



CRYSTAL BLUE WATER

**TROUBLESHOOTING GUIDE  
&  
HOMEOWNER MAINTENANCE TIPS**

**Troubleshooting Guide**

- **Electrical**
  - **If a complete power outage occurs**

Determine if your neighbors have electrical power. If the power is off throughout your neighborhood, call the electric company and report the outage. If the outage is limited to your home, try the following:

1. Inspect all circuit breakers, including the main breaker. If a breaker appears damaged, leave it off and call the electrician.
2. If the breakers are not damaged, turn them all off and back on again. If power does not resume, call the Crystal Blue emergency phone number.

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

**DO NOT** attempt to address any electrical problems in your unit by accessing breaker panels in the common basements or on the outside of the building.

- **If you notice sparks or smell burning**

Find the location of the odor or sparks. If coming from an electrical outlet, shut-off the appropriate breaker switch. Unplug the appliance from the outlet, then check the appliance for a short in the cord or other problem. If the outlet is the problem, then shut off the problem circuit and call Crystal Blue representatives.

**IMPORTANT NOTE:** Do not hesitate to call the Fire Department if there is any possibility of a fire.

**If there is no power in a bathroom, kitchen or outside receptacle**

These receptacles may be connected to a Ground Fault Interrupt Device (GFI Outlet). Locate the nearest GFI. 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 breaker to trip. We urge you to avoid the use of power tools and appliances in GFI outlets. Never plug a refrigerator, freezer or timing device into a GFI outlet. There is additional information on GFI outlets later in this warranty manual.

**If there is no power to an electrical outlet**

Make sure that the outlet is not controlled by a wall switch that may be turned off. If this is not the case, inspect the circuit breakers and reset any that are in the off position. To test, first push the breaker to the OFF position, then to the ON position.

**If a hanging light fixture does not work**

Make sure the bulbs are properly installed and in good condition. Some fixtures have a on/off switch located on the fixture. Make sure the switch is on. If your fixture does not 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.

**Heating and Air Conditioning**

**If your air conditioning unit shuts down or will not start**

Make sure the thermostat is set to a temperature that is cooler than the room air and the fan is set on AUTO. Then turn the air conditioner off at the thermostat and inspect the circuit breaker. If the breaker is tripped, reset it

and restore power to the unit. If it does not restart, call Crystal Blue representatives to arrange for service.

### **If the furnace is not working properly**

Make sure the thermostat is set to a temperature higher than the room air and that the thermostat is set on HEAT and the fan is set on AUTO. Before calling service, try the following:

0. Check lower door of furnace
1. Check fuse at switch on furnace
2. Check switch on furnace to ensure it is in the ON position
3. Check circuit breakers

If warm air does not circulate, call Crystal Blue representatives to arrange for service.

### **Plumbing**

Correcting blockage of plumbing fixtures and sewage lines are warranted only for a thirty (30) day period after Closing, and provided that the blockage was not caused by misuse. Blockages after 30 days will be warranted if the blockage is due to construction debris.

### **If the water temperature is not hot enough**

Adjust the temperature at the water heater by following the manufacturer's instruction printed on the tank. If you have small children, do not set the temperature high enough that the children might accidentally burn themselves.

### **If you notice a leak under a sink or toilet**

Turn off the water at the fixture by using the shutoff valves located under or behind the unit. If a leak still exists, place a bucket or pan under the fixture to catch the water. Call Crystal Blue representatives immediately to report the problem.

### **If a toilet becomes clogged**

Turn off the water to the fixture. If warranted, call Crystal Blue representatives immediately to arrange for service. Obstructed toilets are only warranted if they are caused by construction debris and reported within the first thirty (30) days of occupancy. See the Limited Warranty on page 5, for more details. If not warranted, refer to the Maintenance section of this manual under Toilets for more information.

### **If you suspect a leak in the tub or shower**

To prevent water damage, do not use the shower or tub until service can be provided. Call Crystal Blue representatives immediately to arrange for service.

**If the water line to your unit breaks, or a major plumbing leak develops**

Call Crystal Blue emergency number(s) immediately to arrange for service.

**If there is a water leak in the water heater**

Use the shutoff valve on top of the heater to turn off the water. Turn off the gas valve and the pilot light. Call Crystal Blue representatives to arrange for service.

**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 can be traced to one location (one toilet, sink, or tub), turn off the water to that fixture. Contact Crystal Blue representatives immediately for service.

**If there is a gas leak**

Call Suburban Propane at (208) 375-4254 immediately to report the leak. Turn off the gas at the gas meter (get help from Crystal Blue representatives to do this if necessary). Then call the Crystal Blue emergency number.

## **Home Owner Maintenance Tips**

Your new home has been built with high quality materials by local craftsmen. Designed with the needs of your family in mind, it will require regular preventative maintenance by you in order to preserve its beauty and value. An understanding of how to care for each of the features in our new home will prevent costly repairs and replacements later.

Your new home is exposed to various environmental conditions and changes in temperature variations that we experience each day. These temperature variations combined with expansive soils affect our building practices. Natural building material such as wood and concrete are subjected to constant expansion and contraction from day to day. This can result in minor warping of wood materials and tiny, hairline cracking of concrete and mortar. These effects are particularly obvious in the first year after a new home has been built.

You can minimize these effects by maintaining a relatively constant temperature in your home during the first year. This allows the wood to dry at an even rate and may eliminate larger settlement cracks. Minor cracks and

displacement of wood are a normal part of the aging process of your home and do not affect its structural integrity.

Preventative maintenance should begin when you move in. In the following pages we have provided an overview of the features and materials in your new home. Please study each section carefully to become familiar with the routine procedures for maintenance that your home requires. We invite you to call Crystal Blue representatives with any questions you may have.

**IMPORTANT NOTE:** Before performing maintenance such as repainting and replacing exterior items, please consult with your Homeowners' Association managing agent. The Homeowners' Association needs to be consulted if you modify your unit where it can be seen from the outside, such as fencing, railings, and when installing window coverings that are visible from outside the home. Consultation with the Homeowners' Association will ensure that the work you do meets the regulations and guidelines that have been established for your neighborhood. Please refer to your Homeowners' Association documents for more information.

## **Appliances**

The appliances in your new home were selected for their durability, ease and appearance. Information about each of the appliances can be found in the literature that is supplied by the manufacturers. Copies of these booklets are provided during your courtesy home inspection. Please read the manufactures' instructions on usage and care before you use your appliances.

Your appliances are covered by warranties from the manufacturers.

## **Cabinets**

Your cabinets are made of finished hardwoods. With proper care, the beauty and utility of your cabinets will last for many years. We suggest that you clean the cabinet surfaces with a mild solution of warm water and soap. Dry the clean surface thoroughly. Remove splashes and splatters promptly to avoid permanent stains. The beauty of the wood can be preserved by polishing with a furniture polish twice each year.

The wood in your cabinets is a natural product. It is subject to drying and, in extreme cases, can warp slightly. This could cause drawers to stick and prevent doors from closing properly. If you notice sticking drawers and cabinet doors that do not close properly during the warranty period, please notify Crystal Blue representatives in writing. Thereafter, maintenance of cabinet drawers and doors are the responsibility of the homeowner.

Minor Scratches can be covered with a putty stick that matches the finish of your cabinets. Putty sticks can be purchased at paint or hardware stores. The hinges on your cabinet doors can be lubricated, if necessary, with oil based lubricant. Apply a very small drop of oil to the top of the hinges and work the door back and forth several times so the oil will penetrate into the hinge. Wipe the excess oil with a dry paper towel.

## **Caulking**

Over time, and particularly during warm, dry weather, caulking will dry and shrink. When this happens, it no longer provides a good seal against moisture. As a part of your routine maintenance, you should inspect the caulking around your sinks and tubs and make repairs as needed. Caulking compounds are available at hardware stores and home centers.

## **Ceilings**

The ceilings in your home are easy to maintain. They do not require special attention other than an occasional cleaning and periodic painting. Remove dust or cobwebs as part of your routine cleaning. When needed and as part of your regular maintenance, you may want to repaint your ceiling.

## **Concrete patios**

While concrete requires minimal care, it should be kept free of accumulated dirt and debris. Oil and grease stains, as well as standing water, should be removed promptly. Concrete cleaners are available at home centers and hardware stores.

In the extreme variations of temperature and humidity in this area, minor cracks and surface color variations in concrete are normal and unavoidable. Small cracks, which are the result of contraction and expansion of the concrete, do not affect the material's strength or durability.

## **Countertops**

The countertops in your kitchen may be constructed of glazed granite tile or granite slab. They are designed to provide years of use. Any flaws or damage to your countertops must be noted during courtesy home inspection in order to be covered under the Limited Warranty. After you move in, the care of your kitchen countertops is your responsibility.

We suggest that you follow these instructions to assure that your countertops remain beautiful and functional for years:

Avoid gritty, abrasive cleaners, bleaches or acetone based nail polish remover. Use only mild liquid soaps.

Always use a cutting board to protect your countertops when you prepare food. While the minor scratches that result from cutting food may not be noticeable at first, in time they will dull and mar the luster of the finish.

Wipe up spills immediately. Some liquids, particularly hot ones, can cause almost imperceptible stains on tile grout, plastic laminate and granite. In time, the stains can accumulate and become unsightly.

Avoid hot pans and skillets in direct contact with the countertops.

Be careful to avoid dropping pots and pans and other kitchen items on your countertops. This can break or chip the counter's surface.

Add caulking as necessary from shrinkage and settling.

## CERAMIC TILE

Glazed ceramic tile is known for its durability and the variety of colors and designs which compliment your decorating theme. Ceramic tiles are purchased in lots that have the same texture and color. Because an exact replacement match of ceramic tile can be impossible, we urge you to take special care to avoid breaking or damaging the ceramic tile on your countertops.

Ceramic tile is relatively brittle and can be broken by a sharp blow from a heavy object. Wipe spills away promptly to avoid staining the grout. Soapy warm water, a detergent or a commercial tile cleaner can be used to keep your tile shiny and bright.

Because the grout between the tiles is porous, you may want to consider sealing the grout once a year or so. This will prevent stubborn stains from penetrating the grout and becoming unsightly. Routing and scrubbing of the grout with warm soapy water will keep it clean and fresh. Strong cleaners such as Lysol can stain the grout. Sealers and cleaners can be found at your local hardware store. Some sealers may cause grout to yellow. You should consult the tile grout Manufacturers' Representative for advice in selecting sealers.

Standing water should be immediately wiped or mopped up on bathroom floors.

## Doors

The doors and door frames in your home are made of painted or varnished wood. Wooden doors are subject to expansion and contraction due to local weather conditions such as heat and humidity. The result can be warping and sticking. This is normal and may correct itself as moisture is absorbed. You should allow your home to go through at least one dry and one damp season before you plane the wood or make other permanent changes.

Small cracks may also develop during a dry season, and again, they may disappear during wet, winter months. If the cracks do not disappear over time, they can be easily filled with wood putty or filler obtained at your local hardware store or home center.

The hinges and locks on your doors may require lubrication from time to time for proper maintenance and to prevent squeaks. Remove the hinge pin and rub it with a graphite tube or lead pencil and then replace it. We do not recommend using oil because it accumulates dust and grease.

Inform children not to hang on the door knobs or swing back and forth. This will cause the door to sag and the hardware to become loose. It is a good idea to keep duplicate keys for the bathrooms and other locking doors. Children may accidentally lock themselves into a room and be unable to work

the lock. You may find that some locks can be opened with a small screwdriver or nail.

Remove finger smudges from painted or varnished interior doors by washing with warm water and a soft cloth or sponge. Use a mild detergent solution on stubborn smudges. Dry the surface thoroughly with a soft cloth or towel. Check your interior doors frequently and use touchup paint or varnish when necessary. These simple steps will keep your interior doors beautiful and in top condition.

If your closets feature sliding doors, keep clothes and other items away from the doors so they do not obstruct its proper operation. The roller and tracks should be greased periodically with Vaseline or other light grease.

**EXTERIOR DOORS** - Check the finish on your exterior doors several times a year. Weather stripping should form a reasonably tight seal to prevent air and water from entering. Normal contraction of wood doors can leave a small gap in the weather stripping. This is normal. The small gap will be closed when the humidity increases and the door expands. Reglue or replace rubber and synthetic weather stripping that has worked loose. Use an appropriate weather stripping cement or glue. Do not use "super glue" type adhesives.

Metal weather stripping components can become unfastened. If this happens, carefully reshape the metal to its proper position and fasten it with small nails or tacks. Replace metal weather stripping that has been damaged beyond this simple repair procedure.

**GARAGE DOORS** - Given the proper maintenance and respect, it will give you many years of safe service. You should never attempt to repair, replace, or make adjustments to the door system including the springs, cables and/or bottom corner fixtures. The spring mechanism is under substantial tension and is extremely hazardous. Repairs or adjustments to these parts should only be attempted by a qualified technician.

Lubricate the hardware on your garage doors every three months or so by placing a small drop of light lubrication oil on the shaft of the roller. Wipe away the excess oil. The screws and bolts that fasten the hardware to any wood area should be tightened after a year or so because the wood shrinks a little as it ages.

If a garage door opener was installed, an electronic infrared eye was placed at the base of your garage door. This is a federal requirement for all garage door openers installed after January 1, 1993. This device is meant to prevent accidents from happening. In order for the eye to operate correctly, damage to wiring and lenses is avoided if tools or other objects are kept out of the way.

## **Electrical System**

The electrical system in your new home was designed by professionals to comply with stringent local, state, and national standards. It is intended for

normal residential use. Any changes or additions to your electrical system can result in damage to your home and may cause a fire. You must consult a licensed electrician to make such changes and additions. Please note that a permit may be required for changes and additions to your electrical system.

Periodic maintenance is required in the electrical system. Most problems which arise in the system are derived from loose connections. Because of the extreme ambient temperature differences from summer to winter, this effect causes terminations at the circuit breakers to loosen up. Those terminations should be checked at least every six (6) months and tightened by a professional as needed. If you find the receptacle you plug your appliance cords into are loose or the cord end plugs in loosely, those receptacles should be replaced by a professional.

The following information and suggestions are intended as guidelines for the proper use and care of the electrical system in your new home.

### CIRCUIT BREAKERS

During the move-in inspection of your new home, the Crystal Blue representative will point out the location of the circuit breaker panel. There will be one master circuit breaker. Each circuit breaker will be identified on the chart that is mounted in the panel. Circuit breakers trip under excessive electrical load. Reset tripped circuit breakers by moving them to the OFF position and then to the ON position. We suggest that you inspect and become familiar with the individual circuit breakers soon after you move in.

In the event of a loss of electrical power in your home, follow these steps:

If the power loss is in one area of your home and power is available in other areas of your home, it is likely that an individual circuit breaker has turned off. Unplug any appliances in the areas that are without power and turn other appliances off. Check the circuit breaker if necessary, reset it. Plug your appliances back in. If the circuit breaker fails repeatedly, you have either a short circuit in one of your appliances or a short circuit in the electrical system in your home. Do not attempt further repair. Call a licensed electrician or Crystal Blue representatives if your home is still covered under the Limited Warranty.

If electrical power is lost throughout your home, check the master circuit breaker. If the master circuit breaker has tripped, reset it.

If the master circuit breaker trips repeatedly, refer the problem to a licensed electrician. If the master circuit breaker has not tripped, take a look around your neighborhood. If you notice a general electrical failure in your neighborhood, call your electric company to report the problem.

### GROUND FAULT INTERRUPT DEVICES (GFI)

During your courtesy orientation and inspection, the Crystal Blue representative will point out the location of the ground fault interrupt devices (GFI outlets). Usually, GFI outlets are located near tubs, bathroom sinks, in the kitchen, and exterior of the home. These are special circuit breakers that

are designed to break the flow of electricity in the event of electrical shock. When this occurs, the GFI outlets must be reset according to the manufacturer's instructions. Do not plug appliances such as air conditioners and refrigerators into GFI outlets. The electrical surge that occurs when these appliances cycle will trip the GFI outlets and break the circuit. Timing devices such as those for sprinkler systems should not be plugged into GFI's.

## LIGHTING

The lighting fixtures in your new home are designed for standard wattage bulbs. To avoid excessive heat, you should not exceed 60 watt bulbs in most enclosed fixtures. See the manufacturer's recommendation for bulb wattage for each fixture.

## OUTLETS AND SWITCHES

Convenient electrical outlets can be found in every room in your new home. Do not exceed the capacity for which the outlets were designed. Devices which increase the capacity of electrical outlets and multiple extension cords can cause a fire.

If an electrical outlet does not have power, there are two possible explanations:

Some outlets are controlled by a wall switch. Plug an appliance into the outlet and turn on nearby wall switches to see if the problem is corrected. If you find that an outlet is controlled by a wall switch, you might point this out to others who live in your home.

Check the circuit breaker. If the circuit breaker has been tripped, reset it and try the outlet again. If the circuit breaker trips repeatedly, call Crystal Blue representatives.

**CAUTION:** Children can be injured by poking small metal objects into wall outlets. You can prevent this by installing child proof devices on all floor level electrical outlets. These devices are available in grocery stores and drug stores, as well as home centers and hardware stores.

## Flooring

The flooring in your new home will last longer if you provide routine maintenance and care. Our limited warranty extends to flooring materials that were provided and installed by the general contractor and their subcontractors. If you chose flooring from another source, all warranty and service claims must be directed to that vendor.

Please inspect your flooring carefully during your courtesy home inspection. Subsequent damages including broken tiles, cracked grout, scratched or damaged wood flooring, torn carpeting and scuffed vinyl are your responsibility after the courtesy orientation and inspection.

Accumulated dirt and grime are the most common causes of damaged flooring. We suggest the following routine maintenance for the flooring in your new home:

#### CARPETING

Vacuum carpeting frequently to avoid the buildup of dirt and grime. Use a fixed brush attachment on your vacuum cleaner. If your vacuum cleaner has a beater type attachment, the beater should barely touch the tops of the carpet fibers.

Eliminate carpet shedding fibers as they appear. Loose carpet fibers will work their way to the surface for quite some time. This is known as fluffing or shedding. Vacuum these fibers as part of your routine cleaning. If a tuft of carpet appears which is longer than the surrounding carpet, do not try to pull it out, it is probably attached to the backing and simply needs to be trimmed to the height of the surrounding tufts.

Do not be alarmed by visible carpet seams. Most rolls of carpet are produced in twelve (12) foot widths. This dictates that most rooms will have at least one seam. Professional installers lay your carpet with the minimal amount of seams without excessive waste. Seams are most visible in a new home before it has been furnished and occupied. As your carpet wears, the fibers will meld together eliminating many of the seams. Visible seams are not a defect unless they have been improperly made or the material is defective.

Remove spills immediately. Stain removal is easier if it is done promptly. Consult a home center or a carpet professional for stubborn stains. Cleaning products should be tested on a section of carpeting that is not obvious. Do not use cleaners that have not been tested and certified for the carpeting materials in your home.

Thoroughly clean your carpets at least once each year. While do-it-yourself carpet shampoo devices can be effective, consider employing a professional carpet cleaner. The professional equipment, materials and experience will add years of life and beauty to your carpets.

#### CERAMIC TILE

Ceramic tiles are available in a wide variety of colors and sizes. There are two types of ceramic tile - glazed and unglazed.

Glazed ceramic tile is recognized by its shiny, smooth finish. It is cared for in the same manner as ceramic tile counter tops. Wash glazed tile with warm water and vinegar to eliminate spotting and hard water buildup, or use a commercially prepared product. Like your counter top, the grout will need sealing to be resistant to stains. Some sealers may cause grout to yellow. You should consult the tile/grout Manufacturer's Representative for advice in selecting sealers.

Unglazed ceramic tile is noted for its uneven and porous finish. It is a beautiful tile which adds a look of style to any room. Because the tile is porous, it should be sealed to prevent moisture penetration and to aid in proper cleaning. Periodic buffing of the floor will restore its beauty and luster. A professional flooring contractor should be sought for more extensive cleaning.

## HARDWOOD

- Clean your hardwood floors as often as you vacuum your carpets. Sweep the floors with a mop and soft, dry mop or cloth. Do not use water-based cleaners.
- Do not flood hardwood floors with water. This will cause stains, warping and the destruction of the flooring. Do not permit water or other liquids to stand on hardwood flooring. Wipe up spills immediately. Do not use water based detergents, bleach or one-step floor cleaners on hardwood floors.
- Do not drag heavy appliances or furniture across hardwood flooring. Permanent scratches in the finish can result. High heeled shoes can dent hardwood flooring.
- Waxing and buffing hardwood floors should be done according to the manufacturer's instructions for materials and procedures. Consider having this done by a professional.
- Burns from cigarettes can be difficult or impossible to remove from hardwood floors. Small burns can be removed by sanding lightly and staining with a commercial wood stain. Large burns should be referred to a flooring professional.

- **Garbage Disposer**

Like any appliance, we recommend that you read and follow the manufacturer's instructions for proper operations of your garbage disposer. For best results, do not load the disposer with food items before turning it on. For proper operation, turn on the cold water and start the disposer. Then, drop the food items slowly into the unit. When the unit sounds clear, turn the disposer off and leave the water running for an additional 30 seconds. This allows the food waste to be carried into your sewer lines.

Only foods that are non-fibrous and easily pulverized should be placed into the disposer. Examples of foods not to place in the disposer are corn husks, celery, onion skins, olive pits, bones and solid liquid grease. These items may cause your unit to overload or jam. If this happens, follow these corrective measures.

- Turn off the disposer and the cold water.
- Wait three minutes for the unit to cool, then press the reset button usually located on the bottom of the disposer. Continue with proper use of the disposer.

If this does not correct the problem, your unit is probably obstructed. Follow these steps for proper removal.

- Unplug the disposer and any other appliance before attempting a repair yourself.
- Check the circuit breakers. An overload of this type may have tripped the circuit. Reset any tripped circuit breakers.
- If your disposer has a service wrench, insert one end of the wrench into the bottom of the unit. Work back and forth until the disposer turns freely. If your disposer does not have a service wrench, insert a broom handle or mop handle into the throat of the unit and rotate the impeller back and forth. The obstruction will be loosened so that it can be removed.
- Remove the obstruction, plug the disposer in, press the reset button and proceed with the above steps for proper use.

- **Heating and Air Conditioning**

Your new home is equipped with a high quality heating and air conditioning system that complies with local and state energy codes. With proper care, the system will provide many years of enjoyable, dependable service. Please read the instructions and become familiar with the heating and air conditioning system before you use it. You may also obtain information on your unit by calling the installing HVAC company to send you a brochure on the unit.

Your heating and air conditioning system can play an important role in the first year after you move in. By maintaining an even temperature, you can minimize the contraction and expansion of the materials in your home.

For maximum efficiency, set your thermostat to 68° in the winter and 78° in the summer.

The following suggestions are intended to assist you in getting the maximum usage and enjoyment from your heating and air conditioning system:

- Change filters according to the manufacturer's directions. In areas with heavy dust more frequent changes may be in order. Fresh filters can significantly reduce operating costs and will prolong the life of your system. Change filters once a month.
- Check the operation of your system well in advance of peak operating seasons. Notify Crystal Blue representatives of problems before seasonal service demands are the greatest.

- Keep all vents and registers clean and free of dust, cobwebs and debris.
- Keep plants and grass trimmed well away for the outdoor unit.

## HEAT CIRCULATION

Heating and cooling of the home can be more effective by utilizing the register vents in floors and ceilings. By closing and opening different vents at certain times of the year you can direct the hot or cold air to the rooms that need them most.

In order for heating and cooling system to work, the air in the home must be able to move freely. Closing room doors in the winter will prevent effective air circulation and the room will remain colder than the rest of the home. In the summer, closing the door to an unused room that has direct sunlight through the windows can help keep the rest of the house cooler.

Adjusting heat vents and opening and closing doors will help make your heating and cooling system adjust to the extremes that may be present at any given time during the year. These minor adjustments will also help conserve energy and increase your energy efficiency.

- **Interior Walls**

The walls in your new home are constructed of wood and other materials which are subject to normal expansion and contracting. Molding and trim can shrink and warp in some cases. It is your responsibility to perform routine maintenance on molding, trim and wall boards. Replace badly warped molding and trim. Reset nails that have popped out of position. Use touchup paint to complete the repairs.

Use care when you hang pictures and other decorative items. The wall board is brittle and will break if hit with a hammer. Costly repairs can be avoided by using picture hooks and other supplies from a home center or hardware store. Always repair nail holes with a spackle or putty.

Some or all of the walls in your home may be textured for beauty and style. The texturing material is relatively soft and can be damaged by scrubbing with abrasive cleansers and rough brushes or cloths. Small finger smudges may be removed from walls with a solution of warm water and a mild soap. Wash gently with a soft sponge or cloth. Rinse and dry the excess water carefully. Do not permit the wall board to

become soaked with water. Larger spots, not easily removed by cleaning, will require paint touch up.

Hairline cracks and seam or tape cracks, along with other slight imperfections are normal and should be expected within certain tolerances. Cracks, exceeding 1/8 inch in width will be repaired one time only during the first year. The Builder is responsible for repainting only the affected area unless the majority of a wall is affected. Color will be matched as closely as possible.

- **Plumbing System**

The plumbing system in your new home features modern materials. With care, it will provide trouble-free service for many years. We recommend that you become familiar with your plumbing system as soon as you move in. You should know the location of the main shutoff and individual shutoffs in the bathrooms and the kitchen. In the event of a plumbing emergency, you must close the main water shutoff at once. Flowing water can cause severe damage to your home and its contents.

The main water shutoff is usually located where the water pipes enter the house. Another water shutoff is located at the water meter. The Crystal Blue representative will identify the water shutoffs during your Courtesy Home Inspection.

Other water shutoffs are located under the sinks in the bathrooms and the kitchen. Each toilet has a shutoff valve behind the toilet bowl. Another water shutoff is located on the top of the water heater. It controls the flow of water to the heater and should be closed in the event of a leak in the water heater. You and others in your home should know where these water shutoffs are and how they work.

In case of extremely cold weather, your pipes can be subject to freezing. This is most likely to occur where the pipes are exposed to the weather such as outdoor faucets and antiphon valves. In making preparations for cooler weather, you should consider wrapping your exposed pipes to withstand most of the cold weather that we receive in this area. Your home center or hardware store will be able to provide the materials and advice for proper use.

It is absolutely necessary to remove hoses from outside hose bibs in cold weather. On townhouse patios, Hammersmark Building Company will not be responsible for broken hose bibs.

The following suggestions will provide long and enjoyable service from your plumbing system:

#### ACRYLIC BATHTUBS AND/OR SHOWER STALLS

Fiberglass is a lightweight, durable material which adds beauty and style to bathroom tubs and showers. It requires minimal care.

You can preserve the original high gloss finish by regular cleaning with a liquid soap or detergent. Do not use abrasive cleansers. Always rinse the walls and the door of the shower after each use. Occasional applications of automotive type wax will add luster and beauty to your fiberglass. Most stains can be removed with a solution of bleach.

## FIXTURES

- Faucets and other plumbing fixtures are designed to add beauty and trouble free use. Most of the fixtures are plated with bright chromium, a material which is impervious to water corrosion. It is, however, relatively soft and can be damaged with abrasive cleansers, scouring pads and tools. Clean bright fixtures with warm soapy water and a soft sponge or cloth. Rinse with clear water and wipe dry to prevent spotting.
- Hard water can spot and damage bright chromed plumbing fixtures. While this is not entirely preventable, you can minimize the staining and discoloration by drying the fixtures after each use.
- Avoid excessive force when you turn your faucets on and off. The seals in the faucets can be damaged and will require repair or replacement in a short time.
- Faucets are equipped with aerators which mix air with the stream of water to prevent splashing. They need to be cleaned occasionally to remove a buildup of mineral deposits. When you notice that the stream of water has lessened, unscrew the aerator from the mouth of the faucet. Remove the debris and rinse the washers and screens. Replace the parts in their original order and screw the aerator onto the faucet. Perform this homeowner maintenance as needed, usually every several months.

## TOILETS

Toilets are made of vitreous china, a material that is almost impervious to staining. Clean your toilets with a toilet bowl cleaner and a brush or cloth. Vitreous china is brittle and will easily break or shatter if hit with a hard object.

Always keep a plumber's plunger on hand to use in the event of stoppage of a toilet. If a stoppage occurs, close the shutoff valve on the backside to the toilet. Usually, a few vigorous pumps with the plunger will free the obstruction. Stoppages that occur within the first 30 days and are construction related are covered by the Limited Warranty. Stoppages that occur after 30 days or that are not construction related will be the responsibility of the homeowner (or possibly a homeowners association issue if main line related). If you are unable to clear the obstruction yourself, we suggest that you call a Crystal Blue representative to report the problem.

Do not use drain cleaners in toilets. The harsh chemicals in drain cleaners can damage the toilet seals and flood your bathroom. Do not use colored tank cleaners. The harsh chemicals in drain and tank cleaners can damage the toilet seal and cause a leak. This will void your warranty.

The flush valve in your toilet should last for many years. If it fails or begins to leak, you can purchase a new flush valve at a home center or hardware store. If you are not entirely comfortable with this do-it-yourself project, call a plumber.

#### LOW VOLUME TOILETS

Over time water has become the West's most valuable resource. In an effort to help conserve water, new Low Volume toilets are now required by federal law. These toilets use much less water on each flush than the older models. With the lower volume of water, they are not as effective in washing down large amounts of toilet paper. Using less toilet paper will help these toilets serve their purpose in conserving our water resource.

- **Smoke Detectors**

At least one smoke detector has been installed in your new home. The selection of the smoke detector, the installation procedure and the location of the smoke detector were done within the requirements of local and state building codes. Please do not move or disable the smoke detector. If you feel the need for additional protection, consider purchasing another smoke detector to be installed at a second location.

The purpose of your smoke detector is to detect the possible presence of fire in your home so that you will have time to call for help and evacuate the house. At the first indication of fire, evacuate your family and call the fire department from a neighboring home. Smoke detectors have battery power backup. A small chirping sound indicates a low battery. Detectors should be tested frequently and batteries should be replaced biannually. Replacement of the battery is the responsibility of the unit owner.

- **Water Heater**

Your water heater is covered by a warranty from the manufacturer. Please read the operating instructions that the manufacturer provides. In the event of a leak in your water heater, close the shutoff valve on the top of the water heater and turn off the pilot light. Call the manufacturer listed on the front of the water heater to request service.

While some water heaters do not require additional insulation, we suggest that you consider an inexpensive water heater blanket when it is appropriate. This will save significantly on the cost of operating the water heater. These products are available at home centers and hardware stores. Check the operating manual that came with your water heater before you add an insulating blanket.

- **Windows**

A few simple maintenance tips will help your windows to provide years of trouble-free service.

Do not apply window tinting materials made of film to double-glazed windows and doors. The use of these materials can cause a buildup of heat between the panes of glass. This excessive heat will destroy the seals and permit water condensation to form between the panes.

This is similar to the seal formed with wood frames and glazed glass. This seal may be broken by natural expansion and contraction and the windows should be reglazed immediately. Your hardware store or home center can provide glazing materials and complete instructions.

Aluminum foil also causes a heat buildup between window panes and should not be used.

Allowing direct sunlight through the windows will increase the temperature inside your home. On a hot summer day, the increase may be dramatic. This heat buildup, similar to a greenhouse effect, will increase the load on your air conditioner, and will make your home seem warmer than the actual temperature.

A high room temperature caused by direct sunlight or a lack of window coverings does not indicate an air conditioning problem. We will not evaluate the performance of an air conditioning unit until after window coverings are installed and the room temperature has had a chance to stabilize.

Direct sunlight will also fade your carpet and furnishings. To minimize the effect of bright sunlight, you should install window coverings as soon as possible. If you like the sunshine in the winter, consider blinds or other coverings that can be adjusted for more or less light.

#### WINDOW AND DOOR FRAMES

Window and door frames are made to last for years, but they do require routine maintenance. Perhaps the most important step is to keep the window and door tracks free of dirt and debris. The window tracks are relatively soft and can become damaged if they are not kept clean. Use a broom or a brush to loosen collected debris. Vacuum thoroughly as a part of your regular cleaning routine. Avoid using abrasive cleansers as they may scratch the tracks.

Window and door frames typically have small weep holes at the bottom to permit water to drain from the track. Keep the weep holes open and free of debris and dirt. Avoid flooding the window and door frame track with water. Excessive water can overflow the track and back up into your home.

After cleaning, apply paraffin (wax) to the lock and rollers to prevent corrosion. If windows and doors do not slide freely, an oil-free silicone lubricant can be used on the tracks. Do not use any oil-based lubricant. Oil attracts dust and dirt which become embedded in the lubricant and may damage the aluminum.

Please note that your sliding glass doors are more difficult to slide during the last six to eight inches of movement. This is normal and is due to state and environmental requirements for tight seal when the door is closed. We cannot make adjustments which will make the doors easier to close.

Inspect the caulking and seals of your windows annually. Repair or replace missing caulk or damaged seals promptly. This will protect your windows, prevent fogging from moisture, and enhance the service life of your windows.

A few simple maintenance tasks will help your windows provide years of trouble-free service. Consult your homeowner's association guidelines before you install window coverings that are visible from the street or other areas of your neighborhood.

## **SUGGESTED MAINTENANCE DURATIONS**

### **Every Week**

- Floors – sweep and mop regularly
- Carpets - Vacuum all carpets regularly

### **Every Month**

- Furnace/air conditioning - inspect filters for dust. Clean and replace filters as needed.
- Plumbing - Check under kitchen and bathroom cabinets for leaks. Check the area around the hot water heater for leaks.
- Kitchen Exhaust Fan - Remove and clean the filter. Clean accumulated grease deposits from the fan housing.

- Faucet Aerators - Check for proper flow of water. If the flow is reduced, clean the aerator screens. During the first two months, the faucet aerators could require more frequent cleaning.
- GFCI Receptacles - Press test button to "trip" the circuit. Replace if necessary.

#### **Every Two Months**

- Exterior Doors - Oil hinges and locks if required. Inspect finish for cracks and peeling. Use touch up paint where required.

#### **Every Three Months**

- Interior Doors - Lubricate hinges.
- Garage door - Lubricate hardware. Inspect mechanism for free travel. Adjust if necessary.
- Smoke detectors - Test smoke detectors. Replace batteries if necessary.

#### **Every Six Months**

- Kitchen Tile Grout - Inspect for loose or missing grout. Re-grout if necessary. Recaulk at the edge of the backsplash if necessary.
- Tile Areas - Inspect caulked areas for missing or damaged caulking. Recaulk if necessary.
- Shower Doors - Inspect for proper fit. Adjust if necessary. Inspect caulking and recaulk, if necessary.
- Tub Enclosures - Inspect for proper fit. Adjust if necessary. Inspect caulking and recaulk, if necessary.

#### **IMPORTANT NOTE:**

**Please remember to open your crawl space vents each Spring and close them each Fall. This will be very important in preventing excessive moisture from collecting in your crawl space, which is necessary to prevent the formation of mold spores. Please contact the Condominium Association's agent if you need additional clarification on this matter.**

#### **Every Twelve Months**

- HVAC (air-conditioner and furnace) - inspection by a heating professional every year.

# EMERGENCIES

We define emergencies as problems that require immediate attention to protect you and your family from harm and to avoid damage to your property, your home or your lot. These problems include:

- 1. A total stoppage of the plumbing drain system. If your plumbing ceases to work, none of your sinks, tubs, or toilets will function properly.

If stoppage of a particular toilet or drain is caused by construction debris, or arises because of the work of the general contractor or one of their trade contractors, Idaho Mutual Trust, LLC (or its assigns) will agree to clear any drain line for a period of thirty (30) days after closing provided the cause of the stoppage is construction debris. Beyond the initial thirty (30) days, it will be the responsibility of the homeowner or homeowners association to schedule the plumber to research any drainage or main-line backup problem.

- 2. A water leak which requires the water supply in your home be shut off to avoid serious water damage. A leak which can be isolated by the shutoffs under the cabinet or plumbing fixtures is not an emergency.

Damage from a water leak can be minimized by turning off the plumbing shut off valve to a particular fixture or turning off the water main near your unit.

- 3. A total electrical failure
- 4. Loss of heating or air conditioning during extreme weather conditions.
- 5. Any situation which endangers the occupants of the home.

In case of emergency, your first step should be to protect your family from harm. Once you are sure of their safety, and if your safety will not be jeopardized, you should take steps to correct or lessen the effects of the emergency.

After 5 p.m., on weekends and holidays, call Crystal Blue emergency numbers, which will be in your Crystal Blue Condominiums Resident Handbook. Please be advised true emergencies are a rare occurrence. Crystal Blue maintains staffing to handle emergencies at all times. In the event of an emergency, they will telephone you as quickly as possible and offer immediate assistance. The Crystal Blue representative will provide detailed instructions on alleviating possible damage while a service call can be arranged. The representative will decide whether to assign the call to an outside vendor or to handle the request internally.

If your situation does not fall within the emergency guidelines, you should use the procedures outlined for requesting warranty service. If

you believe a delay in responding to your claim could result in further damage, please contact a Crystal Blue representative through their emergency contact numbers.