



MAINTENANCE ITEMS NOT COVERED BY WARRANTY

AIR CONDITIONING – A/C filters should be changed monthly. The ceiling around the air conditioning discharge vents will become dirty if the air conditioning filters are not changed often enough or if the homeowner smokes in the house or has pets.

APPLIANCES – Be sure to fill out and email all appliance registration information as instructed by your Construction Manager. For appliance warranty and service, please contact Samsung customer service directly at the number located in your owner's manual.

CARPET/FLOORING – Carpet seams may be visible with certain types of carpet. This is called "piling" and is normal. Your carpet may also tend to loosen and tighten slightly with changes in weather and humidity. If you are cleaning a spill from your carpet, please blot stain with a damp sponge or cloth. Do not scrub carpet to clean a spill, as this will cause the carpet pile to unravel and "blossom". Consult your manufacturer's guide for suggested cleaning methods. Damage to flooring caused by the homeowner will not be covered by our one-year warranty.

Your vinyl flooring will cut if hard or sharp objects (such as cans or knives) are dropped on the floor. Certain types of rubber-backed mats may stain the floor (yellowish color) and should not be used. Throw rugs may bleed onto the flooring if not colorfast. Furniture legs and rollers will dent vinyl floors. Certain types of cleaners are not recommended on vinyl flooring (light dilution of soap and water works well). Consult the manufacturer's product guide for suggested cleaning products. Be careful not to tear your vinyl flooring. Scrapes, rips and tears made after final orientation and closing are not covered under Highland Homes' one-year warranty.

CERAMIC TILE – Floor tile grout may develop small cracks where the grout adjoins any baseboards or cabinets. This is normal due to the expansion and contraction properties of cement-based grout.

CONCRETE PATIOS, DRIVEWAYS, GARAGES AND MASONRY WALLS – Concrete products, while strong, efficient and durable, are naturally prone to cracking. This is a normal phenomenon due to the extreme temperature variations that Florida weather may produce. Hairline cracks (horizontal or vertical) less than ¼ inch in width are common and are caused by slight home settlement or expansion and contraction due to changes in temperature or humidity. This process is normal and is not a structural flaw. This will occur on house slabs, garage floors, lanais, driveways, sidewalks, patio slabs and block walls. Long hairline cracks are not uncommon and require no additional attention. Be sure to caulk any hairline cracks in block walls at the time of repainting your home. Color variations, which may occur in concrete slabs are normal and are caused by different moisture contents and pouring of the concrete at different times. Sunlight will tend to "bleach out" color variations over time. Do not allow water sprinklers to spray directly onto any portion of your home's exterior. Over extended periods of time, this may cause moisture to penetrate through the exterior masonry finish.

COUNTER TOP SURFACES – Formica counter tops and back splashes will swell if caulking is not maintained. Homeowner should keep a tube of caulk and check regularly. Any scratches or chips on any type of counter/vanity tops occurring after final orientation and closing are not covered under Highland Homes' warranty.

DOORS – Exterior doorsills are not completely watertight. This is why front doors are usually covered by a porch or overhang. Do not allow sprinklers to spray directly on doors. The side and tops of exterior doors are sealed with compression vinyl weather stripping. With time and door usage, they will need to be replaced. Simply pull them out and insert a new one. The bottom door seal is a wiper sill. This one will tend to wear quicker, especially if sand is tracked in or the door is frequently used. It is removable and can be easily replaced. The front door also has an adjustable threshold that can be adjusted upwards if a gap develops at the door bottom. Be careful not to place heavy furniture or other items directly on the door threshold.

Your interior pre-hung doors (and kitchen door as well) may tend to swell and contract as much as 3/8 inch with changes in humidity and temperature. This may cause slight variations in the jamb reveal, but should not affect the operation of the door.

For hinge style doorstops, be careful not to over extend the door and rupture the door surface. Excessive slamming is also not recommended. Damage caused by the homeowner is not covered under Highland Homes' warranty.

DRYWALL – Drywall will develop small hairline cracks in the wall corners and around the edges of the window openings. These are not structural and are cosmetic in nature. Use caulk to seal these cracks.

ELECTRICAL – All breakers are either ARC fault or GFI protected. Contractors are not allowed by building codes to install any other kind. Homeowners should understand that these mandatory breakers are more sensitive than those used only a few years ago. Between these breakers and LED bulbs, flickering lights and a higher level of breaker tripping may be experienced. All Appliances have a dedicated breaker; if an appliance is plugged into a non-dedicated breaker, it will have the potential to trip that circuit breaker.

GARAGE DOORS – Overhead garage doors are not air or watertight. From inside the garage, the customer will observe sunlight coming in around the door. Insects can get in around bottom corners and hard driving rains will come in. Because of this, the garage floor is recessed and sloped. Do not place cardboard boxes, furniture or other items near the garage door if they are easily damaged by water.



LANDSCAPING, SOD & LAWN – Landscaping and sod is alive during the final orientation. It is the homeowner's responsibility to water sod, shrubs and planted trees to insure survival. It is imperative that new sod get plenty of water the first 30 days. Trees must sometimes be watered daily for months. The easiest way is to allow a hose to slowly drip on the tree continuously. It is recommended that you fertilize and provide pest control for your lawn on a regular basis. Highland Homes does not warrant dead landscaping and sod after closing. Highland Homes is not responsible for drainage easements or washed out yards caused by heavy rains, floods, utility lines or other acts of nature. It is recommended that watering take place early in the morning. With an automatic sprinkler system, make sure the pop-up heads are clear of debris and do not let grass grow over them.

EXTERIOR YARD DRAINAGE - Standing water that remains less than 48 hours after a normal rain event is not warranted. Standing water due to alteration of grading such as the addition of a pool, fence, etc.... is also not warranted.

MIRROR & SHOWER ENCLOSURES – Use only water or a name brand glass cleaner to clean your mirrors. Various cleaning products are available for cleaning glass shower door enclosures. Certain cleaners may fog the enclosure or damage the enclosure frame. Consult the manufacturer's cleaning guide located inside your warranty and closing package for details. Over extended time periods, black spotting may occur around the outer edges of mirrors. This is a normal aging process and occurs due to exposure to moisture (i.e.: steam from shower, etc...).

PAINT –

- **Exterior Paint:** The Florida climate is extremely harsh on your new home's exterior paint. Exterior paint will fade in sunlight. Darker colors will fade worse than light colors. Some chalking (white film on surface) may occur, especially down near the ground level where moisture content is higher. In areas that are shaded from direct sunlight, mildew will occur on the soffit, fascia, gable end siding and masonry painted surfaces. This can be easily removed using a diluted mixture of soap, bleach and water. It is highly recommended that you have your home pressure washed at least once a year. This will greatly enhance the life of your exterior paint. You should plan to repaint the exterior of your home every 3-5 years. A premium grade acrylic based paint is recommended. Exterior paint touch-up is not covered under Highland Homes' warranty.
- **Interior Paint:** Interior flat painted walls will smudge easily. Small children are especially hard on walls. Smudges and dirt can be cleaned from walls with a damp sponge. Use a mild soap and water. Do not scrub walls, as it will remove the drywall texture from the wall surface. In addition, paint will chip off corners when bumped. Plastic corner protective covers are available from many hardware and home supply stores. Highland Homes does not perform touch-up painting after closing and it is not covered under our warranty.

PEST CONTROL – Ants, roaches and other pests will come in from the yard and from mulch in flowerbeds. Ants are especially a problem during the summer months when heavy rains force them to seek drier nesting areas. A spraying program that includes the outside perimeter of the house is recommended. It is recommended that you renew our termite warranty annually upon its expiration. Information regarding your renewal is located in your homeowners Information Package. There is no treatment for Love bugs; they will enter the home for a few weeks twice per year.

PLUMBING – Low-flush toilets will plug easier than old style toilets. Contractors are not allowed by building codes to install any other kind. Homeowners should caution small children not to use excessive paper in toilets. Homeowners should also keep a plunger for emergencies. It is important to clean faucet aerators every 2 months to ensure proper faucet pressure. In the event of an emergency leak, turn off the main water valve located on the side/front of the house or at the meter box.

SINKS (STAINLESS OR PORCELAIN) & TUBS – Stainless steel and porcelain sinks will stain if chemicals are left in them. These chemicals may include, but are not limited to these items: soaps, bleach, citric acid, teas, coffee, cola and other types of carbonated drinks. Certain types of highly abrasive cleaners can also cause slight scratches and swirls. Any chips or scratches on porcelain sinks, tubs and commodes occurring after the final orientation and closing are not covered under our warranty.

SLIDING GLASS DOORS – Sliding glass door tracks may hold water during driving rain. They are equipped with weep holes to allow faster drainage while increasing the potential for insects to enter the home. Sliding glass door screens are easily damaged, especially by small children. Damage caused by homeowner is not covered under Highland Homes' warranty.

WALL TILE IN BATHROOM – The tile and grout in your bathrooms will develop mildew if not cleaned on a regular basis. A mildew resistant cleaner is recommended. As with any cement-based product, as you use your shower or tub, the tile grout will tend to develop small hairline cracks, especially in the tiled corners and along the edges of the bathtub. This is a normal occurrence due to the constant wetting and drying of the grout. Use a mildew proof caulking to seal these cracks as they occur. It is good preventative maintenance to re-caulk the corners of your showers as soon as these conditions warrant. Scratched and chipped tiles occurring after the final orientation and closing are not covered under Highland Homes' warranty.

WINDOWS & SCREENS – It is recommended that you clean your windows, screens and frames annually to ensure smooth operation of the window sash (use WD40 to prevent "sticky window operation"). It is important to caulk the exterior window frames at the time of repainting your home in order to insure a watertight seal. Broken windowpanes and torn screens occurring after the final orientation and closing are not covered under the Highland Homes' Warranty.



ITEMS NOT COVERED BY WARRANTY

Due to the potential breakage, damage or neglect that may occur after the buyer takes possession of the home. The following items are not covered by warranty:

- Chips, scratches, and/or dents in: tubs, ceramic tiles, toilets and seats, sinks and appliances.
- Cracks in tile grout, caulk, drywall, corners, seams, and specifically at dissimilar materials.
- Marks, scratches, tears and/or stains in any type of flooring (carpet, tile, vinyl or laminate).
- Torn Screens, to include: windows, porches or sliding glass door screens.
- Marks, scratches, chips, cracks or discoloration in any type of counter top and cabinets.
- Scratches, discoloration, chips, cracks or broken glass products, such as: lighting fixtures, windows, mirrors, shower doors, enclosures, etc.
- Flooring items: Carpet seams may be visible with certain types of carpet called "piling" which is normal. Excessive wear in traffic pattern areas.
- Interior and exterior paint. Buyer is responsible for maintaining paint coverage and millage.
- Any damage to exterior or interior doors including weather stripping & door sweeps. Daylight can become visible after consistent usage of exterior doors and adjustment may be required. (Note: Doors may swell or contract up to 3/8" with changes in weather and humidity).
- Dead sod and/or landscape; washed out yards (soil erosion) or sunken utility lines. (Note: It is the homebuyer's responsibility to make sure the sod and landscape receives proper watering and quarterly application of fertilizer).
- Damage resulting from acts of nature including, but not limited to, hurricanes, sinkholes, high winds, lightning and floods.
- Exterior Yard Drainage:
 - Standing water that remains less than 48 hours after a normal rain event.
 - Standing water due to alteration of grading such as the addition of a pool, fence, etc....
- Hairline cracks, 1/4" or less, in any concrete product, such as: slabs, driveways or masonry walls. Exterior texture cracks, 1/8" or less.
- Broken irrigation lines and/or sprinkler heads. (Note: nozzle/heads may require adjustments).
- Any alterations to the home may void your warranty on that specific item.
- All homeowners are responsible for self-treating or subscribing to a pest control service.
- Overhead garage door weather stripping and viewable daylight around garage door.
- Appliances are warranted directly through the manufacturer.
- General wear and tear items such as loosening of cabinet and door hardware. Damages due to use of abrasive cleaners on all surface type. Light bulbs, failure of over-loaded shelves, clogged dryer vents.
- Damages that can occur due to failure of promptly reporting a defect or problem.

I have discussed each of the above items with a Highland Homes' Representative and understand that these items are not covered under Highland Homes' Warranty.

Buyer Signature

Date

Address

City

State

Zip

Highland Homes' Representative