will accumulate on the outdoor coil. This will cause the heat pump to go into a defrost cycle. During this cycle, the outdoor fan will stop running and you will hear the humming of the compressor and feel cool air coming from the registers. You may also notice steam or water runoff from the outdoor unit and hear a whooshing sound. This is a normal function during the defrost cycle. **Do not turn off the unit, change the temperature or adjust the thermostat during the defrost cycle.** The defrost cycle will last from 1 to 10 minutes, depending on the amount of frost on the coil. Then, the unit will return to the heating cycle.

Hot Water Heater

See "Plumbing"

Insulation

Insulation is installed to meet or exceed the building codes applicable at the time of construction.

Landscaping

The foundation of your home is constructed beginning with an excavation into the earth. When the foundation walls are complete, the area surrounding them is backfilled with soil. This area is not as compact and dense as undisturbed ground. Water can penetrate through the backfill area to the lower area of your foundation. This can cause potentially severe problems such as wet basements, cracks in foundation walls, and floor slab movement. This can be avoided through proper installation of landscaping and good maintenance of backfill drainage. (See also 'Drainage' & 'Foundation')



Caring for Your New Home

No plants of any type or sprinkler heads should be placed within two (2) feet of your home.

Settling will not disturb your utility lines; however, you may see a slight depression develop in the front lawn along the line of the utility trench. To correct this, roll back the sod and spread top soil underneath to level the area, then relay the sod.

Scott Communities recommends careful consideration of landscaping design and selection of planting materials to minimize the water demands of your yard on water supplies. Additional material on Xeriscape is available from all 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.

Trees and shrubs should be carefully chosen as to type and size so when they become full-grown they do not invade your neighbor's property. Also, be aware that no tree, shrub or planting of any kind on any lot, parcel or other area shall be allowed to overhang or otherwise encroach upon any sidewalk, street, bike path, trail, pedestrian way or other area from the ground level to a height of eight (8) feet. It is the responsibility of the homeowner to landscape to the street curb in front.

Plant with regard to your local climate. Consider ultimate size, shape, and growth of the species.

Locate plants and sprinkler heads out of the way of pedestrian/bicycle traffic, and car bumpers. Space groves of trees or single trees to allow for efficient mowing and growth. Prune woody plants as needed.

Group plants with similar water, sun, and space requirements together.

Provide simple guying systems for trees for a minimum of two years.

Make provisions for efficient irrigation; drain and service sprinkler systems on a regular basis. Conduct operational checks on a weekly basis to ensure proper performance of the system.

Sprinkler heads should be directed away from the home and block fences. Trickler or bubbler type irrigation systems are not recommended for use adjacent to the structure.

Provide good soil mixes with sufficient organic material.

Use mulch at least three inches deep to hold soil moisture and to help prevent weeds and soil compaction.

In areas with high clay content, it is advisable to prepare the soil before installing your grass. First cover the soil with 2" of sand and 1" of manure, which is usually treated and odorless.

The sand and manure should then be rototilled into the soil to a depth of 6". This procedure helps your lawn retain moisture and require less water. It will provide a lush turf. This is true whether you use seed or sod.



Caring for Your New Home

Installing a lawn over hard soil permits water to run off with little or no penetration and your lawn derives minimal benefit from watering or rain.

Always maintain a proper slope away from your home to maintain efficient drainage.

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

Do not allow edgings around decorative rock or bark beds to dam the free flow of water away from the home. A non-woven membrane, such as Typar or Mirafi, can be used between the soil and rock or bark to restrict weed growth while still permitting normal evaporation of ground moisture.

Prior to the installation of patio additions or other permanent improvements, the soil report should be reviewed so that soil conditions are taken into consideration in the design or engineering of your addition.

Check with your local building department prior to designing and installing any landscaping for any specific regulations you may be required to follow.

Be sure to check the homeowner association guidelines and/or requirements prior to landscaping or making changes in an established design.

Ground left unlandscaped too long will erode. Any erosion due to the homeowner's delay in landscaping will be the responsibility of the homeowner to correct.

A homeowner-installed landscape sprinkler system is your responsibility. A sprinkler system installed by Scott Communities is warranted for the first year of the Limited Warranty period.

Mirrors

To clean your mirrors, use any reliable liquid glass cleaner or polisher available at most hardware or grocery stores. Avoid splashing water underneath the mirror. The moisture will cause the silvering to deteriorate.

Paint and Stain

The interior woodwork has been painted with high gloss paint, bathrooms and kitchen walls have been painted with semi-gloss latex paint. The remaining walls are painted with flat latex wall paint and should be touched up with matching paint rather than wiped with a wet sponge. Homeowners will receive a sample of each interior paint used for subsequent touch-ups. Spackle may be used to cover any small defects prior to paint touch up.

It is recommended that you wait a minimum of thirty days prior to washing any painted surface. Do not use soaps, abrasive cleaners, scouring pads, or brushes.



Caring for Your New Home

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

When it is time to repaint a room, prepare the wall surface first by cleaning with a mild soap and water mixture or a reliable cleaning product.

For interior stain touch-ups, Old English Furniture Polish and Scratch Cover are inexpensive, easy to use, and blend in with the wood grain. Follow directions on the bottle when using.

Do not attempt to fix drywall cracks or other separations due to shrinkage until after the first heating season. See 'Drywall' for additional information concerning repairs.

Regular painting and repair will preserve the beauty of and add value to your home.

Check the painted/stained surfaces of your home's exterior annually. If you repaint before there is much chipping and wearing away of the original finish, you will save the cost of extensive surface preparation. It is a wise maintenance policy to plan on refinishing the exterior surface of your home approximately every three years or as often as your paint manufacturer suggests for your location and climate. The chemical structure of the paint used on the exterior is governed by the climate conditions. Over a period of time, this finish will fade and dull a bit.

When you wish to repaint exterior woodwork on your home, nails should be reset; the blistered or peeling portions preparation should be wire-brushed or scraped with a putty knife, sanded, and spotted with primer. Then the entire area can be painted. Be certain to apply a top-quality exterior paint that has been formulated for local climate conditions.

Do not allow sprinklers to spray water on the exterior walls of your home. This will cause blistering, peeling, splintering, and other damage to the home. Trim painted white or light colors will more readily show grain and cracks and therefore require additional maintenance.

Severe hail and wind can cause a great deal of damage and the house should be inspected after such weather. Damage caused by severe weather should be reported to your insurance company promptly.

Plumbing

Your main water shut-off is located below your exterior hose bib. It is important to know and remember the location of the shut off for emergencies such as a water line break.

Even though your plumbing lines have been flushed out to remove dirt and foreign matter, there are usually small amounts of minerals that enter the line. Aerators on the faucets strain much of this from your water. However, minerals, etc. caught in these aerators may cause the faucets to drip because washers wear more rapidly when they come in contact with foreign matter.



Caring for Your New Home

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

Follow manufacturer's directions for cleaning fixtures. Abrasive cleansers will remove the shiny finish leaving behind a porous surface that is difficult to maintain. A non-abrasive cleaner such as Spic-n-Span or a liquid detergent is usually recommended. A sharp blow from a heavy object can damage or scratch the porcelain enamel. Do not stand in the bathtub wearing shoes unless you have placed a protective layer of newspaper over the bottom of the tub. If paint is splattered onto the porcelain enamel surfaces during redecorating, it should be wiped up immediately. If some spots dry before being noticed use a recommended solvent.

Stainless steel sinks should be cleaned with soap and water to preserve their luster. Do not use abrasive cleaners. An occasional cleaning with a good stainless-steel cleaner will enhance the finish. Care should be taken to avoid leaving fruits and vegetables on a stainless-steel surface since prolonged contact with them can stain the finish.

Man-made "marble" possesses a natural resilience and will not chip as readily as porcelain enamel. Equal care should be given, however. Do not use abrasive cleansers or razor blades on man-made marble since both will cause damage to the surface. Clean plumbing fixtures with a soft sponge and soapy water, then polish with a dry cloth. Drying with a soft cloth or towel will prevent water spots.

Do not stand on the toilet seat cover. It is not designed for this purpose and may crack.

Similarly, avoid exposing the toilet to blows from sharp or heavy objects; this can cause chipping or cracking. Avoid abnormal pressures against the sides of the tank. It is possible to crack the tank at the points where it is attached to the bowl. Never use chlorine tablets in your toilet, as they will damage the seal and cause the unit to operate ineffectively.

A dripping faucet may be repaired by shutting off the water at the valve directly under the sink, then removing the faucet stem, changing the washer, and reinstalling the faucet stem. The showerhead is repaired the same way. It is important to replace the washer with another one of the same type and size. Remembering not to turn faucets off with excessive force can minimize the frequency of this repair.

It will occasionally be necessary to remove and clean the aerators on faucets to allow proper flow of water; normally every three to four months is sufficient.

If a major plumbing leak occurs, the first step is to turn off the supply of water to the area involved. This may mean shutting off the water to the entire home. Then contact the appropriate contractor.

Scott Communities will repair leaks in the plumbing system. If a plumbing leak caused by a warrantied item results in drywall or floor covering damage, we will repair such damage. No adjustments will be made for secondary damage (wallpaper, drapes, personal belongings, etc.).



Caring for Your New Home

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

Also check the chain on the flush handle; if it is too tight it will prevent the rubber stopper at the bottom of the tank from sealing, resulting in running water.

Never flush hair, grease, lint, diapers, rubbish, etc. down the toilet drain. Such waste will stop up the toilet and/or sanitary sewer lines.

Many plumbing clogs are caused by improper garbage disposal use. Always use plenty of cold water when running the disposal. This also applies to grease. When you use 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 a minimum of 15 seconds after shutting off the disposal.

If your drain should stop up, ordinary washing soda (like Borax, not baking soda) added to a drain on a regular basis will help to keep it clear of grease.

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

Clean the 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 out. Clean and return the mechanism to its original position.

The main causes of toilet clogs are various domestic items such as paper diapers, excessive amounts of toilet paper or the wrong type of paper, sanitary supplies, Q-tips, dental floss, children's toys, etc.

Changes in temperature or the flow of will cause some noise in the pipes. This is normal and requires no repair. Consistent "water hammer" will be repaired during the first two years of the Limited Warranty period. Temperature variations can be expected if water is being used in more than one location in the home.

The area around a gas-fired water heater should be vacuumed as needed to prevent dust from interfering with proper flame combustion. The top of any water heater should never be used as a storage shelf. Carefully read manufacturer's literature for your specific model of water heater.

Set the water heater thermostat at the recommended setting; higher settings waste energy. Recommended thermostat setting for normal everyday use is "normal" on gas models and "140 degrees" on electric models.

Never light a gas pilot or turn on electricity when the heater tank is empty. Always turn off the gas or electric power before shutting off the cold-water supply (located at the top of the tank).



Caring for Your New Home

To light the hot water heater pilot, first remove the cover panel on the tank to expose the pilot. Then rotate the on/off pilot knob to "pilot". When the knob is in this position, the red button can be depressed.

While depressing the red button, hold a match at the pilot. Once the pilot lights, continue to hold the red button down for 30 to 60 seconds. When you release the red button, the pilot should stay lit. If it does not, wait several minutes to allow the gas to dissipate from the tank and repeat the entire process again. If it stays lit, rotate the on/off pilot knob to the "on" position. Reinstall the cover panel and then adjust the temperature setting with the regulating knob on the front of the tank.

Hot water heaters sometimes collect small quantities of dirty water and scale in the main gas lines, which may put out the pilot light.

While away from home for an extended period of time, set the temperature to its lowest point.

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

Review and follow manufacturer's timetable and instructions for draining several gallons of water from the bottom of the water heater. This helps to prevent build up of chemical deposits from the water and prolongs the life of the tank as well as the saving energy dollars.

If you discover you have no hot water, check the pilot, temperature setting, and water supply valve before calling for service. Refer to the manufacturer's literature for specific troubleshooting information.

Roof

Do not walk on your roof. The weight and movement will tend to loosen and break the integrity of the roofing material, which can in turn result in leakage.

After severe storms, a visual inspection of the roof for damages is recommended. Notify your homeowner insurance company if damage is noted.

Roof and flashing should not leak. Scott Communities will repair roof leaks **other than those caused by severe weather**, such as hail damage, or some action by Homeowner. Roof repairs are only made when the tile is dry. Scott Communities will repair roof leaks during the first two years of the Limited Warranty period.

When a leak is noticed try to detect the exact location; this will greatly simplify locating the area that requires repair when the roof is dry.

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



Caring for Your New Home

Smoke Detectors

Scott Communities does not represent or warrant that the smoke detection device will provide the protection for which it is installed or intended. It is the homeowner's responsibility to obtain insurance, if any.

Read the pamphlet from the manufacturer for information on the care of smoke detectors.

Once a year they should be blown or vacuumed out to remove dust and prevent a false alarm.

After cleaning, push the red button to test; the alarm should sound. For your safety, it is important that these devices be kept clean and in good operating condition.

Stairs

There is no known method of installation that will prevent vibration in a staircase when used by adults. Often there will be a slight shrinkage where the stairs meet the wall. When this occurs, a thin bead of latex caulk can be applied and when dry, painted to match the wall.

Stucco

The exterior of your home has been finished with stucco, a concrete product. Be sure to keep water from your lawn or plant irrigation system off the exterior walls of your home.

Cracks may develop in the stucco as a natural reaction to the house settling. Scott Communities will repair cracks in the stucco that exceed 1/16" in width one time during the first year of the Limited Warranty period.

Telephone Jacks

Each home is equipped with telephone jacks. Initiating phone service is the homeowner's responsibility. Moving outlets for decorating purposes or convenience is a homeowner expense. If an outlet is positioned in a way in which a phone cannot be installed (example, kitchen wall phone interfering with countertop or cabinets) Scott Communities will correct this during the first two years of the Limited Warranty period.

Vents (If Applicable)

Attic ventilation through the roof or wall is required by building codes and therefore cannot be omitted. Occasionally, depending on the force and direction, wind, rain or snow may infiltrate through these vents causing spotting on the ceiling. Scott Communities is not responsible for such weather damage and will not make repairs in those instances.



Caring for Your New Home

A sheet of plastic can be placed over the insulation in the attic in front of vents to protect ceilings from driving rain/snow. Be cautious in placing this, so as not to displace insulation or step off wood members onto drywall.

In homes with crawl spaces, the vents in the crawl space should remain open all summer. In the winter they should be closed, and the insulation pulled back over the opening. There are two vents which can be opened and closed from outside. After closing, check the burner of your furnace. If the flame appears too red, open one vent very slightly. This is very important and should be checked carefully at the beginning of winter and periodically thereafter.

Windows, Screens & Patio Doors

Broken windows and damaged screens noted on the orientation list will be replaced.

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.

Once a month, clean the vinyl surfaces with warm, clear water. Do not use any powdered cleaner. After each cleaning, apply a silicone lubricant.

Proper ventilation will prevent excessive moisture from forming on the inside of the windows. This helps reduce cleaning chores considerably.

Condensation on interior surfaces of the window and frame is the result of high humidity within the home and low outside temperatures. The humidity level within the home is largely influenced and controlled by your family's lifestyle.

Most sliding windows (both vertical and horizontal) are designed for ten-pound pull pressure. If sticking occurs or excessive pressure is required to open or close, a silicone lubricant should be applied. This is available at hardware stores. Do not use a petroleum base material.

Patio door tracks must be kept clean to allow smooth operation and prevent damage to the doorframe. Paraffin is a good lubricant for these tracks.

Sliding doors lock from the inside only; there is no key. Acquaint yourself with the operation of the door hardware for maximum security.

Under certain lighting conditions, door glass may be hard to see. If you keep the screen fully closed when the glass door is open, everyone will be accustomed to opening, before entering or exiting the house. If any panes of glass become broken, you should contact a glass company for re-glazing. Glass is very difficult to install without special tools. Scott Communities is not responsible for broken windows after occupancy unless they were noted on the orientation list.



Caring for Your New Home

Wood Trim

Minor imperfections may be visible in interior wood trim. Scott Communities will correct only those defects, i.e. chips, gouges, etc., noted on the orientation list. Separation of wood trim from the adjacent material is a normal result of shrinkage, which generally requires caulking as a repair. This is a homeowner maintenance responsibility.

Damaged trim boards noted on the orientation list will be corrected.

Wood will shrink less lengthwise than across the grain. All lumber is more vulnerable to shrinkage during the heating season. Shrinkage may cause a piece of trim to pull away from the wall. Drive another nail in close to the existing nail hole (but not in it). 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 shrinkage of the floor joists below. Similar to a piece of trim that is pulling away, this can be corrected by removing the old nails and re-nailing.

Shrinkage may occur during the first two years or longer depending on weather, the temperature you maintain in your home and humidity.

During a damp period, some swelling may occur. In most cases, this will not be noticeable except where a door may fit more tightly than usual (see "Doors").



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Suggested
Maintenance





Suggested Maintenance

Every Month

Inspect air filters for dust and replace monthly. Check under kitchen and bathroom cabinets, and around the hot water heater for plumbing leaks. Tighten fittings carefully. Remove and clean the filter from the kitchen exhaust fan. Clean accumulated grease deposits from the fan housing. Check for proper flow of water from the faucet aerators. If the flow is reduced, clean the aerator screens. During the first two months, the faucet aerators could require more frequent cleaning. Look for evidence of termites on or near your foundation. If evidence of termites is found, please consult the Warranty Department.

Every Two Months

Lubricate or silicone hinges and locks on exterior doors, if required. Inspect finish for cracks and peeling. Use touchup paint or varnish where required.

Every Three Months

Lubricate or silicone hinges on interior doors. Lubricate or silicone hardware on the garage door. Inspect mechanism. Adjust if necessary.

Every Six Months

Inspect for loose or missing grout in tiled areas. Re-grout if necessary. Re-caulk at the edge of the backsplashes if necessary. Inspect shower doors for proper fit. Adjust if necessary. Inspect caulking and re-caulk if necessary. Inspect tub enclosures for proper fit. Adjust if necessary. Inspect caulking and re-caulk if necessary. Repaint front doors if necessary. Consult your Homeowners Association regulations before you change the exterior paint color of your doors. Clean debris from gutters every six months and after storms.

Every Twelve Months

Inspect exterior paint for cracking and peeling. Repair and repaint if necessary. Consult your Homeowners Association regulations before you change the exterior paint color. Southern and western exposures are especially subject to peeling and cracking. Inspect these areas twice each year. Repaint as necessary. French and wood doors should be repainted annually.

Inspect the roof for damaged tiles or accumulated debris after storms and high winds. An annual inspection done by a roof professional is recommended. Please refer to your emergency phone numbers on the back page.

We recommend an inspection HVAC system done by a heat professional every year.



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Turf Tips





Turf Tips

Mowing

Very important - Know how to properly mow your lawn. Improper mowing causes more lawn problems than all other lawn maintenance, including watering, fertilizing, and weed control. Proper mowing will maintain color density, texture, uniformity, smoothness, vigor, and persistence of your lawn. Water consumption, tolerance to high and low temperature stress, weeds, disease, and the ability to withstand traffic are all influenced by mowing. Mowing also encourages tillering, the growth of side-shoots.

When To Mow

The One-Third Rule establishes when to mow. Cut only the top one-third of the grass blade at any mowing. Removing more than one-third can decrease root growth and deplete the plant's food reserves by removing the leaves that absorb sunlight and make food for the plant. (Mowing Heights table on the last page).

The exception to the One-Third Rule is the grass species, Santa Ana. Because of the higher crown, (the growing part of the plant), mowing at one-third will result in scalping (excessive removal of green shoots, causing a brown appearance). Mow more frequently in smaller increments to avoid scalping.

What Not To Do

Do Not:

- Mow before the turf has grown 30 percent, its recommended height. This can decrease root growth and deplete the plant's food reserves.
- Mow too frequently. This can compact soil, make plants more tender and result in unnecessary labor, expense, and wear on mowing equipment.
- Trim grass more than 40 percent. Root growth will stop. It can take several days to several weeks, depending on the severity of the scalping and the lawn's prior condition before the roots resume growing. Also, close cutting allows sunlight to dry the soil and encourages weed seeds to germinate.
- Mow with a dull blade. This tears the grass blades more than usual and creates ports of entry for disease.
- Mow the lawn when the grass is wet. It can cause uneven mowing and the clippings are messy and difficult for the mower to collect. They can mat and suffocate the grass. However, during rainy weather, it is better to mow wet grass than to let it get too tall.

Mowing Equipment

The type of mower you use is very important for maintaining a healthy lawn. It is just as important as knowing when to mow and what height to cut your grass.



Turf Tips

Reel Mowers

Reel mowers are the best choice for trimming hybrid turf-grasses that need to be kept at either $\frac{3}{4}$ of an inch or less. This will result in a fine, well-manicured lawn. Reel mowers are suited to smooth surfaces and will not cut grass above the centerline of the height of the reel, or tough seed head stalks and weeds.

Rotary Mowers

Rotary mowers work well on turf and are recommended for grass species that must be maintained at heights of 1.5 inches or higher. These mowers can run over rough terrain, tall stalks and are good for trimming around trees.

Mulching Mowers

Mulching mowers reduce the size of the clippings, allowing for faster decomposition. However, if too many clippings are left on the lawn, they may shade and weaken the grass.

Mowing Tips

Keep the mower blades sharp. Dull blades tear and shred the tips, making entry wounds for diseases as well as turning tips brown and making them unsightly. Continual mowing with a dull blade will reduce the quality as well as health of the turf drastically. Changing directions each time you mow helps distribute wear, reduces compaction, and discourages scalping in the same spots. It also changes the grain or lean that causes unevenness in the mowing job. Clippings should be removed when they are excessive (more than $\frac{1}{2}$ of the blade), when the lawn is diseased, and if weeds are setting seeds. Excess clippings left on the lawn shade and weakened the lawn. They also may contribute to thatch.

Fertilization

Fertilization is often necessary to supplement inadequate soil nutrients to maintain healthy plants. Knowing how much fertilizer to use is very important. Over-fertilization can result in diseases, excess thatching, increased water costs, increased mowing and wasted money. Under-fertilization can result in a yellow lawn which is susceptible to diseases and insects and cannot tolerate traffic. Plants require 16 nutrients for growth and maintenance. Carbon, hydrogen and oxygen are obtained from the air and water, while nitrogen, phosphorus, potassium, calcium, sulfur, magnesium, iron, manganese, zinc, boron, copper, molybdenum and chlorine are found in the soil.

How To Determine What Your Soil Needs

Soil Test - A soil test will tell you the nutrient levels in your soil. If any are lacking, you will know which nutrients need to be supplemented.



Turf Tips

pH Test - It is also important to know the acidity or alkalinity of the soil since some nutrients are more or less available under certain conditions. A pH of 7.0 is ideal for all the nutrients in the soil to be available for plant use. A pH test will give you this information.

Tissue Test - A tissue test will tell you if the plant is absorbing the nutrients that are available.

Nutrients most often deficient in desert soils - nitrogen, phosphorus, potassium and iron. Occasionally sulfur, magnesium, manganese and zinc need to be added. The amount needed varies with the soil conditions.

Nitrogen has a tremendous effect on turf grass growth, leaf development, and quality. It is easily leached from the soil and is the one nutrient likely to be deficient. Phosphorus helps seeds to germinate and turf to establish. It also stimulates root growth. It is not easily leached from the soil but will be unavailable for plant use if soil pH levels are below 6 or greater than 7. However, most desert soils have a pH greater than 7.0.

Potassium makes grass more resistant to heat, cold, drought, disease, and traffic, and plays a role in food storage and root growth. It leaches from the soil, but only a small supplement is needed.

Iron is part of the process of photosynthesis and is essential for healthy turf. Iron becomes unavailable for plant use when the soil pH is high. Correcting soil pH often remedies iron deficiency; however, in desert soils it is usually more economical to add iron than to lower the soil pH.

When to Apply Fertilizer and How Much to Use

Fertilizers containing the three major nutrients, nitrogen, phosphorus, and potassium, are called complete or balanced fertilizers. Ideally, a complete fertilizer should be applied on a monthly basis, but if that does not work well for you, fertilizer should be used at least three times a year. All commercial fertilizer bags contain the analysis of these three nutrients in order on the bag, (example: 16-8-4, 21-7-14 etc.). For turf grass use a complete fertilizer with a 3-1-2 ratio of nitrogen, phosphorus and potassium, such as 21-7-14. Fertilizers that contain sulfur, iron, magnesium, manganese and zinc should be applied at least annually, more often if required.

Nitrogen Guideline - Use about 1 pound of nitrogen per 1,000 square feet every 4 to 6 weeks during the growing season (March through October).

To determine how much fertilizer is required to apply 1 pound of nitrogen, simply divide 100 by the percent of nitrogen listed on the bag.

Example: The fertilizer has an analysis of 21-7-14. Remember, that the first number, 21, represents Nitrogen. Dividing 100 by 21 is about 5.0. Therefore, 5 pounds of fertilizer are required to apply 1 pound of actual nitrogen.

New seeds or stolen plantings - apply 1 pound of 16-20-0 every week until the lawn has filled in.



Turf Tips

Newly sodded lawns - apply 1 pound of 16-20-0 every 2 weeks for the first month. Using a 16-20-0 promotes root growth. After the lawn is established, switch to 21-7-14.

Phosphorus - Three to four pounds per 1,000 square feet per year.

Potassium - Six to eight pounds per 1,000 square feet per year.

Iron - If you are using the correct amount of a balanced fertilizer at the right time but your lawn has yellow spots, you may need to use a balanced fertilizer that is high in iron or use an iron additive 3 to 4 times per season. Use an iron chelate and/or perhaps a foliage stimulating product for a quick response. If this does not work, you may need to correct the soil pH.

If you apply fertilizer in late October and into November, the root system will absorb the nutrients and convert them into food stores that will be tapped next spring. The grass will come out of dormancy with great vigor and green up faster. A 4-1-6 ratio has been proven to be very effective. If you do not over seed, there is no need to fertilize in the winter. If your lawn doesn't respond to fertilization as you would expect, you should do a soil and tissue test. For further suggestions call your local county extension office.

Types of Fertilizers

Fertilizers are applied in either a dry or liquid form.

A dry fertilizer is best applied with a broadcast spreader. It has a greater delivery width and provides uniform coverage with little streaking. Dry fertilizers have a slower initial plant response but a longer residual than liquid.

Liquid fertilizers have a residual response lasting only 1 to 2 weeks. They are difficult to apply evenly but have a fast-initial plant response. Liquid fertilizers are applied by hand-held, or hose attached sprayers or suspended in water delivered from a large sprayer or through the irrigation system. Regardless of the method, always follow label directions!

Warnings

"Weed and Feed" type products that try to control weeds along with the fertilizer application are discouraged. It may affect root development, especially within 6 to 8 weeks of installing sod. You may get a higher level of weed control using a liquid application of broadleaf weed control material.

Pest problems are a result, not the cause of poor-quality turf. The benefits of healthy plants are that they can defend themselves against most types of pests. Spraying pesticides may reduce the population of non-harmful and beneficial insects. Always identify the pest before using any pesticide. The Cooperative Extension Service can help you with pest identification.



Turf Tips

Watering Established Bermuda Grass Lawns

How Often to Water

Summer - Two or three times a week.

Spring and Fall - every 7 to 10 days. (Fall is after the temperature drops below 90° F).

Winter - every 20 to 30 days. (If you over seed with rye grass in the winter, it should only be watered every 5 to 10 days after the rye lawn has been established)

How Much and How Long to Water

Water Depth - Water should penetrate soil 8 to 10 inches.

Time and Amount - Varies with temperature and soil conditions. Sandy soils require you to water more often than clay soils.

Test for Water Depth - Push a long screwdriver into the ground 30 minutes after watering. If it penetrates 6 to 10 inches easily, you have watered long enough and have adequate water depth in the soil.

The best way to water an established lawn is to water seldom, but deep. Watering daily encourages lawns to maintain a shallow root system, and most soil water evaporation takes place in the top few inches of soil. As a result, shallow irrigation produces a lawn that is water inefficient and drought sensitive. Enough water is needed to percolate through the soil to a depth of 8 to 10 inches, since 80 percent of the grass roots are in the upper 6 to 8 inches of the soil. Watering below 8 inches promotes deep rooting and leaches salts away from the roots. Your lawn may need to be irrigated for 45 minutes, resulting in about three-quarters of an inch of water to achieve deep watering. If your grass is on a slope, you may need to water for several short intervals on the day you water, allowing water to soak in between cycles, but the amount of water required varies with temperature and the type of soil.

Leaching the salts from your lawn may be necessary once or twice a year, unless there have been very heavy rains. A deep watering of two to three inches of water is advisable. Use the "can test" to measure the amount of water. Place several shallow containers, such as plastic margarine containers, throughout the yard. When these fill to two or three inches (measure with plastic ruler), you have watered long enough.

What Time of Day to Water

Best Time to Water - The best time of day to water is early morning when evaporation is at the lowest and surface winds have not yet developed. Less wind movement allows proper water distribution from the sprinkler heads. Early morning irrigation water helps cut down on disease.



Turf Tips

Watering Information is available from:

City of Phoenix (602-256-3370), Arizona Municipal Water Users Association (602-248-8482), or your local County Extension Office.

Mowing Heights (Inches)

Species	Mower	Cool Weather	Hot Weather or Shade
Bermuda
Common	Power Reel or Rotary	1½	2
Hybrids
Midiron (Ez Turf)	Power Reel or Rotary	¾	1
Tifgreen (328)	Power Reel	⅝ to ¾	½ to ¾
Tifway (419)	Preferred Power Reel	¾	¾ to 1
Santa Ana	Preferred Power Reel	¾	¾ to 1
Siesta	Power Reel	⅝ to ¾	½ To ¾
Other Species
Bentgrass	Reel	¼ or Less
Buffalo Grass	Rotary	1 ½	4
Fescue	Rotary	1 ½	3
Ryegrass (Annual)	Power Reel or Rotary	2 to Establish, Then 1 to 2 Inches	2 ½ In a Polystand, or ¾ or Less to Transition to Bermuda
Rye (Perennial)	Power Reel or Rotary	2 to Establish, Then ¾ to 1 ½Inches	2½ In a Polystand, or ¾ or Less to Transition to Bermuda
St. Augustine	Rotary	2 to 3	3
Zoysia Grass	Reel	½ to 1	1 to 2



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Limited
Warranty





Limited Warranty

Introduction

Scott Communities strives to provide you the best customer service experience possible. Our warranty department representatives are building professionals who are ready to respond to your needs in a prompt and reliable manner. Realizing that a new home contains several thousand components and is constructed by numerous individual trade partners, there is the possibility that there will be needed warranty claims that might require correction. Our commitment is to correct any warranty items expeditiously and professionally in accordance with the terms and conditions of the Home Builder's Limited Warranty (the "LIMITED WARRANTY") to be issued to you shortly following the closing of your home. You will be provided with a sample copy of the LIMITED WARRANTY for your review and future reference with the execution of your purchase agreement.

In support of our commitment to service, this warranty information consists of five elements: (1) an explanation of the LIMITED WARRANTY; (2) a description of our standards of performance; (3) a buyer orientation explanation; (4) a maintenance service overview; and (5) information regarding the maintenance of your home.

Home Builders Limited Warranty

Scott Communities is proud to offer a ten-year LIMITED WARRANTY that we believe is among the best in the industry. Scott Communities stands behind its homes and is committed to following up on warranty items long past the date you close on your home.

The LIMITED WARRANTY begins on the date you close escrow on your home and ends ten years after that date. One of the many advantages of the LIMITED WARRANTY is that, upon the sale of your home to a subsequent purchaser, the LIMITED WARRANTY remains in effect with respect to the home for the balance of the ten-year period.

During the ten-year period of the LIMITED WARRANTY, the LIMITED WARRANTY covers your home against Structural Warranty items as that term is defined and explained in the LIMITED WARRANTY. The determination of whether a WARRANTY CLAIM exists will be made in accordance with the factors described in Section III (A) of the LIMITED WARRANTY. One of the factors used to determine whether a condition constitutes a Warranty Claim will be whether or not the condition conforms with the "PERFORMANCE STANDARDS" set forth below.

Scott Communities does not expressly or impliedly warrant appliances. However, we pass on to you all manufacturers' warranties on appliances and certain other manufactured items that are furnished with your home.

Performance Standard

The LIMITED WARRANTY provides that one of the factors that will be used to determine whether a condition constitutes a WARRANTY CLAIM is any performance standard or guideline that is contained in our building standards. Scott Communities' "PERFORMANCE STANDARDS" are set forth below. The PERFORMANCE STANDARDS describe the tolerances of workmanship and materials within which we believe your new home should perform. They are designed to help you; Scott Communities and any arbitrator assigned to rule on the presence of a WARRANTY CLAIM will determine the validity of warranty claims under the LIMITED WARRANTY.



Limited Warranty

Performance Standards Applicable to Years One and Two of the Warranty Period Only

For years one and two of the warranty period only, your home shall meet all standards set forth in the Minimum Workmanship Standards for Licensed Contractors published by the Arizona Registrar of Contractors (currently in effect as of the closing of your home).

Other Factors Applicable to Remainder of Warranty Period After Years One and Two

After years one and two of the warranty period, the PERFORMANCE STANDARDS set forth above for years one and two shall no longer apply. The factors set forth in Article III, Section A (2) through Section A (7) of the LIMITED WARRANTY shall be the sole factors used to determine whether a condition constitutes a WARRANTY CLAIM during the remainder of the warranty period.

Buyer Orientation

Scott Communities will schedule a Buyer Orientation appointment with you when the construction of your home nears completion. Our knowledgeable warranty service representative will introduce you to the many quality features of your Scott Communities home, carefully explaining the mechanical workings of your new home so that your move-in experience will be as comfortable and worry-free as possible. The representative will also review our LIMITED WARRANTY program to help you understand the procedure for requesting any future warranty repairs.

Our commitment at Scott Communities is to provide you with a home that is built with the same impeccable standards and craftsmanship as displayed in our model homes. The Buyer Orientation should provide you with the knowledge, confidence, and satisfaction that you deserve before taking possession of your new home.

Warranty Service Overview

General Information

Scott Communities Warranty Department

2221 W. Baseline Rd Suite 101

Tempe, Arizona 85283

Email-warranty@scottcommunities.com

Our Warranty Department will become your primary contact for all warranty service beyond the Buyer Orientation.



Limited Warranty

It is our policy that our Warranty Department responds to all warranty tickets as quickly and efficiently as possible. For your protection, to ensure efficiency, and to help us maintain a complete file on your home, all requests for service must be submitted in writing by using our Warranty Request form. This also applies to emergency service. After you have made a call for emergency service, we ask that you submit a service form to our office. This ensures that we have record of the emergency for your file and that we are aware of the problem.

Please fill out the Warranty Request forms completely, including:

- Lot and unit numbers
- Name
- Community
- Address
- Year of closing
- Phone number

We also need a brief description of the work requested and its location in your home.

If there is a certain time frame or day of the week during our business hours that is most convenient for you, please indicate so on the request form.

Request forms can be mailed, scanned, or emailed to our Warranty Department. Please be aware that we cannot accept homeowner keys. Somebody must be available to allow the workers access to the home and to sign for acceptance of the repairs.

Warranty Request Forms

You will receive a form in your buyer orientation packet. Additional forms can be obtained from the Warranty Department office.

How to Request Warranty Service:

Emergency Service

Before emailing for help with an emergency, please review the section of this Homeowner's Guide "Caring for Your New Home" to determine if the problem can be resolved by a few simple steps on your part.



Limited Warranty

Emergency service is any service call made by Scott Communities, its subcontractors, or suppliers after normal working hours, weekends, or holidays. Please note that if an emergency service call is made and found to be unnecessary, the homeowner will be charged the prevailing rates for such a call.

Most emergencies are electrical, plumbing, heating, or cooling related, and will normally be addressed within 24 hours by the appropriate subcontractor. The severity of your emergency will be determined at the time you place the call and the most serious situations will take priority. **Should you choose to have the work completed by a non-Scott Communities' subcontractor, you will not be reimbursed for the time and material used. The warranty for that item may be voided.**

Emergency Phone Numbers: See the phone numbers that were presented to you at your orientation.

Upon submittal of the form, we will schedule an appointment to come to your home and review the list of items compiled by you on the Warranty Service form. A form will be given to you in your Buyer Orientation packet, and additional forms can be obtained by contacting our Warranty Department office. Please fill out the form and submit it to our office as the need arises.

After reviewing the items with you, all necessary repairs will be scheduled for prompt attention.

10 - Month Warranty Service Review

It is suggested that you submit a Request for Warranty Service form at 10 months. We will schedule an appointment to come to your home and review the list of items compiled by you on the Request for Warranty Service form. Additional forms can be obtained by emailing our Warranty Department office at warranty@scottcommunities.com. Please submit this request form to our office within one week of your 10th month anniversary date.

After reviewing the items with you, all necessary repairs will be scheduled for prompt attention.

Our policy is to respond to all warranty service appointments as quickly and efficiently as possible. For your protection, and to ensure efficiency, items to be addressed must be in writing, on the proper form provided by our company. We cannot accept any request for warranty work on handwritten paperwork. **YOU MUST USE OUR Warranty Request Forms**, which are obtained through our Warranty Department.

Special Warranty Request

You may also submit a Request for Warranty Service form throughout the warranty period for any non-emergency items that you feel must be completed between appointments. After reviewing the items with you, all necessary repairs will be scheduled for prompt attention.

What to Expect at the Service Review Appointments



Limited Warranty

At your service review appointments, our service representative will review the list of items you present to them to determine whether each item is covered under the LIMITED WARRANTY, if it is the responsibility of a manufacturer, or if it is the homeowner's responsibility.

We will attempt to complete all agreed upon items within 30 days from the date of the appointment. We will see to it that the same care and attention to detail that went into the original construction of your home will be used in subsequent repairs. Our responsibility is limited to restoring the repaired item to its original condition at date of closing.

Scott Communities, or a subcontractor of its choice, will do all repair work. **We will not provide reimbursement for any repairs, replacements, or work that is done by the homeowner, agents of the homeowner, or others who are not specifically authorized by Scott Communities.**