



Use & Care Guide

HOMEOWNER GUIDE

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Homeowner Use and Maintenance Guidelines

Use & Care Guide

In addition to Classic's Standards of Performance, Classic has included these **Homeowner Use and Maintenance Guidelines** to assist you with caring for your new home. Each topic in this guide contains the maintenance suggestions Classic has provided for the corresponding component of your home.

Looking for Warranty Coverage?

These pages cover use and maintenance only. Warranty coverage details — the tolerances of workmanship and materials to which your home should perform — live in the Warranty Standards.

Your Maintenance Responsibilities

The Homeowner(s) and/or The Homeowners Association (exterior items in certain communities) are responsible for proper home maintenance. This includes being aware of and applying the recommended procedures and products for maintaining all components of your home. If you need additional information on maintaining a product, please refer to the manufacturer maintenance recommendations for that product.

Homeowners should also be aware that all new homes go through a period of settlement and movement as they reach equilibrium. During this period, the home may experience some minor material shrinkage, cracking and other events, which are unavoidable and considered normal.

Neglect May Affect Coverage

Under the terms of the Limited Warranty, neglect of normal maintenance items may deprive you or your successor of warranty coverage on the item(s) involved. Damage to the home which is a result of Homeowner(s) or Homeowners Association negligence, abuse, misuse, or inaction must be repaired by the Homeowner(s) and/or Homeowners Association at their expense. During the Limited Warranty Period, Classic will not repair items that are the responsibility of the Homeowner or Homeowners Association to maintain.

Warranty Coverage: See the Warranty Standards for coverage details on each topic.

Air Conditioning

Air conditioning can greatly enhance the comfort of your home, but if it is used improperly or inefficiently, it will result in wasted energy. These hints and suggestions are provided to help you maximize your air conditioning system.

How It Works

Your air conditioning system is a whole-house system. The air conditioning unit is the mechanism that produces cooler air. The air conditioning system involves everything inside your home including, for example, drapes, blinds, and windows.

Your home air conditioning is a closed system, which means that the interior air is continually recycled and cooled until the desired air temperature is reached. Warm outside air disrupts the system and makes cooling impossible. Therefore, you should keep all windows closed. The heat from the sun shining through windows with open window coverings is intense enough to overcome the cooling effect of the air conditioning unit. For best results, close the window coverings on these windows.

Allow Time to Cool

Time is very important in your expectations of an air conditioning system. Unlike a light bulb, which reacts instantly when you turn on a switch, the air conditioning unit only begins a process when you set the thermostat.

For example, if you come home at 6:00 p.m. when the temperature has reached 90 degrees F and set your thermostat to 75 degrees, the air conditioning unit will begin cooling, but will take a while to reach the desired temperature. During the whole day, the sun has been heating not only the air in the house, but the walls, the carpet, and the furniture. At 6:00 p.m. the air conditioning unit starts cooling the air, but the walls, carpet, and furniture release heat and nullify this cooling. By the time the air conditioning unit has cooled the walls, carpet, and furniture, you may have lost patience.

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

Do Not Overcool

Once the system is operating, setting the thermostat at 60 degrees will not cool the home any faster and can result in the unit freezing up and not performing at all. Extended use under these conditions can damage the unit.

Routine Maintenance

Adjust Vents

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

Keep the Condensing Unit or Compressor Level

Maintain the air conditioning condensing unit or compressor (the outside unit) in a level position to prevent inefficient operation and damage to the equipment. If you suspect that the air conditioner is not level, please contact either Classic during the Limited Warranty Period or the Homeowners Association ("HOA") to schedule an inspection.

Coolant

The outside temperature must be 70 degrees F or higher for the contractor to add coolant to the system. If your home was completed during winter months, the charging of the system was probably not completed at that time and will need to be performed in the spring. Although we check and document this at the Final Walkthrough/Orientation, please contact us in the spring to schedule the charging.

Humidifier

If a humidifier is installed on the furnace system, turn it off when you use the air conditioning; otherwise, the additional moisture can cause a freeze-up of the cooling system. Classic does not install humidifiers and is not responsible for any damage that results from the installation or improper usage of a humidifier.

Manufacturer's Instructions

The manufacturer's manual specifies maintenance for the condenser. Review and follow these points carefully. Since the air conditioning system is combined with the heating system, follow the maintenance instructions for your furnace as part of maintaining your air conditioning system.

Temperature Variations

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

Troubleshooting: No Air Conditioning

Before calling for service, check to confirm that the:

- Thermostat is set to "cool" and the temperature is set below the room temperature
- Blower panel cover is installed correctly for the furnace blower (fan) to operate. Similar to the way a clothes dryer door operates, this panel pushes in a button that lets the fan motor know it is safe to come on. If that button is not pushed in, the furnace will not operate
- Air conditioner and furnace breakers on the main electrical panel are on. (Remember, if a breaker trips you must turn it from the tripped position to the off position before you can turn it back on)
- 220 switch on the outside wall near the air conditioner is on
- Switch on the side of the furnace is on
- Filter is in a clean condition which allows air flow
- Vents in individual rooms are open
- Air returns are unobstructed
- Air conditioner is not frozen from overuse

Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

Related Topics

- [Heating Systems](#) (p. 25)
- [Humidifier](#) (p. 27)
- [Ventilation](#) (p. 39)
- [Electrical](#) (p. 15)

Warranty Coverage: See Air Conditioning Standards for coverage details.

Alarm System

The alarm system is optional equipment. If your home selections included pre-wire for an alarm system, you will arrange for the final connection and activation after you move in.

Activation and Use

The alarm company you select will:

- Demonstrate the system
- Instruct you in its use
- Provide identification codes for your family

Routine Maintenance

We recommend that you test the system each month.

Helpful Hint

In the event your alarm system is not working, first check your GFCI outlet, as this could be the reason the alarm system is not working.

Related Topics

- [Electrical](#) (p. 15)

Warranty Coverage: See Alarm System Standards for coverage details.

Appliances

Please refer to each appliance's owner's manual for specific use and maintenance guidelines.

Manufacturer Warranties

Classic assigns all appliance warranties to you, effective on the date of closing. The appliance manufacturers warrant their products directly to you according to the terms and conditions of these written warranties.

Related Topics

- [Cabinets](#) (p. 6)
- [Electrical](#) (p. 15)
- [Plumbing](#) (p. 33)

Warranty Coverage: See Appliances Standards for coverage details.

Cabinets

Your Design Studio Selection Sheet is your record of the brand, style, and color of cabinets in your home. If you selected wood or wood veneer cabinets, expect differences in grain and color between and within the cabinet components due to natural variations in wood and the way it takes stain.

Routine Maintenance

Task	Frequency
Clean wood cabinets with lemon oil or polish with scratch cover	Maximum once every 3 to 6 months
Lubricate catching hinges or sluggish drawer glides	As needed

Cleaning

Products such as lemon oil or polishes that include scratch cover are suggested for wood cabinet care. Follow container directions. Use such products a maximum of once every 3 to 6 months to avoid excessive build-up.

Warning

Avoid paraffin-based spray waxes or washing cabinets with water, as both will damage the luster of the finish.

Hinges

If hinges catch or drawer glides become sluggish, a small amount of silicone lubricant will improve their performance.

Moisture

Damage to cabinet surfaces and warping can result from operating appliances that generate large amounts of moisture or heat (such as crock pots or toaster ovens) near the cabinet. When operating such appliances, place them in a location that is not directly under a cabinet.

Related Topics

- [Countertops](#) (p. 12)
- [Caulking](#) (p. 9)
- [Hardware](#) (p. 25)
- [Appliances](#) (p. 6)

Warranty Coverage: See Cabinets Standards for coverage details.

Carpet

Your Design Studio selection sheet (Color Chart) provides a record of the brand, style, and color of floor coverings in your home. Please retain this information for future reference. Refer to the various manufacturers' recommendations for additional information on the care of your floor coverings.

Routine Maintenance

Task	Frequency
Light vacuuming (three passes)	Twice each week
Thorough vacuuming (up to seven passes)	Once a week
Vacuum high-traffic areas	Daily
Professional cleaning (hot water extraction/steam)	At minimum once per year; more often with heavy traffic or pets

Cleaning

You can add years to the life of your carpet with regular care. Carpet wears out because of foot traffic and dirt particles that get trampled deep into the pile beyond the suction of the vacuum. The dirt particles wear down the fibers like sandpaper and dull the carpet. The most important thing you can do to protect your carpet is to vacuum it frequently.

Vacuum twice each week lightly and once a week thoroughly. Heavy traffic areas may require more frequent cleaning. A light vacuuming is three passes; a thorough job may need seven passes. A vacuum cleaner with a beater-bar agitates the pile and is more effective in bringing dirt to the surface for easy removal. Remember to disengage the beater bar on the vacuum for all shag/cable carpets.

Vacuuming high-traffic areas daily helps keep them clean and maintains the upright position of the nap. Wipe spills and clean stains immediately. For best results, blot or dab any spill or stain; avoid rubbing. Test stain removers on an out-of-the-way area of the carpet, such as in a closet, to check for any undesirable effects.

Have your carpet professionally cleaned at a minimum once per year; more often depending on amount of traffic or if you have pets. Research indicates that hot water extraction or steam cleaning provides the best cleaning.

Common Carpet Conditions

Burns

Take care of any kind of burn immediately. First snip off the darkened fibers, then use a soapless cleaner and sponge with water. If the burn is extensive, talk with a professional about replacing the damaged area.

Crushing

Furniture and traffic may crush a carpet's pile fibers. Frequent vacuuming in high-traffic areas and glides or cups under heavy pieces of furniture can help prevent this. Rotating your furniture to change the traffic pattern in a room promotes more even wear. Some carpets resist matting and crushing because of their level of fiber, but this does not imply or guarantee that no matting or crushing will occur. Heavy traffic areas such as halls and stairways are more susceptible to wear and crushing. This is considered normal wear.

Fading

Science has yet to develop a color that will not fade with time. All carpets will slowly lose some color due to natural and artificial forces in the environment. You can delay this process by frequently removing soil with vacuuming, regularly changing air filters in heating and air conditioning systems, keeping humidity and room temperature from getting too high, and reducing sunlight exposure with window coverings.

Filtration

If interior doors are kept closed while the air conditioning is operating, air circulation from the closed room flows through the small space at the bottom of the door. This forces the air over the carpet fibers, which in turn act as a filter, catching particulate pollution. Over time, a noticeable stain develops at the threshold.

Fuzzing or Fraying

In loop carpets, fibers may break. Simply clip the excess fibers. If it continues, call a professional.

Pilling

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

Rippling

With wall-to-wall carpeting, high humidity may cause rippling. If the carpet remains rippled after the humidity has left, have a professional re-stretch the carpeting.

Seams

Carpet usually comes in 12-foot widths, making seams necessary in most rooms. Visible seams are not a defect unless they have been improperly made or unless the material has a defect, making the seam appear more pronounced than normal. The more dense and uniform the carpet texture, the more visible the seams will be.

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

Shading

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

Shedding

New carpeting, especially pile, sheds bits of fiber for a period of time. Eventually these loose fibers are removed by vacuuming. Shedding usually occurs more with wool carpeting than with nylon or other synthetics. With new carpet during the first several months, it might be necessary to replace or empty the bag in your vacuum cleaner more often than usual.

Snags

Sharp-edged objects can grab or snag the carpet fiber. When this occurs, cut off the snag. If the snag is especially large, call a professional.

Sprouting

Occasionally you may find small tufts of fiber sprouting above the carpet surface. Simply use scissors to cut off the sprout. Do not attempt to pull it, because other fibers will come out in the process.

Stains

No carpet is stain-proof. Although your carpet manufacturer designates your carpet as stain-resistant, some substances may still cause permanent staining. These include, but are not limited to, hair dyes, shoe polish, paints, and ink. Some substances destroy or change the color of carpets, including bleaches, acne medications, drain cleaners, plant food, insecticides, and food or beverages with strongly colored natural dyes as found in some brands of soda and tea.

Refer to your care and maintenance brochures for recommended cleaning procedures for your particular fiber. Pretest any spot-removal solution in an inconspicuous area before using it in a large area. Apply several drops of the solution, hold a white tissue on the area, and count to ten. Examine both tissue and carpet for dye transfer and check for carpet damage.

Related Topics

- [Resilient Flooring](#) (p. 21)
- [Hardwood Flooring](#) (p. 19)
- [Ceramic Tile](#) (p. 9)

Warranty Coverage: See Carpet Standards for coverage details.

Caulking

Time and weather will shrink and dry caulking so that it no longer provides a good seal. As routine maintenance, check the caulking and make needed repairs.

Homeowner Maintenance

Caulking is considered a homeowner maintenance item and is not covered by the Limited Warranty.

Routine Maintenance

Caulking compounds and dispenser guns are available at home improvement and hardware stores. Read the manufacturer's instructions carefully to be certain that you select an appropriate caulk for the intended purpose.

Caulking Types

Latex Caulk

Latex caulking is appropriate for an area that requires painting, such as along the stair stringer or where wood trim meets the wall.

Silicone Caulk

Caulking that contains silicone will not accept paint; it works best where water is present, for example, where tub meets tile or a sink meets a countertop. In areas where stone or tile are installed as a backsplash on countertops or in bath locations, Classic may install caulk that is colored to match the grout. Grout-colored caulk is available at specialty tile stores.

Colored Caulk

Colored caulking is available where larger selections are provided. As with any colored material, dye lots can vary.

Related Topics

- [Ceramic Tile](#) (p. 9)
- [Countertops](#) (p. 12)
- [Cabinets](#) (p. 6)

Warranty Coverage: See Caulking Standards for coverage details.

Ceramic Tile

Your Design Studio selection sheets include the brand and color of your ceramic tile. Ceramic tile is one of the easiest products to maintain.

Routine Maintenance

Task	Frequency
Wash wall and countertop tile with nonabrasive cleaner	As needed
Vacuum ceramic floor tile	As needed
Wet mop floor tile with warm water	Occasionally
Clean yellowed or stained grout	As needed
Fill grout cracks with premixed grout	As needed

Cleaning

The ceramic tile installed on walls or countertops in your home may be washed with any nonabrasive soap, detergent, or tile cleaner.

Warning

Abrasive cleaners will dull the finish.

Vacuum ceramic floor tile when needed. Occasionally, a wet mopping with warm water may be appropriate. Avoid adding 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.

Grout Discoloration

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

Sealing Grout

Sealing grout is your decision and responsibility. Once grout has been sealed, it will require periodic maintenance. The homeowner is responsible for the maintenance of these areas.

Separations

Expect slight separations to occur in the grout between tiles. Grout is for decorative purposes only; it does not hold the tile in place. Cracks in the grout can be filled using premixed grout purchased from flooring, home improvement, or hardware stores.

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

Related Topics

- [Caulking](#) (p. 9)
- [Countertops](#) (p. 12)
- [Carpet](#) (p. 7)

Warranty Coverage: See Ceramic Tile Standards for coverage details.

Concrete Flatwork

Concrete slabs, driveways, and floors require routine care to minimize cracking and surface damage. Movement of the basement slab or any concrete slab is normal and may result in cracking.

Routine Maintenance

Task	Frequency
Sweep exterior concrete and garage floor	As needed
Seal cracks with waterproof concrete caulk	As cracks occur
Fill lifted expansion joint gaps with concrete and silicone sealant or caulk	As needed
Remove ice and snow from concrete slabs	Promptly after snow storms

Cleaning

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

Repeated cleaning of the garage floor by hosing can increase soil movement by allowing water to penetrate any existing cracks. We recommend sweeping to clean the garage floor.

Cracks

A concrete slab 10 feet across shrinks approximately 5/8 inch as it cures. Some of this shrinkage shows up as cracks. Cracking of concrete flatwork also results from temperature changes that cause expansion and contraction.

During the summer, moisture finds its way under the concrete along the edges or through cracks in the surface. In winter, this moisture forms frost that can lift the concrete, increasing the cracking. Maintaining drainage away from all concrete slabs will minimize cracking from this cause.

As cracks occur, seal them with a waterproof concrete caulk (available at hardware or home improvement stores) to prevent moisture from penetrating to the soil beneath.

Expansion Joints

We install expansion or control joints to help control expansion of concrete. However, as the concrete shrinks during the curing process, moisture can penetrate under the concrete and lift the expansion joint. When this occurs, fill the resulting gap with a concrete and silicone sealant or caulk.

Concrete Sealer

A concrete sealer, available at home improvement, hardware, and paint stores, will help you keep an unpainted concrete floor clean. Do not use soap on unpainted concrete. Instead, use plain water and washing soda or, if necessary, a scouring powder.

Floating Slabs

Concrete slabs, with the exception of patios, are floating; they are not attached to the home's foundation walls. These slabs are not a structural element of the home.

Due to the floating slab in your basement, Classic installs a flexible collar around the top of the furnace plenum. Gas and water lines include flexible connections, and drain lines have slip joints. The basement stairs rest on the floor and the support pads under the I-beam are separated from the floor slab. Classic Homes incorporates all of these details in the construction of the basement floor because we know the floor will move in response to the soils. Movement of the basement slab or any concrete slab is normal, and may result in cracking.

Swelling Soils Guide

You should follow the maintenance guidelines in Special Publication 43, "A Guide to Swelling Soils for Colorado Homebuyers and Homeowners," which was provided to you with your purchase contract.

What to Avoid

Warning

- **Heavy vehicles** - Prohibit commercial or other extremely heavy vehicles such as moving vans and other large delivery trucks from pulling onto your driveway. Concrete drives are designed and installed for conventional residential vehicle use only. Do not allow equipment to drive on or over the concrete during landscaping. Exterior concrete damaged by vehicles, equipment, or placement of landscape or building materials is excluded from the Limited Warranty
- **Ice, snow, and chemicals** - Driving or parking on snow creates ice on the drive, which magnifies the effects of snow on the concrete surface. Remove ice and snow from concrete slabs as promptly as possible after snow storms. Protect concrete from abuse by chemical agents such as pet urine, fertilizers, radiator overflow, repeated hosing, or de-icing agents such as road salt or other chemicals that can drip from vehicles. All of these items can cause spalling or delamination (chipping of the surface) of concrete
- **Cold water on hot concrete** - The abrupt change in temperature can damage the surface bond of the concrete
- **Soap on unpainted concrete** - Use plain water and washing soda or, if necessary, a scouring powder instead

Related Topics

- [Foundation](#) (p. 22)
- [Grading & Drainage](#) (p. 23)
- [Expansion & Contraction](#) (p. 17)

Warranty Coverage: See Concrete Flatwork Standards for coverage details.

Condensation

The energy efficient homes being built today are constructed to be more air tight in comparison to homes built even 10 years ago. While they seal in the heat in the winter and the cooling in the summer, they also seal in too much moisture laden air.

When warm, moist interior air comes into contact with cooler surfaces (doors and windows), the moisture condenses. Outside we see this as dew; inside you may see it as a layer of moisture on glass windows and doors. Condensation comes from high humidity within the home combined with low outside temperatures.

Not a Window Problem

Condensation forming on windows does not reflect a problem with the window or the window installation. Condensation forming on windows indicates that you have too much humidity inside the home. When this condition occurs, you need to decrease the amount of humidity in the home.

Removing Humidity

The following are suggestions for removing the humidity.

Humidifier Operation

If your home includes a humidifier, closely observe the manufacturer's directions for its use and care (see additional information under [Humidifier](#) (p. 27)). Low to moderate settings in winter can maintain desired comfort levels without contributing too much moisture to your home. You may need to experiment to find the correct level for your family's lifestyle. In periods of extreme cold, you may need to turn the humidifier off.

Classic does not install humidifiers and is not responsible for damages due to installation or improper usage of a humidifier.

New Construction

Some experts have estimated that a typical new home contains 50 gallons of water. Water is part of the lumber, concrete, drywall texture, paint, caulk, and other materials used during the construction of the home. Wet weather during construction adds more. This moisture evaporates into the air as you live in your home, adding to the moisture generated by normal living activities. Over time, this source of moisture may diminish.

Normal Activities

As you live in your home, your daily lifestyle contributes to the moisture in the air. Cooking, laundry, baths and showers, aquariums, plants, and so on all add water to the air in your home. Likewise, your daily routine can mitigate the amount of moisture in your home and reduce condensation on interior surfaces.

Temperature

Avoid setting your thermostat at extreme temperatures. Heating your home will cause the materials to dry out faster, generating more moisture into the air; drying the materials out too fast also increases shrinkage cracks and separations.

Ventilation

Develop the habit of using exhaust fans in bathrooms and over the stove. When weather conditions permit, open windows so fresh air can circulate through your home. Keep the dryer exhaust hose clean and securely connected. See the section on [Ventilation](#) (p. 39) for additional information.

Related Topics

- [Humidifier](#) (p. 27) - Humidifier use and care
- [Ventilation](#) (p. 39) - Ventilating your home
- [Windows](#) (p. 41) - Window care
- [Mold Prevention](#) (p. 30) - Controlling moisture

Warranty Coverage: See Condensation Standards for coverage details.

Countertops

Your countertops need protection from cutting, heat, and moisture. A little preventative care keeps both laminate and natural stone surfaces looking their best.

Laminate Countertops

Always use a cutting board to protect your counters (this also applies for natural and man-made stone countertops) when you cut, chop, or prepare food. Protect the countertop from heat and from extremely hot pans.

Heat Rule

If you cannot put your hand on it, do not put it on the countertop. Do not use countertops as ironing boards and do not set lighted cigarettes on the edge of the counter.

Caulking

The caulking between the countertop and the wall, along the joint at the backsplash (the section of counter that extends a few inches up the wall along the counter area), and around the sink may shrink, leaving a slight gap. Maintaining a good seal in these locations is important to keep moisture from reaching the wood under the tops and to prevent warping.

Cleaning

Avoid abrasive cleaners that will damage the luster of the surface, unless an abrasive cleaner is recommended by the manufacturer.

Mats

Rubber drain mats can trap moisture beneath them, causing the laminated countertops to warp and blister. Dry the surface as needed.

Wax

Wax is not necessary, but it can be used to make counters gleam. See also [Ceramic Tile](#) (p. 9).

Natural Stone Countertops

Natural stone countertops are extremely durable. Although natural stone countertops require minor maintenance, periodic maintenance is recommended. The best care you can give your natural stone is preventative care. Preventing stains or scratches before they occur is easier than repairing them after the occurrence.

Task	Guideline
Spills	Remove as soon as possible - blot, do not wipe
Rinsing	Rinse weekly using warm water and a non-abrasive cleaner
Cutting	Always use a cutting board
Sealing	Classic does not seal natural stone countertops unless selected during the Design Studio selection process

Acidic Spills

Items such as soft drinks, wine, coffee, tea, and juices contain mild acids - wiping (rather than blotting) can damage the stone.

Related Topics

- [Caulking](#) (p. 9) - Maintaining countertop seals
- [Ceramic Tile](#) (p. 9) - Tile and grout care
- [Cabinets](#) (p. 6) - Cabinet maintenance
- [Man-Made Stone](#) (p. 29) - Man-made stone care

Warranty Coverage: See Countertops Standards for coverage details.

Crawl Space

The crawl space is not intended as a storage area for items that could be damaged by moisture.

Wood Storage

Wood stored in a crawl space can attract termites.

Moisture

You may notice slight dampness in the crawl space. Landscaping that is correctly installed helps prevent excessive amounts of water from entering crawl spaces.

During the Limited Warranty period, report standing water to Classic Homes for inspection.

Related Topics

- [Grading and Drainage](#) (p. 23) - Maintaining positive drainage

- **Landscaping** (p. 28) - Correct landscaping installation
- **Pests and Wildlife** (p. 32) - Termites and other pests

Warranty Coverage: See Crawl Space Standards for coverage details.

Doors and Locks

The doors installed in your home are wood products and are subject to natural characteristics of wood such as shrinkage and warpage. With natural fluctuations caused by humidity and the use of forced air furnaces, showers, and dishwashers, interior doors may occasionally require minor adjustments.

Routine Maintenance

Task	Approach
Bi-fold and bypass door tracks	Apply a silicone lubricant
Hinge pins	Remove pin and apply silicone lubricant (avoid oil)
Door locks	Lubricate with graphite or other waterproof lubricant (avoid oil)
Trim joint separations	Fill with putty, filler, or latex caulk, then paint
Weather stripping and thresholds	Adjust or replace occasionally as needed

Common Issues

Bi-fold and Bypass Doors

Interior bi-folds and bypass doors sometimes stick or warp because of weather conditions. Apply a silicone lubricant to the tracks to minimize this inconvenience.

Failure to Latch

If a door will not latch because of minor settling, you can correct this by making a new opening in the jamb for the latch plate (remortising) and/or raising or lowering (adjusting) the plate accordingly.

Hinges

You can remedy a squeaky door hinge by removing the hinge pin and applying a silicone lubricant to it. Avoid using oil, as it can gum up or attract dirt. Graphite works well as a lubricant but can create a gray smudge on the door or floor covering beneath the hinge if too much is applied.

Helpful Hint

Remove the pin from the hinge, take a lead pencil and color the pin, then reinsert the pin in the hinge. Graphite from the lead will lubricate the hinge without the potential to drip onto the flooring.

Locks

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

Shrinkage

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

Sticking

The most common cause of a sticking door is the natural expansion of lumber caused by changes in humidity. When sticking is caused by swelling during a damp season, do not plane the door unless it continues to stick after the weather changes.

Before planing a door because of sticking, try two other steps:

1. Apply either a paste wax, light coat of paraffin, or candle wax to the sticking surface
2. Tighten the screws that hold the door jamb or door frame

If planing is necessary, use sandpaper to smooth the door and paint the sanded area to seal against moisture.

Warping

If a door warps slightly, keeping it closed as much as possible often returns it to normal.

Weather Stripping

Weather stripping and exterior door thresholds occasionally require adjustment or replacement.

What to Avoid

Slamming of Doors

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

Related Topics

- [Hardware](#) (p. 25) - Door hardware care
- [Wood Trim](#) (p. 42) - Trim maintenance
- [Paint and Stain](#) (p. 32) - Touch-up painting
- [Expansion and Contraction](#) (p. 17) - Natural material movement

Warranty Coverage: See Doors and Locks Standards for coverage details.

Drywall

During the life of your home, minor cracking, nail pops, or seams may become visible in the walls and ceilings. These are caused by the shrinkage of the wood and normal deflection of rafters and wood studs to which the drywall is attached.

Homeowner Maintenance

With the exception of the one-time courtesy repair service provided by Classic, any drywall repair is your maintenance responsibility.

Ceilings

The ceilings in your home are easy to maintain; periodically remove dust or cobwebs as part of your normal cleaning and repaint as needed.

Repairs

Problem	Repair
Hairline cracks	Repair with a coat of paint
Slightly larger cracks	Repair with spackle or caulk
Nail pops	Reset the nail, cover with spackle, sand, and paint
Indentations from sharp objects	Fill with spackle in the same manner as nail pops

How to Correct a Nail Pop

1. Reset the nail with a hammer and punch
2. Cover it with spackle, which is available at paint, home improvement, and hardware stores
3. Apply two or three thin coats
4. When dry, sand the surface with fine-grain sandpaper
5. Paint

Related Topics

- [Paint and Stain](#) (p. 32) - Touch-up painting
- [Expansion and Contraction](#) (p. 17) - Why cracks appear
- [Condensation](#) (p. 11) - Controlling indoor moisture

Warranty Coverage: See Drywall Standards for coverage details.

Electrical System

Make sure that you know the location of the main electrical box, usually located in the garage; it includes a main shut-off that controls all the electrical power to the home. Individual breakers control the separate circuits. Each breaker is marked to help you identify which breaker is connected to which major appliances, outlets, or other service.

Before Calling an Electrician

Should a failure occur in any part of your home, always check the breakers in the main panel box before calling an electrician.

Breakers

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.

Breakers Tripping

Breakers trip because of overloads, usually caused by plugging too many appliances into the circuit, a worn cord or defective appliance, operating an appliance with too high a voltage requirement for the circuit, starting an electric motor, or other reasons.

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. If the circuit remains on, one of the items you unplugged is defective and will require repair or replacement.

Carbon Monoxide Alarms and Smoke Detectors

Read the manufacturer's manual for detailed information on the care of your carbon monoxide alarm and smoke detectors.

Task	Guideline
Battery replacement	A chirping sound is a sign the battery needs to be replaced; most units use a 9-volt battery
Cleaning	Clean each unit periodically to prevent a false alarm or lack of response in a fire
Testing	After cleaning, push the test button to confirm the alarm is working

Helpful Hint

Use a can of air to blow out the smoke detector where dust may have accumulated.

Locations

Carbon monoxide alarms and smoke detectors are installed in accordance with building codes, which dictate locations. Classic cannot omit any carbon monoxide alarm or smoke detector, and you should not remove or disable any smoke detector.

Fixture and Outlet Locations

Light fixtures and outlets are installed in general locations indicated on the plans and may vary from locations shown in models and similar plans. Moving fixtures and outlets to accommodate specific furniture arrangements or room use is your responsibility.

GFCI (Ground-Fault Circuit-Interrupters)

GFCI receptacles have a built-in element that senses fluctuations in power. Quite simply, the GFCI is a circuit breaker. Building codes require installation of these receptacles in bathrooms, the kitchen, outside, and the garage (areas where an individual can come into contact with water while holding an electric appliance or tool). Heavy appliances such as freezers or power tools will trip the GFCI breaker.

Each GFCI circuit has a test and reset button. Once each month, press the test button. This will trip the circuit. To return service, press the reset button. If a GFCI breaker trips during normal use, it may indicate a faulty appliance and you will need to investigate the problem. One GFCI breaker can control multiple outlets.

Caution

Never plug a refrigerator or food freezer into a GFCI-controlled outlet. The likelihood of the contents being ruined is high. Classic is not responsible for food spoilage that results from plugging refrigerators or freezers into a GFCI outlet.

Grounded System

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

Light Bulbs

You are responsible for replacing burned-out bulbs; Classic will replace light bulbs that are listed on the Final Walkthrough/Orientation Form.

Outlets

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

Due to a Federal Statute, your home will have tamperproof (childproof) outlets installed in various locations throughout the home. These locations are determined by the Statute; Classic cannot install non-conforming outlets in these areas.

If there are small children in the home, you may want to install safety plugs on the non-tamperproof outlets. Please instruct or teach children to never touch or insert any objects into electrical outlets, sockets, or fixtures.

Underground Cables

Before digging anywhere in your yard, you are required to call and order locates for your yard. Maintain positive drainage around the foundation to protect electrical service connections.

Troubleshooting Tips: No Electrical Service

No Electrical Service Anywhere in the Home

Before calling for service, check to confirm that the:

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

No Electrical Service to One or More Outlets

Before calling for service, check to confirm that the:

- Main breaker and individual breakers are all in the on position
- Applicable wall switch is on
- GFCI is set (see details on GFCIs, earlier in this section)
- Item you want to use is plugged in
- Item you want to use works in other outlets
- Bulb in the lamp is good

Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

Related Topics

- [Fixtures](#) (p. 19) - Light fixture care
- [Appliances](#) (p. 6) - Appliance operation
- [Alarm System](#) (p. 6) - Home alarm system

Warranty Coverage: See Electrical System Standards for coverage details.

Expansion and Contraction

Changes in temperature and humidity cause all building materials to expand and contract. Dissimilar materials expand or contract at different rates. This movement results in separation between materials, particularly dissimilar ones.

You will see the effects in small cracks in drywall and in paint, especially where moldings meet drywall, at mitered corners, and where tile grout meets tub or sink.

This Is Normal

While this can alarm an uninformed homeowner, it is normal. Shrinkage of the wood members of your home is inevitable and occurs in every new home. Although this is most noticeable during the first year, it may continue beyond that time.

Maintenance

In most cases, caulk and paint are all that you need to conceal this minor evidence of a natural phenomenon. Even though properly installed, caulking shrinks and cracks. Maintenance of caulking is your responsibility.

Related Topics

- [Caulking](#) (p. 9) - Re-caulking separations
- [Drywall](#) (p. 15) - Repairing minor cracks
- [Paint and Stain](#) (p. 32) - Touch-up painting
- [Wood Trim](#) (p. 42) - Trim joint maintenance

Warranty Coverage: See Expansion and Contraction Standards for coverage details.

Fencing

Depending on the community in which your home is located, fencing may be included with your home.

Drainage

In planning, installing, and maintaining fencing, allow existing drainage patterns to function unimpeded:

- When installing a fence, use caution in distributing soil removed to set posts to avoid blocking drainage swales
- Plan enough space under the bottom of a wood fence for water to pass through

Homeowner Association

HOA Approval

If you choose to add fencing after moving into your new home, keep in mind the need to obtain approval from your Homeowners Association.

Installation of Fencing

Classic recommends that you engage the services of professionals to install your fence. Be certain to:

- Inform the fence installer of all design review requirements
- Provide the installer with the location of your property lines

Related Topics

- [Landscaping](#) (p. 28) - Planning and maintaining your yard
- [Grading and Drainage](#) (p. 23) - Maintaining drainage patterns

Warranty Coverage: See Fencing Standards for coverage details.

Fireplace

Most of us feel a gas fireplace is an excellent way to create a warm, cozy atmosphere. Classic offers direct-vent gas fireplace appliances. The operation of the fireplace is demonstrated during the Final Walkthrough/Orientation. Read and follow all manufacturers' directions for operation and cleaning.

Hot Vent Cover

The exterior vent cover for a direct-vent gas fireplace becomes extremely hot when the fireplace is operating. Please use caution when approaching the fireplace and direct vent while the fireplace is in operation. Classic is not responsible for any injuries that result from contact with the fireplace or vent.

Normal Operation

- A slight delay between turning the switch on and flame ignition is normal
- The flames should ignite gently and silently
- If you notice any deviation from this and any gas smell, immediately shut off the switch and report it to the gas company
- During the initial operation of the fireplace, you may experience odors associated with the burning off of the new components; this is a common odor that will dissipate with time

Wind Effects

- Excessive winds can cause a downdraft, which can blow out the pilot, requiring you to relight it before using the fireplace
- Wind noise through the vent is normal during excessive winds

Heat Output Expectations

Look upon your gas fireplace as a luxury that adds to the atmosphere or ambiance of the home:

- Gas fireplaces are not designed to heat the home
- Gas fireplaces do not create a "roaring" fire
- About 10 percent of the heat produced by a gas fireplace is radiated into the home

Related Topics

- [Heating Systems](#) (p. 25) - Your home's primary heat source
- [Gas Shut-Offs](#) (p. 23) - Locating gas shut-off valves
- [Ventilation](#) (p. 39) - Airflow in your home

Warranty Coverage: See Fireplace Standards for coverage details.

Fixtures (Electrical & Plumbing)

The manufacturer typically treats fixtures with a clear protective coating, electro-statically applied, to provide beauty and durability. This coating is not impervious to wear and tear. Atmospheric conditions, sunlight, caustic agents such as paints, and scratches from sharp objects can cause the protective coating to crack or peel, and result in spotting and discoloration.

Cleaning

Initial care of these products requires only periodic cleaning with a mild, nonabrasive soap and buffing with a soft cloth.

Corrosion

It is very likely that your fixtures have a coating on top of a base metal. Water having a high mineral content is corrosive to any metal—coated or solid.

Polish

When peeling, spotting, or discoloration occurs, you can sometimes restore the beauty of the metal:

1. Completely remove the remaining coating
2. Hand-polish the item with a suitable polish
3. Apply a light coat of wax and buff with a soft cloth to help maintain the gloss

Tarnish

Normal Aging

Like sterling silver, metals will gradually tarnish and eventually take on an antique appearance.

Related Topics

- [Electrical](#) (p. 15) - Electrical system care
- [Plumbing](#) (p. 33) - Plumbing system care
- [Hardware](#) (p. 25) - Door and cabinet hardware

Warranty Coverage: See Fixtures Standards for coverage details.

Hardwood Floors

Hardwood flooring, including natural, engineered, and laminates, is a beautiful addition to your home. While it is a beautiful addition, it is important to understand the unique characteristics of the wood you selected and the maintenance requirements. In daily care of hardwood floors, preventive maintenance is the primary goal.

Generic Guidelines

The maintenance guidelines below are generic guidelines; please refer to the specific guidelines for the species of wood you selected.

Routine Maintenance

Task	Frequency
Sweep or vacuum	Daily or as needed
Damp-mop soiled polyurethane and water based finishes	As needed
Clean furniture leg floor protectors to remove grit	Regularly
Clean up food spills with a dry cloth	Immediately
Extra polyurethane coat by a qualified contractor	Within six months to one year (depends on lifestyle)

Cleaning

Sweep or vacuum on a daily basis or as needed. **Never wet-mop a hardwood floor.** Excessive water causes wood to expand and damage the floor.

When polyurethane and water based finishes become soiled, damp-mop with a mixture of 1 cup vinegar to one gallon of warm water. When damp-mopping, remove all excess water from the mop. Please refer to the manufacturer's recommendations for cleaning products.

Protecting Your Floor

Dimples

Placing heavy furniture or dropping heavy or sharp objects on hardwood floors can result in dimples.

Furniture Legs

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

Mats and Area Rugs

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. However, be aware that rubber backing on area rugs or mats can cause yellowing and warping of the floor surface.

Shoes

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

Spills

Clean up food spills immediately with a dry cloth. Use a vinegar-and-warm-water solution for tough food spills.

Sun Exposure

Exposure to direct sunlight can cause irreparable damage to hardwood floors. To preserve the beauty of your hardwood floors, install and use window coverings in these areas.

Humidity and Separation

Wood floors respond noticeably to changes in humidity in your home. Especially during winter months, the individual planks or pieces expand and contract as water content changes. A humidifier may help but does not eliminate this reaction. See [Humidifier](#) (p. 27).

Warning

Classic does not install humidifiers and is not responsible for damages associated with the installation or improper usage of a humidifier.

Recoating of Floors

If your floors have a polyurethane finish, you may want to have an extra coat of polyurethane applied by a qualified contractor within six months to one year. The exact timing will depend on your particular lifestyle. If another finish was used, refer to the manufacturer's recommendations.

Wax

Waxing and the use of products like oil soap are **not recommended**. Once you wax a polyurethane finish floor, recoating is difficult because the new finish will not bond to the wax. The preferred maintenance is preventive cleaning and recoating as needed to maintain the desired luster.

If you have installed wax or unapproved cleaners on the floor and a repair is needed during the Limited Warranty Period, Classic will only repair the immediate area of the repair. We will not recoat the entire floor.

What to Expect

- **Traffic paths** - A dulling of the finish in heavy traffic areas is likely.
- **Warping** - Warping will occur if the floor repeatedly becomes wet or is thoroughly soaked even once. Slight warping in the area of heat vents or heat-producing appliances is also typical.

Related Topics

- [Humidifier](#) (p. 27)
- [Condensation](#) (p. 11)
- [Resilient Flooring](#) (p. 21)
- [Carpet](#) (p. 7)

Warranty Coverage: See Hardwood Floors Standards for coverage details.

Resilient Flooring/Linoleum/Vinyl Flooring

Although resilient floors are designed for minimum care, they do have maintenance needs. Follow the manufacturer's specific recommendations for care and cleaning. Some resilient floors require regular application of an approved floor finish. This assures the floor will retain its finish.

New Floors

Avoid using cleaning or finishing agents on the new floor until the adhesive has thoroughly set. This will take about two weeks.

Color and Pattern

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

Limit Water

Wipe up spills and sweep debris and crumbs instead of washing resilient floors frequently with water. Limit mopping or washing with water; excessive amounts of water on resilient floors can penetrate seams and get under edges, causing the material to lift and curl.

Moving Furniture

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

No-Wax Flooring

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

Raised Nail Heads

Raised nail heads are the result of movements of the floor joist caused by natural shrinkage and deflection. If a nail head becomes visible through resilient flooring, you should place a block of wood over it and hit the block with a hammer to reset the nail.

Scrubbing and Buffing

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

Seams

Any brand or type of resilient flooring may separate slightly due to shrinkage. Seams can lift or curl if excessive moisture is allowed to penetrate them. You can use a special caulking at tub or floor joints to seal seams at those locations. Avoid getting large amounts of water on the floor from baths and showers.

Related Topics

- [Hardwood Flooring](#) (p. 19) - Hardwood floor care

- [Carpet](#) (p. 7) - Carpet maintenance
- [Ceramic Tile](#) (p. 9) - Tile floor care
- [Caulking](#) (p. 9) - Sealing seams at tub and floor joints

Warranty Coverage: See Resilient Flooring Standards for coverage details.

Foundation

We install the foundation of your home according to the recommendations of our consulting engineer. The walls of the foundation are poured concrete with steel reinforcing rods.

Protect Your Foundation

To protect your home's foundation, you and the HOA should follow the guidelines for installation and maintenance of landscaping and drainage in this manual and in Special Publication 43, "A Guide To Swelling Soils For Colorado Homebuyers And Homeowners," which you received with your Purchase Contract.

Cracks

Even though an engineer designed the foundation and we constructed it according to engineering requirements, surface cracks can still develop in the wall. Surface cracks are not detrimental to the structural integrity of your home.

Dampness

Due to the amount of water in concrete, basements may be damp. Condensation can form on water lines in unfinished basements and drip.

Related Topics

- [Grading and Drainage](#) (p. 23) - Maintaining drainage away from the foundation
- [Landscaping](#) (p. 28) - Landscaping guidelines that protect the foundation
- [Concrete](#) (p. 10) - Concrete flatwork care
- [Condensation](#) (p. 11) - Managing moisture in the home

Warranty Coverage: See Foundation Standards for coverage details.

Garage Overhead Door

Since the garage door is a large, moving object, periodic maintenance is necessary.

Routine Maintenance

Task	Frequency
Lubricate all moving parts	Every 6 months
Check that all hardware is tight and operating without binding or scraping	Every 6 months
Have needed adjustments made by a qualified specialist	Annually
Replace the battery in garage opener remote controls	About once a year

Lubrication

Every 6 months, apply a lubricant such as silicone spray to all moving parts: track, metal rollers (do not lubricate vinyl rollers), hinges, pulleys, and springs. Avoid over lubricating to prevent drips on vehicles or the concrete floor. At the same time, check to see that all hardware is tight and operating as intended without binding or scraping.

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

Light Visible and Rain/Snow Entry

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

Garage Door Openers

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

If Classic installed a door opener as one of your selections, during the Final Walkthrough/Orientation we will demonstrate the electric eye that provides a safety stop in the event someone crosses through the opening while the overhead door is closing. Use care not to place tools or other stored items where they interfere with the function of the electric eye. Expect to replace the battery in the garage opener remote controls about once a year.

Safety

Door Safety

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

For your safety, have any needed adjustments made by a qualified specialist on an annual basis. The door springs and cables are under a considerable amount of tension and require special tools and knowledge for accurate and safe servicing. Have the door inspected by a professional garage door technician after any significant impact to the door.

Sag

The garage door may sag slightly due to its weight and span even under normal conditions.

Related Topics

- [Doors and Locks](#) (p. 14) - Exterior and interior door care
- [Hardware](#) (p. 25) - Lock and hardware maintenance

Warranty Coverage: See Garage Overhead Door Standards for coverage details.

Gas Shut-Offs

You will find shut-offs on gas lines near their connection to each item that operates on gas. In addition, there is a main shut-off at the meter. We point these out during the Final Walkthrough/Orientation.

Shut-Off Locations

Shut-Off	Location
Individual shut-offs	On gas lines near their connection to each item that operates on gas
Main shut-off	At the meter

Gas Leak

If You Suspect a Gas Leak

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

Related Topics

- [Fireplace](#) (p. 18) - Gas fireplace operation
- [Heating Systems](#) (p. 25) - Furnace care
- [Water Heaters](#) (p. 40) - Water heater care
- [Appliances](#) (p. 6) - Gas appliance care

Warranty Coverage: See Gas Shut-Offs Standards for coverage details.

Grading and Drainage

Classic established the grading of your site so that water falling on the site, whether from natural precipitation or from normal lawn irrigation, flows positively away from the foundation and concrete slabs of the Residence. Maintaining those drainage patterns is essential to protecting your home.

Do Not Alter Drainage Patterns

Drainage swales may follow property boundaries. Classic will not alter drainage swales to suit individual landscape plans. It is normal for the site to receive water from and/or pass water on to other sites. If you or the HOA make changes in grading or drainage, install landscaping improperly, or fail to perform required maintenance to maintain the proper drainage, and these are deemed to be the cause of damages, Classic, as a courtesy, may suggest corrective measures but will not be responsible for their implementation or expense.

Drainage Basics

- Site drainage is limited to the immediate grades and swales (within 5 to 10 ft. of the foundation, depending on the setback) affecting the structure
- No standing or ponding water should remain in the immediate area of the Residence longer than twenty-four (24) hours after a rain, except in swales where water should not stand longer than seventy-two (72) hours

Exterior Landscape Materials

Maintain soil levels at least 6 inches below siding, stucco, brick, or other exterior finish materials. Contact with the soil can cause deterioration of the exterior finish material and encourages pest infestations.

Roof Drainage

Do not remove the splash blocks or downspout extensions from under the downspouts. Keep them in place at all times and make sure they are sloped so the water drains away from your home quickly.

Settling

The area we excavated for your home's foundation and utilities was larger than the actual size of the home and utilities installed. Although we replaced and compacted the soil, it does not return to its original density. Some settling will occur, especially after prolonged or heavy rainfall or melting of large amounts of snow. Settling can continue for several years.

Inspect the perimeter of your home regularly for signs of settling and repair as needed to maintain the established final grade.

Subsurface Drains

Occasionally Classic installs a subsurface drain to ensure that water drains from a yard adequately. Keep this area, and especially the drain cover, clear of debris so that the drain can function as intended.

Related Topics

- [Foundation](#) (p. 22) - Protecting your foundation
- [Landscaping](#) (p. 28) - Landscaping and drainage
- [Gutters and Downspouts](#) (p. 24) - Roof drainage care
- [Fencing](#) (p. 18) - Fencing and drainage swales

Warranty Coverage: See Grading and Drainage Standards for coverage details.

Gutters and Downspouts

Gutters and downspouts carry water from the roof away from your home. Materials or debris that accumulate in gutters can slow water drainage from the roof, causing overflows, freezing, and clogging of the downspouts.

Homeowner Maintenance

It is the Homeowner's responsibility, or the HOA's (where applicable), to check gutters periodically.

Routine Maintenance

Task	Responsibility
Check gutters periodically for materials or debris	Homeowner or HOA (where applicable)

Task	Responsibility
Keep extensions discharging outside of rock or bark beds	Homeowner
Remove ice build up during extended periods of cold	Homeowner
Remove ice from walkways caused by gutter/downspout overflow	Homeowner

Extensions or Splash Blocks

Extensions should discharge outside of rock or bark beds so that water is not dammed behind the landscape edging material.

Snow and Ice

Ice build up may develop in gutters and downspouts during extended periods of cold as the snow melts off of the roof. In addition to ice build up in gutters and downspouts, it is not uncommon for ice to form on walkways as a result of the overflow from gutters and downspouts.

Ice Removal Is Your Responsibility

The Homeowner is responsible for the removal of any ice that may build up or accumulate during these periods. Ice build up in gutters and downspouts, as well as ice accumulation on walkways that results from ice build up in the gutters and downspouts, is excluded from the Limited Warranty. Since it is the Homeowner's responsibility to remove any ice that may accumulate on the walkway, Classic is not responsible for any incidents that may occur as a result of the Homeowner's failure to remove the ice.

Related Topics

- [Roof](#) (p. 36)
- [Grading and Drainage](#) (p. 23)
- [Landscaping](#) (p. 28)

Warranty Coverage: See Gutters and Downspouts Standards for coverage details.

Hardware

Doorknobs and locks should operate correctly with little attention. Over time, they may need slight adjustments due to normal shrinkage of the framing.

Routine Maintenance

Task	Frequency
Tighten screws	Occasionally, as needed
Lubricate hinges and locks	Occasionally, as needed
Make slight adjustments for normal framing shrinkage	As needed over time

Related Topics

- [Doors and Locks](#) (p. 14)
- [Cabinets](#) (p. 6)

Warranty Coverage: See Hardware Standards for coverage details.

Heating System: Gas Forced Air

Good maintenance of your furnace can save energy dollars and prolong the life of the furnace. Carefully read and follow the manufacturer's literature on use, care, and maintenance. The guidelines here include general information only.

Routine Maintenance

Task	Frequency
Change or clean the furnace filter	Monthly during the heating season (year-round if you also have air conditioning)
Trial run to test the furnace	Early in the fall (air conditioning in the spring)
Adjust registers to balance heat flow	As needed for your family's needs

Operating Your Furnace

Adjust Vents

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

Avoid Overheating

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

Blower Panel (Fan Cover)

You need to position the blower panel cover correctly for the furnace blower (fan) to operate. This panel compresses a switch that tells the blower it is safe to operate.

Combustion Air

Furnaces in basements or in crawl spaces include a combustion air duct. The outside end of this duct is covered with a screen to minimize the possibility of insects or animals entering the duct. Cold air coming in through this duct means it is functioning as it should.

Caution

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

Filter

A clean filter will help to keep your home clean and reduce dusting chores. Remember to change or clean the filter monthly during the heating season (year-round if you also have air conditioning). A clogged filter can slow airflow 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. If you have a permanent, washable, removable filter, you need to clean it monthly following the filter manufacturer's cleaning instructions.

On-Off Switch

The furnace has an on-off blower switch. This switch is located in a metal box outside the furnace. When turned off, this switch overrides all furnace commands and shuts down the blower. This is usually done only when maintenance service is being performed, although young children have been known to turn the furnace off using this switch. (If your furnace is a high-efficiency model, it does not have a pilot or an on-off switch.)

Return Air Vents

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

Thermostat

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

Trial Run

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

What to Expect

Duct Cleaning

During the construction of the home, Classic takes reasonable steps to prevent construction debris from entering the ductwork. While reasonable steps are taken, there will be construction debris in the ductwork. Classic does not clean the ductwork prior to closing. Duct cleaning is the Homeowner's responsibility and is excluded from the Limited Warranty.

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

Ductwork Noise

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

Furnished Home

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

Odor When Operating

A new heating system may emit an odor for a few moments when you first turn it on. An established system may emit an odor after being unused for an extended time. This is caused by dust that has settled in the ducts and should pass quickly.

Warning

If you smell gas or a gas odor, call the gas company immediately.

Temperature

Depending on the style of home, temperatures can normally vary from floor to floor or room to room 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 during severe cold spells.

Troubleshooting Tips: No Heat

Before calling for service, check to confirm that the:

- Thermostat is set to "heat" and the temperature is set above the room temperature
- Blower panel cover is installed correctly for the furnace blower (fan) to operate; this panel compresses a switch that tells the blower it is safe to operate
- Breaker on the electrical panel is on (remember, if a breaker trips you must turn it from the tripped position to the off position before you can turn it back on)
- On/off switch on the side of the furnace is on
- Gas line is open at the main meter and at the side of the furnace
- Filter is in clean condition to allow airflow
- Vents in individual rooms are open
- Air returns are unobstructed

Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

Related Topics

- [Air Conditioning](#) (p. 4)
- [Ventilation](#) (p. 39)
- [Humidifier](#) (p. 27)
- [Gas Shut-Offs](#) (p. 23)

Warranty Coverage: See Heating System: Gas Forced Air Standards for coverage details.

Humidifier

If a humidifier is installed on the furnace system, turn it off when you use the air conditioning; otherwise, the additional moisture can cause a freeze-up of the cooling system.

Not Installed by Classic

Classic does not install humidifiers and is not responsible for any damage that results from the installation or improper usage of a humidifier.

Related Topics

- [Air Conditioning](#) (p. 4) - Turn the humidifier off during the cooling season
- [Heating Systems](#) (p. 25) - The furnace the humidifier is installed on
- [Condensation](#) (p. 11) - Managing humidity levels in the home
- [Mold](#) (p. 30) - Controlling moisture to prevent mold growth

Warranty Coverage: See Humidifier Standards for coverage details.

Landscaping

Unless installed by Classic Homes, the installation and maintenance of landscaping is the Homeowner's responsibility. In planning your landscaping, think of proportion, texture, color, mature size, maintenance needs, soft and hard surfaces, lighting, fencing, edging, and water requirements. A beautiful patio/garden area requires considerable planning and regular attention.

HOA Requirements

Depending on the community selected, you may need to obtain approval from the Homeowners Association before designing, installing, or changing the landscaping for your home.

Protecting Your Foundation

Backfill

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

First 5 Feet; Next to Foundation

Do not install sprinkler heads within 5 feet of your home's foundation. Sprinklers and other irrigation devices should not deposit moisture within 5 feet of your foundation. Plants installed within 5 feet of the foundation should be of a type that requires only minimal hand watering.

Downspouts

Keep downspout extensions in the down position to channel roof runoff away from the foundation area of your home. Your routine inspection of downspouts, backfill areas, and other drainage components will help maintain the integrity of your home.

Landscaping Edging

Do not install edging around decorative rock or bark beds that obstructs the free flow of water away from the home.

Erosion

Until your yard is established and stable, erosion will be a potential concern. Heavy rains or roof runoff can erode soil. The sooner the grade is restored to its original condition, the less damage will occur. Erosion is of special concern in drainage swales. If swales become filled with soil runoff, they may not drain the rest of the yard, causing further problems.

Correcting erosion is your responsibility. You may need to protect newly planted seed with erosion matting or reseed to establish grass in swales. It can take several years to fully establish your lawn in such challenging areas.

Planning and Installation

Landscape Contractors

You are responsible for changes to the drainage pattern made by any landscape, concrete, or other contractor that you hire. Discuss drainage with any company you hire to do an installation in your yard. We also recommend that you only hire local companies that are members in good standing with The Better Business Bureau.

Plant Selection

Install plants that are suitable to the local climate. Favor native over exotic species. Consider ultimate size, shape, and growth of the species.

Sod

Newly placed sod requires extra water for several weeks. Water in the cool part of the day (ideally just before sunrise) at regular intervals for the first three weeks. Be aware that new sod and the extra watering it requires can sometimes create drainage concerns (in your yard or your neighbor's) that will disappear when the yard is established and requires normal watering.

Sprinkler System

If Classic included a sprinkler system with your home, the installer will make final adjustments shortly after you move in. The installer will note and correct any deficiencies in the system at the same time.

The Homeowner or HOA is responsible for routine cleaning, adjusting, and repairing sprinkler heads as well as shutting the system down in the fall.

Warning

Failure to drain the system before freezing temperatures occur can result in broken lines.

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

Trees

Classic values trees as one of the features that make an attractive community. Trees also add value to the homes we build. We take steps to protect and preserve existing trees in the area of your home. In spite of our efforts, existing trees located on construction sites can suffer damage from construction activities, which can manifest months after the completion of construction. Classic will not replace trees removed or damaged during the construction of the home.

Damage to existing trees can be caused by such things as compaction of soil in the root zone, changing patterns of water flow on the lot, disturbing the root system, and removing other trees to make room for the home. The newly exposed tree may react to conditions it is unaccustomed to.

Homeowner and HOA tree responsibilities:

- Caring for existing trees, including pruning dead branches or removing these trees altogether
- Watering trees during the summer or during warm dry periods in the winter
- Mulching and avoiding tilling or planting flower beds around trees — this is especially important while trees are recovering from the construction process

Trees and other plant materials that were on the lot prior to construction are excluded from the Limited Warranty.

Utility Line Trenches

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

Before any significant digging, check the location of buried service leads by calling the local utility locating service. In most cases, wires and pipes run in a straight line from the main service to the public supply. All digging will be the responsibility of the Homeowner or HOA.

Related Topics

- [Grading and Drainage](#) (p. 23)
- [Gutters and Downspouts](#) (p. 24)
- [Fencing](#) (p. 18)
- [Concrete](#) (p. 10)

Warranty Coverage: See Landscaping Standards for coverage details.

Man Made Stone

Man made stone is a popular, durable, low maintenance exterior finish. The type and color of the stone on your home is listed on your Design Studio selection sheets.

Efflorescence

The white, powdery substance that sometimes accumulates on stone surfaces is called efflorescence. Efflorescence is cosmetic and is not a defect in the stone. In some cases, efflorescence can be removed with soap and water. Efflorescence is a natural occurrence and is excluded from the Limited Warranty.

Tuck-Pointing

After several years the stone may require tuck-pointing (repairing the mortar between the stone). Otherwise no regular maintenance is required.

Weep Holes

You may notice small holes in the mortar along the lower row of stone. These holes allow moisture that has accumulated behind the stone to escape.

Warning

Do not fill these weep holes or permit landscaping materials to cover them.

Related Topics

- [Stucco](#) (p. 38)
- [Siding](#) (p. 38)
- [Caulking](#) (p. 9)

Warranty Coverage: See Man Made Stone Standards for coverage details.

Mirrors

To clean your mirrors, use any reliable liquid glass cleaner or polisher available at most hardware or grocery stores.

Avoid Acidic Cleaners

Avoid acidic cleaners and splashing water under the mirror; either can cause the silvering to deteriorate. Acidic cleaners are usually those that contain ammonia or vinegar.

Cleaning Tips

- Use a reliable liquid glass cleaner or polisher
- Avoid acidic cleaners (usually those that contain ammonia or vinegar)
- Avoid splashing water under the mirror
- Avoid getting glass cleaners on plumbing fixtures, as some formulas can deteriorate the finish

Related Topics

- [Fixtures](#) (p. 19)
- [Shower Doors](#) (p. 37)

Warranty Coverage: See Mirrors Standards for coverage details.

Mold

Important Information You Should Know About Mold

Mold is a type of fungus that spreads through the air in microscopic spores. Mold occurs naturally and is found everywhere that life can be supported. Over 100,000 species of mold exist in the world and 1,000 of these are found in the U.S. In order to grow, mold requires food, air, water, and a temperature between 40 and 100 degrees Fahrenheit.

While not all molds are harmful, growth of mold within a home is inappropriate and can potentially cause serious side effects, such as allergic reactions and infections, for the occupants in addition to damaging the material on which it grows. Experts are studying whether more serious side effects are possible. At this point, no agency has been able to set guidelines on how much exposure is harmful because each individual reacts to mold differently.

Designing or building homes that exclude mold spores is impossible. If conditions are right, mold will grow in your home. Items commonly found in all homes--such as wood, carpet, drywall, fabric, and insulation, to name a few--can supply a food source. Likewise, air and temperature in most homes supply the needs of mold spores. If moisture is present and remains on a mold food source, mold can develop within 24 to 48 hours.

Moisture Is the Key

Moisture is the only mold growth factor that can be controlled in a home. By minimizing moisture, you reduce or eliminate mold growth. Moisture in your home comes from many sources. The activities of daily living, spills, leaks, overflows, condensation, and high climatic humidity are examples. Good housekeeping and maintenance are essential in your effort to prevent or eliminate mold growth.

Maintenance Guidelines for Your Home

Caulking

Maintain all caulking around such areas as windows, doors, sinks, tubs, and showers.

Cleaning

Mold grows well on dust and dirt. Therefore, vacuum and dust regularly. Clean or replace furnace and humidifier filters in accordance with the manufacturer's recommendations. Keep weep holes for brick and on windows clear. Most bath tile cleaning products contain chemicals that remove and help protect against mold growth. Wipe up any spills immediately.

Condensation

Condensation on surfaces inside your home is a sign of high humidity. If you notice condensation, wipe it up and take steps to reduce the humidity level in your home.

Humidifier

If your home includes a humidifier, operate it in accordance with the manufacturer's instructions and clean it as recommended in the manufacturer's literature. If condensation develops, turn the humidifier down or off. Classic does not install humidifiers and is not responsible for damages associated with the installation or usage of a humidifier.

Inspections

Check your home regularly for signs of water intrusion. These might include a musty odor, staining, or actual standing moisture. Remember to check inside cabinets under all sinks and behind toilets as well as in seldom used closets. If applicable, confirm your sump pump functions correctly. Check weather stripping, caulking, grout, weep holes, and so on. Check the refrigerator pan, air conditioning condensate line, coils, and condenser pan for signs of mold growth.

Landscaping and Drainage

Maintain positive drainage around your home. Avoid changes to the grade or exterior additions that interfere with drainage away from the home; this includes edging or borders that dam water near the home. Regularly inspect any sprinkler system for correct function. Adjust sprinkler heads to avoid their spraying the home and correct any leaks immediately. Keep splash blocks or downspout extensions in place to channel roof water away from your home. Clean gutters as needed to prevent overflow.

Leaks

During the Limited Warranty Period, report any leak(s) to Classic Homes Customer Care. This includes roof, window, or plumbing leaks. Failure to report leaks promptly increases your risk and responsibility for repairs.

Purchases or Stored Items

Carefully inspect items you bring into your home such as boxes that have been in storage or new house plants for any sign of mold, including musty odors.

Tile Grout

Inspect and maintain grout as a seal to keep moisture from reaching the wall behind the tile.

Valves – Water Shut-Offs

Be familiar with the shut-off valves for all water supply lines in your home. In the event of a leak, immediately shut off the water at the appropriate valve to minimize the amount of water that is released. Clean up the water immediately.

Ventilation

Your daily habits can help keep your home well ventilated:

1. Do not cover or interfere in any way with the fresh air supply to your furnace.
2. Develop the habit of running the hood fan when you are cooking.
3. Turn bath fans on when bathrooms are in use.
4. Connect your clothes dryer exhaust to the vent pipe. Clean the exhaust tube as needed to keep it clear and functioning efficiently.
5. Air your house by opening windows for a time when weather permits.

Weather Stripping

Weather stripping on doors may need occasional adjustment to prevent moisture from getting in around the door as well as to reduce air infiltration.

Related Topics

- [Caulking](#) (p. 9) - Maintaining seals around windows, doors, and wet areas
- [Condensation](#) (p. 11) - Controlling humidity in your home
- [Humidifier](#) (p. 27) - Humidifier operation and care
- [Ventilation](#) (p. 39) - Keeping your home well ventilated
- [Grading and Drainage](#) (p. 23) - Maintaining positive drainage
- [Gutters and Downspouts](#) (p. 24) - Channeling roof water away

Warranty Coverage: See Mold Standards for coverage details.

Paint and Stain

Because of changes in the formulas for paint (such as the elimination of lead to make paints safer), painted surfaces must be washed gently using mild soap and as little water as possible. Avoid abrasive cleaners, scouring pads, or scrub brushes. Flat paints show washing marks more easily than gloss paints do. Often better results come from touching up rather than washing the paint.

Colors

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

Exterior Paint

Due to weather conditions, fading of exterior paint is to be expected. The degree of fading is dependent upon climatic conditions and the shade of the paint or stain. The fading of paint, varnish, lacquer, or sealed stain on exterior surfaces will deteriorate rapidly and are excluded from the Limited Warranty.

Severe Weather

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

Stain

For minor interior stain touch-ups, a furniture-polish-and-stain treatment is inexpensive, easy to use, and will blend in with the wood grain. Follow directions on the bottle.

Helpful Hint

A Q-tip may be used to touch up small scratches and smudges.

Touch-Up

When doing paint touch-ups, 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 surfaces first by cleaning with a mild soap and water mixture or a reliable cleaning product.

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

Related Topics

- [Wood Trim](#) (p. 42) - Caring for interior and exterior trim
- [Drywall](#) (p. 15) - Wall surface maintenance
- [Caulking](#) (p. 9) - Sealing joints before painting

Warranty Coverage: See Paint and Stain Standards for coverage details.

Pests and Wildlife

Insects such as ants, spiders, wasps, and bees, and animal life such as woodpeckers, squirrels, mice, and snakes, may fail to recognize that your home belongs to you.

Addressing concerns involving these pests is the Homeowner's or HOA's (when applicable) responsibility. Classic cannot build a home that is airtight or pest and wildlife proof; there will be numerous areas where pests and wildlife can enter the home.

Homeowner Responsibility

Entrance into the home and damage caused by pests and wildlife is excluded from the Limited Warranty.

Informational Resources

Informational resources include, among others:

- The state wildlife service
- Animal control authorities
- The county extension service
- Pest control professionals
- Internet
- Public library

Related Topics

- [Landscaping](#) (p. 28) - Maintaining your yard
- [Fencing](#) (p. 18) - Exterior fencing care

Warranty Coverage: See Pests and Wildlife Standards for coverage details.

Plumbing

Your home plumbing system has many parts, most of which require maintenance and proper cleaning. Maintenance and cleaning will assure many years of good service from this system.

Aerators

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

Note

Remove the screen and wash out to maintain the aerators.

Cleaning

Follow manufacturer's directions for cleaning fixtures. Avoid abrasive cleansers. They remove the shiny finish and leave behind a porous surface that is difficult to keep clean. Clean plumbing fixtures with a soft sponge and soapy water (a nonabrasive cleaner or a liquid detergent is usually recommended by manufacturers). Then polish the fixtures with a dry cloth to prevent water spots. Care for brass fixtures with a good-quality brass cleaner, available at most home improvement and hardware stores.

Clogs

The main causes of toilet clogs are domestic items such as disposable diapers, excessive amounts of toilet paper, sanitary supplies, Q-tips, dental floss, personal hygiene products, and children's toys.

Improper garbage disposal use also causes many plumbing clogs. Always use plenty of cold water when running the disposal. This recommendation also applies to grease; supplied with a steady flow of cold water, the grease congeals and is cut up by the blades. If you use hot water, the grease remains a liquid, then cools and solidifies in the sewer line. Allow the water to run 10 to 15 seconds after shutting off the disposal.

Helpful Hint

A small amount of ice cubes used in the disposal will sharpen and clean the blades.

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

Dripping Faucet

You can repair a dripping faucet by shutting off the water at the valve directly under the sink, then removing the faucet stem, changing the washer or insert, and reinstalling the faucet stem. The shower head is repaired the same way. Replace the washer or insert with another of the same type and size. You can minimize the frequency of this repair by remembering not to turn faucets off with excessive force. (Please note that some manufacturers do not use rubber washers.)

On faucets with pull-out sprayers, it is possible for the sprayer connection at the base of the faucet to come loose due to the pulling out of the sprayer. Please periodically check this connection and tighten as needed.

Extended Absence

If you plan to be away for an extended period, you should drain your water supply lines. To do this, shut off the main supply line and open the faucets to relieve pressure in the lines. You may also wish to shut off the water heater. Do this by turning off the cold water supply valve on top and the gas control at the bottom. Drain the tank by running a hose from the tank drain on the bottom of the water heater to the basement floor drain. If you leave the tank full, keep the pilot on and set the temperature to its lowest or "vacation" setting. Check manufacturer's directions for additional hints and instructions.

Fiberglass Fixtures

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

Freezing Pipes

Provided the home is heated at a normal level, pipes should not freeze at temperatures above 0 degrees Fahrenheit. If you are away during winter months, set the heat at a minimum of 62 degrees Fahrenheit, higher when the temperature drops below 0 degrees Fahrenheit. Keep garage doors closed to protect plumbing lines running through this area from freezing temperatures.

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

Gold or Brass Finish

Avoid using any abrasive cleaners on gold or antique brass fixtures. Use only mild detergent and water or a cleaning product recommended by the manufacturer.

Jetted Tubs

If your home includes a jetted tub, follow manufacturer directions for its use and care. Never operate the jets unless the water level is at least one inch above the jets. Be cautious about using the tub if you are pregnant or have heart disease or high blood pressure; discuss the use of the tub with your doctor. Tie or pin long hair to keep it away from the jets where it might become tangled—a potentially dangerous event.

Clean and disinfect the system every one to two months, depending on usage. To do this, fill the tub with lukewarm water and add one cup of liquid chlorine bleach. Run the jets for 10 to 15 minutes, drain and fill again. Run for 10 minutes with plain water, and then drain.

Leaks

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 Classic during the Limited Warranty Period immediately for service.

Low Flush Toilets

We want to draw your attention to a water-saving regulation that went into effect in 1993, which prohibits the manufacture of toilets that use more than 1.6 gallons of water per flush. In the search for a balance among comfort, convenience, and sensible use of natural resources, the government conducted several studies. The 1.6-gallon toilet turned out to be the size that overall consistently saves water.

As a result of implementing this standard, flushing twice is occasionally necessary to completely empty the toilet bowl. Even though you flush twice on occasion, rest assured that overall you are saving water. Similarly, flow restrictors are manufactured into most faucets and shower heads and cannot be removed. We apologize for any inconvenience this may cause.

Low Water Pressure

Occasional cleaning of the aerators on your faucets (normally every three to four months) will allow proper flow of water. The water department controls the overall water pressure.

Main Shut-Off

The water supply to your home can be shut off entirely in two locations. The first is at the street and the second is at the meter. We will point both of these out during the Final Walkthrough/Orientation.

Marble or Manufactured Marble

Marble and manufactured marble will not chip as readily as porcelain enamel but can be damaged by a sharp blow. Avoid abrasive cleansers or razor blades on manufactured marble; both damage the surface. Always mix hot and cold water at manufactured marble sinks; running only hot water can damage the sink. This also applies to Corian and Corian-type products.

Outside Faucets

Outside faucets (sill cocks) are freeze-proof, but in order for this feature to be effective, you must remove hoses during cold weather, even if the faucet is located in your garage. If a hose is left attached, the water that remains in the hose can freeze and expand back into the pipe, causing a break in the line. Repair of a broken line that connects to an exterior faucet is the Homeowner's responsibility unless the freeze occurred as a result of a defect in the installation of the faucet. Classic will not repair or replace exterior faucets or repair any consequential damage that results from the Homeowner's failure to remove a hose or any faucet device from the exterior faucet.

Porcelain

You can damage porcelain enamel with a sharp blow from a heavy object or by scratching. Do not stand in the bathtub wearing shoes unless you have placed a protective layer of newspaper over the bottom of the tub. If you splatter paint onto the porcelain enamel surfaces during redecorating, wipe it up immediately. If a spot dries before you notice it, use a solvent recommended for this specific situation.

Running Toilet

To stop the running water, check the shut-off float in the tank. You will most likely find it has lifted too high in the tank, preventing the valve from shutting off completely. In this case, gently bend the float rod down until it stops the water at the correct level. The float should be free and not rub the side of the tank or any other parts. Also check the chain on the flush handle. If it is too tight, it will prevent the rubber stopper at the bottom of the tank from sealing, resulting in running water.

Shut-Offs

Your main water shut-off or shut-offs are located in the mechanical room near the water meter. You use this shut-off for major water emergencies or to completely shut down the water supply to the home.

Each toilet has a shut-off on the water line under the tank. Hot and cold shut-offs for each sink are on the water lines under the sink or, for PEX systems, in the mechanical room.

Stainless Steel

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

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

Local water conditions affect the appearance of stainless steel. A white film can develop on the sink if you have over-softened water or water with a high concentration of minerals. In hard water areas, a brown surface stain that looks like rust can form.

Troubleshooting

No Water Anywhere in the Home

Before calling for service, check to confirm that the:

- Main shut-off on the meter inside your home is open
- Main shut-off at the street is open
- Individual shut-offs for each water-using item are open

No Hot Water

See [Water Heaters](#) (p. 40).

Leak Involving One Sink, Tub, or Toilet

- Check caulking and grout
- Confirm the shower door or tub enclosure was properly closed
- Turn the water supply off to that item
- Use other facilities in your home and report the problem to Classic during normal business hours during the Limited Warranty period

Leak Involving a Main Line

- Turn water off at the meter in your home and call Classic during the Limited Warranty period immediately for service

Back Up at One Toilet

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

- Shut off the water supply to the toilet involved
- Use a plunger to clear the blockage
- Use a snake to clear the blockage
- If you've been in your home fewer than 30 days, contact Classic. If you've been in your home over 30 days, contact a drain cleaning (roter) service. After the 30th day, the Limited Warranty provides no coverage for this unless the back up is the result of a defect in the installation

Sewer Back Up Affecting Entire Home

- If you've been in your home fewer than 30 days, contact Classic. If you've been in your home over 30 days, contact a roter service. After the 30th day, the Limited Warranty provides no coverage for this unless the back up is the result of a defect in the installation
- Remove personal belongings to a safe location. If items are soiled, contact your homeowner insurance company

Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

Related Topics

- [Water Heaters](#) (p. 40) - Water heater operation and care
- [Fixtures](#) (p. 19) - Fixture care
- [Caulking](#) (p. 9) - Sealing around tubs and sinks
- [Gas Shut-Offs](#) (p. 23) - Gas supply valves

Warranty Coverage: See Plumbing Standards for coverage details.

Railings

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

Appearance

Due to wood grain, stained railings will have variations in the color of the stain. Some railings will have seams. This is due to combining several components to complete the railing.

Railing Locations

Classic installs railings in positions and locations to comply with applicable building codes, and they will not be relocated to accommodate the Homeowner.

Related Topics

- [Wood Trim](#) (p. 42) - Interior trim care
- [Paint and Stain](#) (p. 32) - Stain touch-up guidance
- [Hardware](#) (p. 25) - Hardware maintenance

Warranty Coverage: See Railings Standards for coverage details.

Roof

The shingles on your roof do not require any treatment or sealer. The less activity your roof experiences, the less likely it is that problems will occur.

Severe Weather

After severe storms, do a visual inspection of the roof from the ground for damages. Notify your homeowners insurance if damage is apparent or if you suspect there is damage.

Troubleshooting

Roof Leak

Repairs Require a Dry Roof

Roof leaks cannot be repaired while the roof is wet. However, you can get on the schedule to be inspected when conditions dry out, so call in your roof leak to Classic Homes Customer Care Department.

- Confirm the source of the water is the roof rather than from a:
 - Plumbing leak
 - Open window on a higher floor
 - Ice dam
 - Clogged gutter or downspout
 - Blowing rain or snow coming in through code-required roof vents
 - Gap in caulking
- Where practical, place a container under dripping water
- Remove personal belongings to prevent damage to them. If damage occurs, contact your homeowner insurance company to submit a claim
- Report the leak immediately to Classic Homes Customer Care Department

Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

Related Topics

- [Gutters and Downspouts](#) (p. 24) - Preventing clogs and overflow
- [Ventilation](#) (p. 39) - Attic and roof vents
- [Caulking](#) (p. 9) - Maintaining exterior seals
- [Plumbing](#) (p. 33) - Ruling out plumbing leaks

Warranty Coverage: See Roof Standards for coverage details.

Shower Doors or Tub Enclosures

Shower doors and tub enclosures require minimal care. A few simple habits will keep mineral residue and soap film to a minimum and keep doors operating properly.

Manufacturer Products

Use cleaning products suggested by the manufacturer to avoid any damage to the trim and hardware.

Routine Care

Task	Frequency
Squeegee water from doors and enclosure	After each bath or shower
Clean with manufacturer-suggested products	As needed
Check and perform touch-up caulking	As needed

- **Squeegee after use** - Using a squeegee to remove water after a bath or shower will keep mineral residue and soap film to a minimum.
- **Wax coating** - A coating of wax can also help prevent build up of minerals and soap.
- **Caulking** - Check and perform touch-up caulking on an as-needed basis.

What to Avoid

Warning

Avoid hanging wet towels on corners of doors; the weight can pull the door out of alignment and cause it to leak.

Related Topics

- [Caulking](#) (p. 9) - Touch-up caulking around tubs and enclosures
- [Plumbing](#) (p. 33) - Tub and shower plumbing
- [Mirrors](#) (p. 30) - Glass care

Warranty Coverage: See Shower Doors or Tub Enclosures Standards for coverage details.

Siding

Siding expands and contracts in response to changes in humidity and temperature. Slight waves are visible in siding under moist weather conditions; shrinkage and separations will be more noticeable under dry conditions. These behaviors cannot be entirely eliminated.

Wood and Wood Products

Wood or wood-product siding will require routine refinishing. The timing will vary with climatic conditions.

- Maintain caulking to minimize moisture entry into the siding.
- Some paint colors will require more maintenance than others.
- Some sides of the home may show signs of wear sooner based on their exposure to the elements.
- Some wood siding, such as cedar, is subject to more cracking and will require more maintenance attention.

Cement Based Products

Cement based siding will require repainting and caulking just as wood products do. See also [Paint and Stain](#) (p. 32) and [Wood Trim](#) (p. 42).

Related Topics

- [Caulking](#) (p. 9) - Maintaining caulk to minimize moisture entry
- [Paint and Stain](#) (p. 32) - Refinishing and repainting
- [Wood Trim](#) (p. 42) - Exterior trim maintenance
- [Stucco](#) (p. 38) - Stucco exteriors

Warranty Coverage: See Siding Standards for coverage details.

Stucco

Stucco is a cementitious (cement) product that does not require maintenance.

Prevent Discoloring

To avoid discoloring, adjust splash blocks and sprinklers so that they are not splashing or spraying on the stucco.

Painted Pop Outs and Bands

While the stucco itself does not require maintenance, in some communities the stucco pop outs and bands are painted and will require touch up and repainting as needed.

Related Topics

- [Siding](#) (p. 38) - Other exterior finishes
- [Paint and Stain](#) (p. 32) - Touch up and repainting
- [Concrete](#) (p. 10) - Other cementitious products

Warranty Coverage: See Stucco Standards for coverage details.

Sump Pump

Where applicable, if conditions on your lot made it appropriate, the foundation design includes a perimeter drain and sump pump. The perimeter drain runs around the foundation to gather water and channel it to the sump pit. When the water reaches a certain level, the pump comes on and pumps the water out of your home.

Manufacturer Directions

Read and follow the manufacturer's directions for use and care of your sump pump.

Routine Checks

Periodically check to confirm the pump is plugged in, the circuit breaker is on, and that the pump operates.

To check the operation of your sump pump: pour five gallons of water into the sump pump crock (hole). The pump should come on and pump the water out.

Continuous Operation

The pump may run often or even continuously during a heavy storm or long periods of rain. This is normal under such conditions.

Discharge

- Know where the discharge for your sump pump system is and keep the end of the drain clear of debris so that water can flow out easily.
- Do not plant shrubs or trees next to the discharge line; roots and growth from shrubs and trees can block the discharge line.
- Classic installs the discharge line to the exterior of the home. It is the Homeowner's responsibility to extend the discharge line away from the home.

Power Supply

Warning

The sump pump runs on electricity. If power goes off, the pump cannot operate. Storm water (not sewage) could then enter your basement. You may wish to install a back-up system to guard against this possibility.

Roof Water

Ensure that roof water drains quickly away from the home to avoid circulating it through your sump pump. Keep downspout extensions or splash blocks in place to channel water away from your home.

Related Topics

- [Grading and Drainage](#) (p. 23) - Directing water away from the home
- [Gutters and Downspouts](#) (p. 24) - Roof water drainage
- [Crawl Space](#) (p. 13) - Foundation areas

Warranty Coverage: See Sump Pump Standards for coverage details.

Ventilation

Homes today are built more tightly than ever. This saves energy dollars but creates a potential concern. Condensation, cooking odors, indoor pollutants, radon, and carbon monoxide may all accumulate. Classic provides mechanical and passive methods for ventilating homes.

Health and Safety

Your attention to ventilation is important to your health and safety.

Attic Vents

Attic ventilation occurs through vents in the soffit (the underside of the overhangs) or on gable ends. Driving rain or snow sometimes enters the attic through the vents. Do not cover them to prevent this.

Crawl Space Vents

Homes with crawl spaces usually include two or more vents.

Season	Vent Position
Summer months	Open
Winter months	Closed

Warning

Failure to close crawl space vents in winter may result in plumbing lines freezing in the crawl space.

Daily Habits

Your daily habits can help keep your home well ventilated:

- Do not cover or interfere in any way with the fresh air supply to your furnace.
- Develop the habit of running the hood fan when you are cooking.
- Develop the habit of running the bath fans when bathrooms are in use.
- Air your house by opening windows for a time when weather permits.

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

Related Topics

- [Condensation](#) (p. 11) - Controlling moisture in the home
- [Crawl Space](#) (p. 13) - Crawl space care
- [Heating Systems](#) (p. 25) - Furnace and fresh air supply
- [Humidifier](#) (p. 27) - Humidity control

Warranty Coverage: See Ventilation Standards for coverage details.

Water Heater: Gas

Carefully read and follow the manufacturer's literature for your specific model of water heater.

Condensation

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

Drain Tank

Review and follow the manufacturer's timetable and instructions for draining several gallons of water from the bottom of the water heater. This reduces the build-up of chemical deposits from the water, prolonging the life of the tank and saving energy dollars.

Pilot

Warning

Never light a gas pilot when the water heater tank is empty. Always turn off the gas before shutting off the cold water supply to the tank.

To light the water heater pilot (this is for water heaters that have pilot lights):

1. Remove the cover panel on the tank to expose the pilot.
2. Rotate the on-off-pilot knob to the pilot position. When the knob is in this position, the red button can be depressed.
3. While depressing the red button, hold a match at the pilot. On electronic ignition water heaters, press the ignition button.
4. Once the pilot lights, continue to hold the red button down for 30 to 60 seconds.
5. 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.
6. If it stays lit, rotate the on-off-pilot knob to the on position.
7. Reinstall the cover panel and then adjust the temperature setting with the regulating knob on the front of the tank.

Water heaters sometimes collect small quantities of dirty water and sediment 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 and leave the pilot lit.

Safety

- Vacuum the area around a gas-fired water heater to prevent dust from interfering with proper flame combustion.
- Avoid using the top of a heater as a storage shelf.

Temperature

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

Troubleshooting: No Hot Water

Before calling for service, check to confirm that the:

- Pilot is lit. (Directions will be found on the side of the tank.)
- Temperature setting is not on "vacation" or too low.
- Water supply valve is open.

Refer to the manufacturer's literature for specific locations of these items and possibly other troubleshooting tips. Even if these troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

Related Topics

- [Plumbing](#) (p. 33) - Water supply and fixtures
- [Appliances](#) (p. 6) - Manufacturer-warranted equipment
- [Gas Shut-Offs](#) (p. 23) - Gas supply valves

Warranty Coverage: See Water Heater: Gas Standards for coverage details.

Windows, Screens, and Sliding Glass Doors

Windows, screens, and sliding glass doors need routine cleaning and occasional lubrication to operate properly.

Broken Glass

Contact a glass company for reglazing of any windows that break. Glass is difficult to install without special tools.

Acrylic Block

Clean during moderate temperatures with only a mild soap and warm water using a sponge or soft cloth and dry with a towel. Avoid abrasive cleaners, commercial glass cleaner, razors, brushes, or scrubbing devices of any kind. Minor scratches can often be minimized by rubbing a mild automotive polish on the window.

Cleaning

Always use approved cleaning products to clean your windows.

Condensation

Condensation on interior surfaces of the window and frame is the result of high humidity within the home and low outside temperatures. Your family's lifestyle controls the humidity level within your home. If your home includes a humidifier, closely observe the manufacturer's directions for its use.

Screen Storage and Maintenance

Many homeowners remove and store screens for the winter to allow more light into the home.

- Label each screen as you remove it to make re-installation more convenient.
- Use caution: screens perforate easily and the frames bend if they are not handled with care.
- Prior to re-installing the screens, clean them with a hose using a gentle spray of water.

Sills

Window sills in your home are made of drywall, wood, wood product, man-made products, or marble.

- The most common maintenance activity is dusting.
- Twice a year, check caulking and touch up as needed.
- Wax is not necessary but can be used to make sills gleam.

- Protect wood and wood product sills from moisture. If you arrange plants on a sill, include a plastic tray under the pot.

Sliding Glass Doors

Sliding glass doors are made with tempered glass, which is more difficult to break than ordinary glass. If broken, tempered glass breaks into small circular pieces rather than large splinters which can easily cause injury.

- Keep sliding door tracks clean for smooth operation and to prevent damage to the door frame. Silicone lubricants work well for these tracks.
- Acquaint yourself with the operation of sliding 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, your family will be accustomed to opening something before going through. You may want to apply a decal to the glass door to make it readily visible.

Sticking Windows

Most sliding windows (both vertical and horizontal) are designed for a 10-pound pull. If sticking occurs or excessive pressure is required to open or close a window, apply a silicone lubricant. This is available at home improvement and hardware stores. Avoid petroleum-based products.

Weep Holes

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

Related Topics

- [Condensation](#) (p. 11) - Controlling humidity in the home
- [Humidifier](#) (p. 27) - Humidifier use and settings
- [Caulking](#) (p. 9) - Sill and window caulking
- [Doors and Locks](#) (p. 14) - Door operation and hardware

Warranty Coverage: See Windows, Screens, and Sliding Glass Doors Standards for coverage details.

Wood Trim

Shrinkage of wood trim occurs during the first two years or longer, depending on temperature and humidity. All lumber is more vulnerable to shrinkage during the heating season. Wood will shrink less lengthwise than across the grain.

Minimize Shrinkage

Maintaining a moderate and stable temperature helps to minimize the effects of shrinkage.

Separation at Joints

Wood shrinkage can result in separation at joints of trim pieces. You can usually correct this with caulking and touch-up painting.

Trim Pulling Away from the Wall

Shrinkage may also cause a piece of trim to pull away from the wall. If this occurs:

1. Drive in another nail close to, but not exactly in, the existing nail hole.
2. Fill the old nail hole with putty.
3. Touch up with paint as needed.

Base Shoe Lifting

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. You can correct this condition by removing the old nails and renailling.

Related Topics

- [Caulking](#) (p. 9) - Sealing separations at trim joints
- [Paint and Stain](#) (p. 32) - Touch-up painting
- [Expansion and Contraction](#) (p. 17) - Normal wood movement
- [Siding](#) (p. 38) - Exterior wood maintenance

Warranty Coverage: See Wood Trim Standards for coverage details.