

PENNY LANE

Owner Manual



Ichijo USA Homeowner Manual

Congratulations!

You are now the proud owner of an Ichijo USA home!

Welcome home! We are honored that you have chosen to purchase an Ichijo home. We take great pride in building sustainable, quality homes and hope that you will have many wonderful years in your new home.

Your Customer Service Manager will provide an initial orientation to your home, prior to closing, walking you through the home, educating you on the systems, maintenance and finishes.

To ensure your satisfaction after closing, we offer a comprehensive new home warranty and customer service program. Please review our Homeowner Maintenance Manual and the Warranty, included with your warranty documents, to obtain an understanding of your coverage.

Making Contact

Report any item under warranty regarding your home to our warranty department.

Washington State Email: warranty@ichijousa.com

Oregon Email: warranty-oregon@ichijousa.com

Emergency Service

Please contact our subcontractors directly for emergency service. A list of 24-hour emergency contacts is provided in your documents.

How the Process Works

We will assign your request to a Project Manager who will schedule a visit to address your concerns. Please note that the service work is performed between the hours of 8:00 am and 4:00 pm on weekdays.

You will be asked to sign your Customer Service or Warranty Request upon completion of the work. This will indicate that you are satisfied with the resolution of the items on your request.

We stand behind our product and are very happy to welcome you into your new home. Feel free to contact us with any questions or concerns.

Sincerely,

Ichijo USA

Warrantable Issues - Timetable

Sod/Trees/Landscaping	30 days (from date of close)
Irrigation (sprinkler system)	30 days coverage, 1-year coverage on timeclock
Paint and Caulking	Interior and exterior touch up paint kit provided. Any imperfections must be noted at the home orientation.
Touch Up Paint Kit	Interior and Exterior Paint Touch-up Kit has been provided and left on the premises.
Countertops	Any defects must be noted at the home orientation.
Tile Flooring/Walls	Cracks, chips, scratches, color variations in tile and/or grout must be noted on home orientation. There is a 1-year manufacturer/installation warranty. No guarantee dye lot of tile will match.
Carpet	1-year manufacturer/installation warranty and no guarantee dye lot of carpet will match.
Exterior Flatwork	1-year assessment of cracks with one-time repair. Any settlement crack exceeding 1/8" after the 1-year will be reviewed.
Drainage guidelines	Will be reviewed – meeting code standard
Bathtub/Windows/Mirrors	Any imperfections, scratches, cracks must be noted on home orientation, any imperfections noted after the home orientation are not warrantable.
Drywall	Any cosmetic imperfections need to be documented at the home orientation. A crack exceeding 1/4" will be addressed for installation error.
Vinyl Flooring	Scratches, nicks, and any defects must be noted at the home orientation. There is a 1- Year on manufacturer defects and/or installation

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Important Information

Your New Home

We are interested in providing you complete, accurate information regarding your new home. The following pages point out important facts about your new home, the materials used in the construction and other important details that will offer you more knowledge about your new home. Please review this section carefully; it includes many maintenance tips that will help you keep your new home in good condition

In addition to the following information, it is possible that there are specific items that pertain only to your home. Your sales representative and the Customer Service Department are your best sources of additional information about your new home.

If you have any questions about your home before you close escrow, please speak to your sales representative. After moving into your new home, please direct your questions to our Customer Service Department at warranty@ichijousa.com.

Architectural Control Committee

An Architectural Control Committee has approval authority over any changes, alterations or additions to your home, fence, landscaping, exterior colors, trim, etc. Always consult the Declaration of Restrictions for approval procedures and other information prior to making any additions, alterations or improvements to your home, including the installation of antennas, fences, storage buildings, yard art and gazebos. The Architectural Control Committee, Ichijo USA, or if applicable, your Homeowners Association typically will have the power under the Declaration of Restrictions to remove, at your expense, any unapproved additions, alterations or improvements.

Construction Dangers

Ichijo USA recommends that you contact your Sales Representative or Project manager to have them accompany you on any of our job sites. Job sites are hazardous areas since there is usually a lot of activity going on during the day. After-hours, when the workers are no longer on the jobsites, can be just as hazardous if not more so. If you choose to visit one of our jobsites without one of our representatives to accompany you, Ichijo USA does not assume any liability for any injuries or damages that you may incur.

Construction Methods

Ichijo USA builds homes that meet or exceed local building codes. Construction methods can differ from home to home due to variations in plans, elevations and the requirements of local building codes.

Declaration of Restrictions

A Declaration of Covenants, Conditions and Restrictions (sometimes referred to as Deed Restrictions or CC&R's), if applicable, govern the activities within your community. Parking restrictions use restrictions, building restrictions and, in some cases, the creation and powers of a Homeowners Association are described in your Declaration of Restrictions (a copy is included in the closing packet). Also consult your Declaration of Restrictions and, if applicable, your Homeowners Association before making any structural or cosmetic changes to your home.

Drainage and Wetlands

Wetlands serve many important functions. Many plats will show areas designated as; "Wetlands", "Jurisdictional Wetlands" or "Conservation Areas." These areas are under the control of one or more agencies which are responsible for their protection. Before making any alterations or changes to these areas it is the homeowners responsibility to contact the appropriate agency responsible for these areas and make sure such alterations will not be a violation. Violations are subject to heavy fines and penalties in many cases! The same guidelines should be used for any alterations or usage to adjacent property.

Easements and Utilities

Your property may be subject to certain easements that should be reflected on your title policy or the lot survey that will be given to you at your closing. Consult your title policy or a professional before any alterations are made to your new home or lot. In some cases, your Declaration of Restrictions will also describe present or future easements.

Additionally, in most cases, the municipality governing your community requires the first fifteen to twenty feet behind the curb in front of your home as right-of-way. You do not own this fifteen to twenty-foot right-of-way; utilities are often located in this footage. Your final survey will show the exact locations of your property lines.

Homeowners Association

Every homeowner in your neighborhood is a member of a Homeowners Association. The purpose of the association is to assure that the neighborhood is maintained in an attractive and safe manner. A Declaration of Covenants, Conditions and Restrictions have been recorded to establish a set of regulations intended to preserve the appearance and character of your neighborhood. Among other provisions, the Covenants require you to properly maintain your home and your yard and require you to receive approval from the association before making any changes to the exterior of

your home or your lot. This includes any additions, remodeling, accessory structures or changes to landscaping drainage.

The association is usually responsible for maintaining entry signs and landscaping as well as any community parks or amenities and may be responsible for maintaining drainage ponds or other facilities.

Most associations are managed by an independent management company. You are responsible for paying dues to the association, which are used to pay for the management and operation of the association, and for maintenance.

Please take time to read the Covenants and call the management company with any questions you may have.

Lot & Site Changes

The layout of each lot is unique and there will be differences in size, locations of sidewalks and driveways, and drainage that may not be exactly the same as the models. The shape and contour of certain lots may require that Ichijo USA adapt foundations, decks, patios, driveways walkways and garages to provide reasonable access, adequate drainage and aesthetic appeal. Ichijo USA reserves the right to make changes and alterations to the property and remove native trees to provide for the construction of the home. See the section on “Drainage and Wetlands” for further information regarding adjacent property and its usage.

Model Homes

Model homes have several functions. They are used as sales offices, to demonstrate products in the home and as a showcase. These multiple uses can require larger air conditioners and other types of equipment that are neither appropriate nor desirable for residential usage. The model homes also may display a variety of features, finishes, materials, colors and products that are not included in your home. The following was prepared to clarify some items and features in your new home that may differ from that in the models. Please ask your sales representative for an explanation of any differences.

- Color Variances

Color Variations occur in all manufactured products. Although every effort is made to provide consistent color, variances may be noticeable in paint, brick, stone, tile, mortar, carpet and other colored surfaces. Exposure to sun and water will alter the color more rapidly. These variances may be especially noticeable where a repair has been made. An exact color match of materials during the initial construction of your home or during repairs is not an item that is covered by your Warranty.

- Design

Your home can have design features that differ from those in the model homes. The

differences could be in materials, interior and exterior colors, surface coverings, doors, windows, garage doors and other features. Also, certain changes to the design of the home may have occurred since construction of the model homes.

- Dimensions

Your home can have different interior and exterior dimensions than those of the model homes. The differences can result from variations in the lots, changes in design that are made after the models are completed and other such factors. The differences can be seen in ceilings, windows, room sizes, placement of your home on the lot and in other areas.

- Entrances and Walkways

The entrances and walkways of the model homes can vary in size and location from your home.

- Interior Features

The model homes are used as sales offices. Therefore, the models may have features such as window coverings, window tinting, security systems, built-in features, slight plan changes, music systems and other differences from the production homes.

- Marketing

The representation of features, settings, finishes and other items that are used in advertising and sales materials may differ from those in your home.

- Substitution

Substitute materials that may differ from those in the model homes may have been made in the construction of your home due to situations beyond the control of Ichijo USA. Also, substitute materials may differ from model homes where the new materials do not alter the quality or function of your home.

Plans

Ichijo USA reserves the right to change plans, specifications and prices without notice.

Private Home Inspectors

Ichijo USA does not allow any Private Home Inspector on or about any property that is under construction without prior authorization from our office. Any Private Home Inspectors wishing to perform inspections on any of our homes must first provide us with the required proof of insurance and any other required documentation in order to be on our jobsites.

Soils

Any homeowner changes in the foundation, the grading and the landscaping of your home and lot can result in severe damage to your property and to neighboring properties. Consult a professional before any such changes are made. Architectural Control Committee approval will be required before making any changes to your property that may affect the drainage. County approval may also be required. See Grading and Drainage section for additional information.

Surrounding Property

No representation or warranty is made with respect to the use or construction of improvements on property adjacent or in the vicinity of your community. Even as to adjacent property owned by Ichijo USA, future use or construction may be altered for any reason. Please consult the municipality or county having jurisdiction over your community to determine the type of development that may occur in your area.

Trees

While Ichijo USA seeks to preserve trees, they can deteriorate and die due to a number of factors, including disease and disturbance to root systems. Over or under watering can harm trees. No representation or warranty is made regarding the trees located on your lot. You may wish to consult with an arborist to determine appropriate actions to preserve your trees.

Unauthorized Options and Upgrades by Buyers

Ichijo USA does not permit the installation of options by anyone other than Ichijo USA and its subcontractors and suppliers prior to the close of escrow. The unauthorized use of independent contractors, other than those who are under contract with Ichijo USA, or any work or changes made by the buyer, will void any warranty, implied or written, with respect to any and all damage caused, directly or indirectly, as a result of the work, and is a direct violation of your contract! Ichijo USA reserves the right to remove and destroy any alterations, materials or furnishings and possessions of the buyer, made by you or any unauthorized sub-contractor, prior to the closing of escrow, at the sole expense of the buyer.

Views

No representation or warranty is made with respect to the presence or absence of objects or items that are visible from your new home but are not located on your property. Such objects and items can be blocked or changed by future development, the growth of plants and other activities. Lot premiums, which take views into consideration, are only applicable at the time of purchase and no further warranties or representations

are implied. Ichijo USA does not assume liability for any views that are not located on the property you are purchasing.

Water Pressure

Your Ichijo USA Limited Warranty does not include any representation or warranty that the current water pressure level will prevail in the future. Please contact your water utility provider if you experience any problems after closing.

Glossary of Terms

AERATOR: Located at the end of the kitchen and bathroom faucets. It mixes air with the water in order to provide a smooth, splash-free flow of water. Occasionally, debris may collect in the aerator and restrict the flow of water. If this happens, unscrew the aerator and remove the debris.

ARCHITECTURAL CONTROL COMMITTEE: See “Pertinent Information” section of this manual.

BASEBOARD: The strip of molding or trim at the bottom of walls. The baseboard adds an attractive finish and protects the wall from scuffs and damage from furniture or vacuum cleaners.

BERM: A small ridge of soil which may direct the flow of rain and irrigation water toward drains or sewers.

CAULKING: This material is used as a sealant around sinks, tubs and showers. Other applications for caulking include sealing window and doorframes.

CEMENTITIOUS FINISH: The mortar-like material that covers the foundation and/or exterior walls of your home. This is commonly referred to as “stucco” in the building industry. Typically in residential construction this is a two (2) step process. This material is relatively brittle so you should avoid sharp blows to the walls. Its use is strictly cosmetic. Any references in our documentation to “stucco” is meant to describe this (2) step process cementitious veneer.

CIRCUIT: The electrical system in your home is separated into individual units referred to as circuits. Depending upon the layout of your home and electrical codes in your area, each circuit may be designed for a room, an area of the home or a single appliance.

CIRCUIT BREAKERS: Prevent electrical overload or shorting. The circuit breaker opens the circuit when an overload or short occurs, thereby breaking the flow of electricity. It can be reset manually by moving the circuit breaker lever to the “off” position and then to the “on” position once the source of overload has been corrected. Refer to the “Use and Care of Your Home” section of this manual for more information.

COMMON AREAS: Many neighborhoods have areas that are common property, which is owned by a homeowners association or other entity. These areas may include streets, parking areas, walkways, slopes and recreational areas. In some cases, these common areas are maintained and their use is governed by the homeowners association. Please refer to the Declaration of Restrictions.

CONDENSATION: The conversion of moisture in air to water, as on the warm room side of a cold wall; the forming of water on a surface can usually be prevented by insulating the inner wall so that its surface is kept warmer.

CONDENSER: The unit of a heating and air conditioning system that is located outside the home.

CULTURED MARBLE: This is a man-made product that has much of the durability and beauty of natural marble.

DECLARATION OF RESTRICTIONS: See “Pertinent Information” section of this manual.

DEFLECTION: Bending of a beam or any part of a structure under an applied load.

ICHIJO USA’S LIMITED WARRANTY: The one-year limited warranty made by Ichijo USA to you described in the “Warranty Procedures” section of this manual.

DRYWALL: The interior walls of a home are usually constructed of drywall. This material also is called gypsum board or sheetrock. The material is functional and can be textured and painted to complement the style of any home.

EFFLORESCENCE: The white, powdery substance that sometimes accumulates on stucco, masonry, concrete and brick. Excessive efflorescence can be removed by scrubbing with a strong vinegar solution or a commercial product.

EROSION: The flow of water from irrigation systems or rain can erode landscaping and change the drainage pattern of the yard. Most erosion can be prevented by maintaining the original grading of the yard.

EXPANSION JOINT: A break or space in construction to allow for thermal expansion and contraction of the materials used in the structure.

FLATWORK: A concrete surface usually four to six inches thick used for patios, walkways, driveways, etc.

FLUORESCENT: The lighting fixtures that provide even, soft illumination in kitchens, bathrooms and other areas of the home.

GFCI: Abbreviation for Ground Fault Circuit Interrupter. Similar to a circuit breaker, it is designed to interrupt the flow of electricity. GFCI’s are usually located in the kitchen, bathrooms, garage and exterior. In the event of a short circuit, the GFCI is designed to break the electrical circuit immediately and reduce the chance of serious electrical shock.

GROUT: Grout is the cement-like material visible between squares of ceramic tile.

HARDWARE: The hinges, locks, handles and other metal attachments to doors, cabinets and drawers are commonly referred to as hardware.

HEADER: The header is a relatively heavy, structural wood piece that spans open spaces such as doors and window frames. The header supports other structural lumber.

HOMEOWNER MAINTENANCE: As a new homeowner you need to routinely maintain the various features of your home. Some of these maintenance items have been indicated in the “Use and Care of Your Home” section of this manual. This continuing maintenance is your responsibility.

HOMEOWNERS ASSOCIATION: See “Important Information” section of this manual.

INCANDESCENT: Lighting fixtures that use traditional light bulbs are called incandescent fixtures. Incandescent lighting is used for lamps, spot lighting and exterior lighting.

MANUFACTURER’S WARRANTY: The appliances and certain other components of your new home are covered by warranties that are supplied by the original manufacturers. These warranties are passed on to you. They include components of the plumbing and electrical systems, heating and air conditioning system, water heater and other manufactured items.

MASONRY: The stonework and brickwork on a home.

MILDEW: Mildew results when moisture accumulates in a confined area. Excessive watering of landscaping can cause mildew. Due to humidity, mildew can also form on the underside of eaves, porches or box windows. Moisture can also cause mildew to form on bathroom walls.

NAIL POPS: The natural expansion and contraction of wood can cause the nails that hold the wall surfaces in place to move or pop out of place. The nails can be reset and, if necessary, touchup paint can be applied.

PORCELAIN ENAMEL: Your tubs and sinks may be constructed of porcelain enamel. Made of a silicate paint that is fired onto steel at high temperatures, it forms a durable smooth and shiny surface much like glass.

RETURN AIR VENT: Because modern homes feature almost airtight seals, the heating and air conditioning systems require return air vents to draw air back to the heating and cooling system.

SETTLING: In the first months and years after a new home is built, some settling can occur. Minor settling is normal, particularly in the first months after a new home is built. Small shrinkage cracks do not affect the structural integrity of

SILICONE: Any of a group of semi-organic polymers of siloxane, characterized by high lubricity and thermal stability, extreme water repellence, and physiological inertness. It is used in adhesives, lubricants, paints, insulation, and synthetic rubber.

SPACKLE: The puttylike material that is used to fill surface irregularities in drywall. Its most common use is to fill nail holes in walls before repainting.

SPALLING: The cracking or flaking of particles from a surface.

SUBCONTRACTOR: Most homes in our area are built by specialized trades people, or independent contractors, who contract with larger builders or developers to perform their area of specialization. This allows the builder to select those trades with the highest standards and the best reputation. Examples of subcontractors are plumbers, roofers and electricians.

Project Manager: The person who oversees the construction of homes is called the project manager. The project manager is responsible for making sure that the subcontractors perform their work on time and to the standards established by Ichijo USA.

SWALE: A swale is similar in purpose to a berm, but it is a depression in the ground. It is designed to channel rain and irrigation water away from structures and toward sewers and drains.

TACK STRIPS: The devices between the flooring and carpeting that are used to hold wall-to-wall carpeting in place.

THERMOSTAT: The wall-mounted device that controls the heating and air conditioning units is a thermostat. By cycling the heating or air conditioning units on and off, it will maintain a desired temperature in the home.

TUCK POINTING: The filling in with fresh mortar of cut-out or defective mortar joints in old masonry.

VITREOUS CHINA: The kiln-fired, pottery material that is used in most toilet bowls and tanks. It is very durable and impervious to water but can be broken by sharp blows from hard objects.

WARP: Shape distorted by twisting, especially in too rapidly dried wood.

WEEP HOLES: Small holes in door, masonry and window frames that allow water to drain away are called weep holes. They should be kept free of dirt and debris.

Quality Control

Ichijo USA Quality Control Inspections

Ichijo USA performs a variety of Quality Control Inspections on every home throughout the entire construction process. This is to ensure that each home meets or exceeds the quality level that each buyer sees in our models and spec homes when selecting their home for purchase.

Ichijo USA makes sure each home meets or exceeds the “Residential Performance Guidelines” established by the “National Association of Home Builders.” These guidelines set up standards by which the building community can establish certain quality levels in their construction. Building codes only address health, safety and welfare issues regarding new home construction.

The “National Association of Home Builders” is recognized as an objective and qualified source for setting up these standards. These standards are objective, credible and uniform and spell out the minimum performance for acceptable workmanship and product performance. Ichijo USA seeks to meet or exceed these standards on each home that we build.

Frequently asked questions about your new Ichijo USA Home Performance and Warranty

Congratulations and thank you for allowing Ichijo USA to build your home. We understand that your new home is a major investment so we would like to answer the most frequently asked questions about the warranty on your home and set realistic expectations for the performance of your home. Prior to closing, your home receives a 200+ point Quality Control Inspection from our in-house professionals to insure that it meets or exceeds the Residential Construction Standards established by the National Association of Home Builders as modified for our area.

When your home is completed and ready for closing, we will introduce you to the features and functions of your new home with an Orientation process. This usually takes between 30 minutes to an hour to complete and gives us a chance to note any final touch ups that may need to be completed prior to your closing. Then we explain homeowner responsibilities and general maintenance of your new home. Refer to your Warranty Booklet for further information. All warranty documents will be provided at

the Orientation. The final step prior to closing is to do a final walk through, to verify that all items listed on the Orientation Checklist are complete and your new home is ready for you to enjoy after closing. Once this Orientation process is complete and signed off, this signifies your acceptance of the home and that all required features or upgrades have been installed or completed. Remember, in addition to our 1 Year Builder Warranty, your home is also covered by a 10 Year Structural Warranty from Residential Warranty Corporation!

Q. What is Ichijo USA's warranty policy concerning scratched window glass, damaged countertops, damaged cabinets, or other similar damages after I close?

A. Damages such as scratched glass, cuts in vinyl flooring, damaged countertops, drywall repairs & paint touch-ups are not warranted after closing. These items must be noted on the Orientation Builders Checklist and taken care of prior to closing. Ichijo USA will not be responsible for paint touch matches after closing; however, we will match with the closest available standard color.

Q. What is Ichijo USA's policy concerning concrete?

A. Concrete surfaces will sometimes crack due to normal expansion and contraction and temperature changes; they may also develop cracks from soil movement underneath due to rain, evaporation, etc. Most cracks have no structural significance and are of no concern. Cracks in garage, driveway, walkway and patio that are in excess of 1/4 inch in width or vertical displacement will be repaired. Foundation cracks greater than 1/8 inch will be repaired. In accordance with our warranty policy, we will make any necessary repairs to correct these conditions. Ichijo USA will not be responsible for color variations when repairs are required.

Q. What are Ichijo USA's policies covering roof issues?

A. Roof issues will be covered for the first year as outlined in the warranty documents. A Materials Warranty will be provided and covered by the manufacturer; this is usually 15 to 20 years depending on the shingles used.

Q. What is Ichijo USA's warranty policies for ceramic tile?

A. Ceramic tile issue will be covered for the first year as outlined in the warranty documents. If tiles are to be replaced, Ichijo USA does not assume the responsible for color variations or die lot matches on tile that has been discontinued. Wall tiles will be also covered for one year from the date of closing.

Q. What should I do if I have a Plumbing emergency after hours?

A. Ichijo USA provides 24 hour 7 days a week emergency service through our plumbing contractor. You will be provided an emergency number for this purpose. We would like for you to contact our warranty department the next business day as well so that we may make any necessary visits to evaluate the problem and reduce the chance of other concerns.

Q. How will I know where my property lines are if I want to do make any alterations to my property after I close?

A. We will provide you with property pins on the corners of your lot, which will enable your contractor to locate the lot lines prior to his installation. It is your responsibility to provide this information to your contractors as well as your contractor's responsibility to verify these measurements prior to making any improvements to your property. Be sure to check the Covenants and Restrictions for your neighborhood prior to making any alterations to your property, as a written architectural approval is usually required.

OTHER INFORMATION:

1. Be sure to read and understand the Warranty Documents completely.
2. Be sure to contact our warranty department as soon as possible to report any leaks that you may notice. This will help reduce the chance of a small problem turning into a larger one.
3. Driveways, walks, patios and exterior walls can be pressure washed. Avoid high pressures to reduce the chance of damage to the surface being cleaned. It is not recommended that you Pressure Wash your windows as this could result in damage that might void the warranty.
4. Check your roof shingles after heavy storms or high winds to make sure that there are no damaged or missing shingles.
5. Change A/C filters monthly. Have unit serviced at least once a year for proper operation.
6. Know where all major shut-off valves are located.
7. Some items on your new home may have extended warranties that will be provided by the manufacturer. Please consult these documents for further information.
8. Ichijo USA does not assume responsible for conditions that are beyond our control.
9. Personal property including furnishings are not covered by this warranty.

How to Submit a Warranty Claim

Normal Procedures

Prior to submitting your request, please review the Ichijo Warranty on the following pages to verify that your claim is covered.

To submit your warranty request, visit the Ichijo website at: www.ichijousa.com and click on the “Homeowners” tab or email warranty@ichijousa.com directly. Please be advised that someone will respond to your request within 3 business days.

Emergency Service

<u>Problem</u>	<u>Solution</u>
Total loss of heating or air conditioning	Contact the HVAC (AirConditioning) Co. Total
loss of electricity	Check with utility company for outages Plumbing
leak or plumbing backup	Shutoff entire water supply to home
Total of loss water	Check with utility company for outages

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

Damage from a water leak can be minimized by turning off the water to a particular fixture or turning off the water main to your home. The water main shut-off valve is located at the water meter box, which is generally located at the property line. Please refer to the “Plumbing” section of this manual for further discussion of the water shut- off locations.

Please notify our office as soon as possible if a roof leak is experienced. Failure to notify us promptly could exacerbate the situation creating a much greater chance of further damage.

Do not delay in reporting an emergency. Subsequent damage caused by a delay in reporting an emergency will not be the responsibility of Ichijo USA. Damage to personal property is not covered by Ichijo USA’s Limited Warranty

If you situation does not fall within the emergency guidelines, please use the procedures outline for requesting routine warranty service.

Ichijo Limited Warranty

1 Coverage period

ICHIJO to provide Limited Warranty for 1 year, 2 year and 10 year respectively depending on the building components and elements. (attached hereto as Appendix A) This Limited Warranty commences on the date of closing, or the date of Home Owner's occupancy whichever occurs first. This Limited Warranty is in effect only if ICHIGO is in receipt of entire contracted/purchase price.

2 Request for warranty services

Warranty inquiries have to be in writing to be considered by ICHIGO. No Limited Warranty work will be performed nor guaranteed until request has been received in writing, unless designated an emergency.

3 Remedy

ICHIJO will, within a reasonable time, examine an alleged defect to determine if it is covered by this Limited Warranty. A defect covered by this Warranty will be repaired, replaced, or replaced with item of like kind, at ICHIGO's expense. Home Owner agreed to bear the cost for the water, gas and electricity necessary for the Warranty work for using tools and/or equipment, washing, drying, cleaning and such. Any repair or replacement shall not extend the Warranty term. The total liability of Warranty is limited and shall not exceed the purchase price of the home in the Purchase and Sale Agreement.

4 Right of access

Homeowner to provide ICHIGO access to property to perform its work under this Warranty. Failure to provide such access may relieve ICHIGO of its obligations.

5 Exclusions

- 1) Damages or losses resulting from accidents; civil commotion; acts of God or Nature – including, but not limited to wind storms, wind driven water, floods, sink holes, hail, lightning, fallen trees, earthquakes, explosions, fire, smoke, water escape, or changes in underground watertable.
- 2) Defects or damages caused by animal droppings, rubbing, eating or infestation.
- 3) Any condition which does not result in actual physical damage to the Home including, but not limited to uninhabitability or health risk due to presence or consequence of unacceptable levels of radon gas, formaldehyde, mold, carcinogenic substances, or other pollutants and contaminants, or the presence of hazardous or toxic materials.
- 4) Any soil erosion/sedimentation or storm water control management systems that are approved by a governing jurisdiction.
- 5) Expenses a Home Owner may incur as a consequence of defects or warranty repair include but are not limited to the cost of having to move out while repairs are being made, household appliances, or personal properties.
- 6) Any consequential, indirect, punitive damages which may arise from defects or warranty repair including but not limited to bodily injury, loss of use, loss of data, loss of income or profit, and/or claims of third parties.
- 7) Any defects, damage, or loss which is caused by negligence including but not limited to unattended water leak or visible mold growth, insufficient maintenance, or improper use of Home Owner or anyone other than ICHIGO or its employees, agents, or subcontractors.

6 Regarding warranty for any appliance or equipment provided by ICHIJO, including but not limited to water heaters, pumps, stoves, ranges, ovens, garbage disposals, dishwashers, furnaces, air conditioning units, heat pumps, photovoltaic systems and other similar items, Home Owner shall refer to the manufacturer's warranties to the Home Owner, which require registration by Homeowner to uphold manufacturer's specific warranty.

7 Discoloring

Repairing, repainting or replacement of interior or exterior surface, including driveways and sidewalks, shall be limited to the defective area.

8 Transfer of Ichijo Warranty

One (1) year Materials & Workmanship Warranty will automatically terminate if the property is leased, vacated or sold by original Home Owner. Only two (2) year System Warranty and ten (10) year Structural Warranty will stay with the home and automatically transfer to the new owner upon change of ownership.

Appendix A

■ 1 Year Materials & Workmanship Warranty

This warranty covers material defects and general workmanship for interior and exterior finishes. Warranty standard and coverage are as follows;

1. Finishes (Drywall, Paint, Carpet, etc.)

The Warranty provides protection against defects in finishes in the home, including drywall, lath and plaster walls and ceilings, hard-surface flooring, bathtubs, showers and countertops, resilient and finished-wood flooring, trims, interior and exterior painting and carpeting.

2. Nail pops and drywall cracks

The Warranty provides repair for nail pops and drywall cracks caused by acclimation to the temperature and humidity of the seasons.

3. Roof

The Warranty covers roof leaks that are caused by rain, normal wear or natural deterioration on a well-maintained roof. The leak caused by buildup of snow, ice, leaves, bird droppings or other build up that prevents rainwater drainage shall not be considered a defect and such water penetration shall not be covered.

4. Doors & Windows

For proper fit and smooth operation, interior, exterior and garage doors, doorknobs, deadbolts and locksets, wood, plastic and metal windows, glass and glazing; and storm doors, windows and screens are covered.

5. Concrete

For protection against defects in concrete surfaces, warranty coverage includes concrete basement and attached garage floors, slab-on-grade floors with finish flooring, stoops and steps, and interior concrete work. Small cracks not affecting structural stability are not unusual on the surface of the concrete. Cracks greater than 1/4 inch will be repaired by concrete caulk.

6. Cabinets & Vanities

To keep kitchens and bathrooms functional, warranty coverage includes defects in kitchen and vanity cabinet doors and drawers, as well as high-pressure laminated kitchen and vanity countertops.

7. Electrical Components

The Warranty provides coverage against defects in receptacles, fixtures, fuses, ground-fault circuit interrupters (GFCI) and circuit breakers. This excludes light bulbs and batteries.

8. Masonry

The Warranty coverage includes workmanship on masonry, brick and stone veneer, concrete block basement walls, stucco and cement plaster walls. Due to lime content and porous property, discoloration, efflorescence, chemical reaction or water absorption shall not be covered.

9. Thermal & Moisture Protection

The Warranty coverage provides protection against defects in waterproofing, moisture control and ventilation in basements, attics and roofs; insulation around living areas; exterior wall caulking, and siding, gutters and downspouts.

10. Mechanical

The Warranty coverage is provided for plumbing and water supply fixtures such as faucets, valves and water pipes, as well as operation of the heating and cooling system.

11. Site Work

The warranty includes protection against defects in the grading established by the builder in backfilled areas of the foundation so surface water drains away from the home. There should be no standing water in the yard 48 hours after no rainfall.

■ **2 year System Warranty**

This warranty protects a home from defects in the electrical, plumbing and mechanical distribution systems for a full two years.

1. Mechanical (Waste Piping)

For smooth-flowing pipes, the systems warranty covers repairs to sanitary sewers, fixtures, and waste and drain lines to prevent clogs or poor drainage.

2. Electrical System

The systems warranty covers wiring and electrical conductors, ensuring that the home's wiring carries its designed load

3. Mechanical (Duct Work)

To provide a temperature-controlled environment all year long, systems warranty coverage includes repairs to the home's heating and cooling ductwork if it separates or detaches.

4. Mechanical (Plumbing)

To keep water flowing in and out of the home, systems warranty coverage includes waste, vent and water pipe leaks and bursts; heating and air conditioning refrigerant lineleaks; and water supply and septic tank system operation.

■ 10 year Structural Warranty

Structural defects are defined as physical damage to a home's designated load-bearing elements described below caused by failure that affects their load-bearing function to the extent that the home becomes unsafe, unsanitary or otherwise unlivable.

1. Roof Framing Systems
2. Floor Framing
3. Load-Bearing Walls & Partitions
4. Beams, Girders
5. Columns
6. Footing & Foundation Systems.
7. Window structural and glazing units

USE AND CARE OF YOUR HOME

Your home has been constructed with quality materials and the labor of experienced craftsmen. Prior to our using any material, it must meet our specifications for quality and durability. All work is done under our supervision to attain the best possible results.

A home is one of the last hand-built products left in the world. Homebuilding is part art, part science and part hard labor. No two homes, even of the same plan, will be constructed exactly alike. Once the natural and man-made materials have been assembled, the components interact with each other and the environment. Although quality materials and workmanship have been used in your home, this does not mean that it will be free from care and maintenance. A home, like an automobile, requires care and regular maintenance. This is essential to providing a quality home for a lifetime. Please refer to the schedule in this manual for maintenance guidelines.

We are proud of the product we build and the neighborhoods in which we build. We strive to create long lasting value. This cannot be achieved unless you, as the homeowner, properly maintain your home and all of its components. Periodic maintenance is necessary because of a number of factors such as normal wear and tear, the inherent characteristics of the materials used in your home, and normal service required by the mechanical systems. Natural fluctuations in temperature and humidity can also impact your home.

Many times a minor adjustment or repair done immediately by you saves a more serious time consuming and sometimes costly repair later. Note also that negligence of routine maintenance can void applicable limited warranty coverage on all or part of your home.

We recognize that it is impossible to anticipate and describe every attention that may be needed for good home care; however, we have covered many important details. The subjects covered include components of homes we build, listed in alphabetical order. Each topic includes suggestions for use and care. Some components may be discussed here which are not present in your home.

Please take time to read the literature provided by the manufacturers of consumer products and other items in your home. Although much of the information may be familiar to you, some points may be significantly different from homes you have owned in the past. The information contained in that material is not repeated here.

We make every effort to keep our information current and accurate. However, if any detail in our discussion conflicts with the manufacturer's recommendations, the manufacturer's recommendations should be followed. Activate specific manufacturer warranties by completing and mailing the registration cards included with their materials. In some cases, manufacturer warranties may extend beyond the first year; it is in your best interest to be familiar with such coverage. By caring for your home attentively, you insure your enjoyment of it for years to come. The attention provided by each homeowner contributes significantly to the overall desirability of the community.

While we strive to build a defect free home, we are realistic enough to know that we may make mistakes or that something in the home may not perform as intended. When either occurs, we will make the necessary corrections. In support of this commitment, Ichijo USA provides you with a one year limited warranty.

**For your protection, for accuracy, and for efficient operation of our service activities, non-emergency items must be reported in writing.
We do not accept reports for routine warranty items over the phone.**

Recommended Maintenance Schedule

Maintenance (scheduling & cost) is the responsibility of the Homeowner

Item	Monthly Interval (1 thru 6)					
	1	2	3	4	5	6
Air Filter-HVAC System			Replace			Replace
Backflow Preventer (where applicable)						
Caulking – Exterior (entrances & windows)			Inspect			Inspect
Caulking – Interior (wet areas)			Inspect/Replace			Inspect/Replace
Clothes Dryer Lint Duct & Filter						Clean Out Vent
Condensation Line – HVAC System	Inspect	Inspect	Inspect	Inspect	Inspect	Inspect
Exterior Drainage						Inspect
Faucet Aerator			Clean			Clean
Fireplace Flue/Chimney						Inspect/Clean
Front Door Finish Metal/Fiberglass	Clean	Clean	Clean	Clean	Clean	Clean
Garage Doors			Lubricate			Lubricate/Inspect
Garbage Disposal	Flush/Clean	Flush/Clea	Flush/Clean	Flush/Clean	Flush/Clean	Flush/Clean
Gutters/Downspouts			Inspect/Clean			Inspect/Clean
HVAC System Check *						Inspect
Plumbing Drains			Inspect/Clean			Inspect/Clean
Range Hood Fan Filter		Clean		Clean		Clean
Screens (doors & windows)			Inspect			Inspect/Clean
Smoke Detectors	Test	Test	Test	Test	Test	Test
Sprinklers (where applicable)						
Water Heater						Flush
Water Heater (tankless)						
Weep Holes (windows & sliding doors)						Inspect, Clean
Whole House Fan						

Item	Monthly Interval (7 thru 12)					
	7	8	9	10	11	12
Air Filter-HVAC System			Replace			Replace
Backflow Preventer (where applicable)						Inspect
Caulking – Exterior (entrances & windows)			Inspect			Inspect
Caulking – Interior (wet areas)			Inspect/Replace			Inspect/Replace
Clothes Dryer Lint Duct & Filter						Clean
Condensation Line – HVAC System	Inspect	Inspect	Inspect	Inspect	Inspect	Inspect
Exterior Drainage						Inspect
Faucet Aerator			Clean			Clean
Fireplace Flue/Chimney						Inspect/Clean
Front Door Finish Metal	Clean	Clean	Clean	Clean	Clean	Clean/Repaint
Garage Doors			Lubricate			Lubricate/Inspect
Garbage Disposal	Flush/Clean	Flush/Clea	Flush/Clean	Flush/Clean	Flush/Clean	Flush/Clean
Gutters/Downspouts			Inspect/Clean			Inspect/Clean
HVAC System Check *						Inspect
Plumbing Drains			Inspect/Clean			Inspect/Clean
Range Hood Fan Filter		Clean		Clean		Clean
Screens (doors & windows)			Inspect			Inspect/Clean
Smoke Detectors	Test	Test	Test	Test	Test	Test
Sprinklers (where applicable)						Inspect
Water Heater						Flush
Water Heater (tankless)						Inspect
Weep Holes						Inspect, Clean
Whole House Fan						Inspect

* Call a Licensed HVAC Contractor to service your Air Conditioning and Heating system at least once a year!



Appliances

Read and follow all manufacturer requirements for each appliance in your home.

Manufacturer Service

If a problem arises with an appliance after the one year limited warranty period, contact the Customer Service number listed in the manufacturer's warranty booklet. When reporting warranty items to the appliance manufacturer, be prepared to supply the following:

- the date of purchase (closing date)
- the serial number and model number (found on a metal plate on the side or bottom of each appliance)
- a description of the problem

Registration

Mail warranty registration cards directly to the manufacturer.

Appliance Warranties

All appliance warranties are assigned to you at the closing. The appliances are warranted directly to you in accordance with the terms and conditions of the written warranties supplied by their manufacturers.

Attic Access and Insulation

The attic space is not intended for storage of any kind (excessive weight could jeopardize the integrity of the trusses and void your warranty). Access is provided for purposes of maintaining mechanical equipment that may traverse the attic space. When performing any needed tasks in the attic, caution should be used not to step off wooden members onto the drywall. This can result in personal injury and/or damage to the ceiling below. Such injury or damage is not covered by your limited warranty.

Insulation

The effectiveness of blown insulation is diminished if it is uneven. The last step in any work done in your attic should be to confirm that the insulation lies smoothly and evenly. Do not step on drywall ceilings; personal injury or damage to drywall can result.

Building Codes

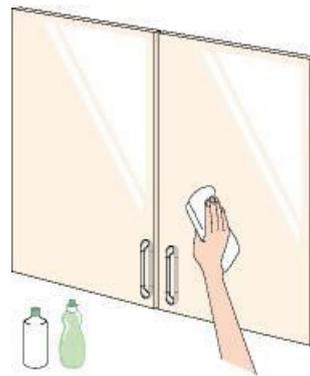
Insulation installed in your home meets or exceeds the building codes applicable to your home at the time of construction.

Cabinetry

The best practice for preserving your cabinet surfaces is to always keep them dry and clean. Leaving water, spills, & splatter on your cabinetry for prolonged periods may lead to spotting, clouding, and discoloration.

Cleaning and Maintaining Cabinetry Doors:

“Piano Finish” cabinet doors literally receive a mirror-like coating comparable to pianos. While designed to be low and easy maintenance, certain precautions are necessary to preserve the original finish. To prevent scratching, only use clean, soft fabrics such as those used to clean eye wear. For everyday maintenance, a slightly dampened cloth is sufficient, followed by drying-off excess moisture. For stubborn cleaning, use of small amounts of mild detergent or rubbing alcohol is acceptable. Actual piano cleaner/polishes are also available which are ideal as they not only clean but protect and enhance the finish.



PRECAUTIONS:

Do not use abrasives and strong chemicals such as cleansers, paint thinners, bleach, and mold/mildew removers as they can scratch and discolor the finish

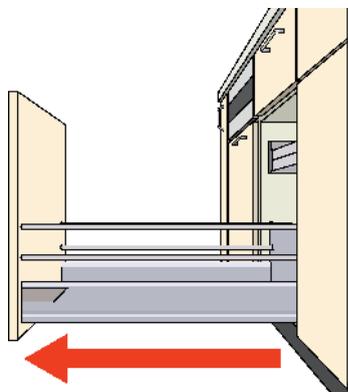
Kitchen Cabinets

DRAWER REMOVAL AND INSTALLATION

Begin by first removing everything inside the drawer box. Then follow the steps below. To prevent scratching or denting your floor, lay down floor protection such as heavy cardboard under the area of work.

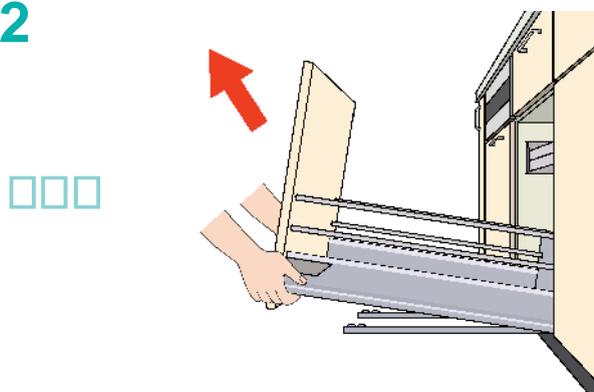
■ Drawer Removal

1



Fully extend the drawer

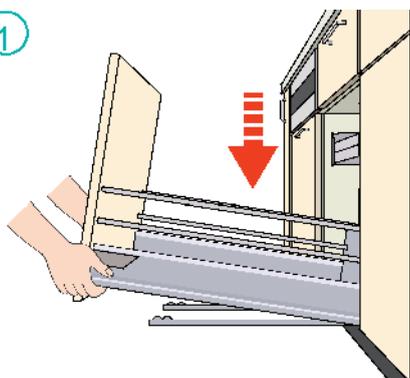
2



Using two hands, grasp the left and right front bottom corners of the drawer. The drawer will easily disconnect from the guides by tilting the drawer up and toward yourself

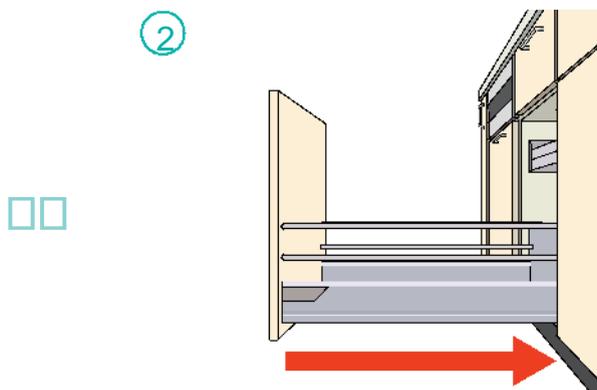
■ Drawer Installation

①



Pull the drawer guides (rails) in the cabinet all the way out. Place the drawer on the guides angled forward as illustrated.

②



Once the drawer is correctly positioned in the guides, as you push the drawer into the cabinet, the drawer will “click” into position and smoothly close.

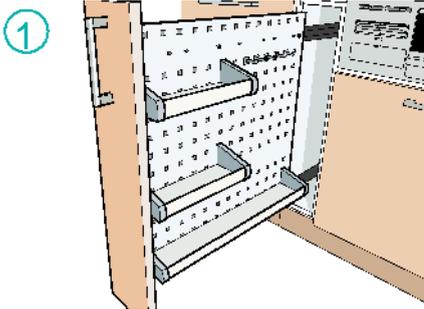
PRECAUTIONS:

- As drawers may be heavy, it is recommended that two people perform drawer removal & installation.
- It may take a few tries before you get a feel for how the drawer needs to be seated in the drawer guides. Open and closes a few times to confirm correct installation.

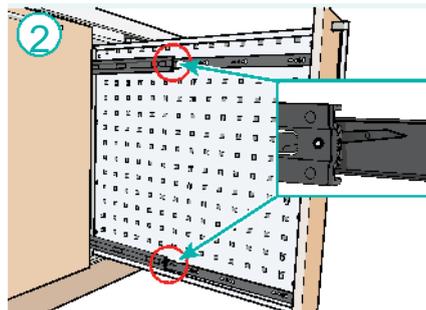
Kitchen Cabinetry Removal & Installation

Multi-purpose slide-out rack: Removal & Installation

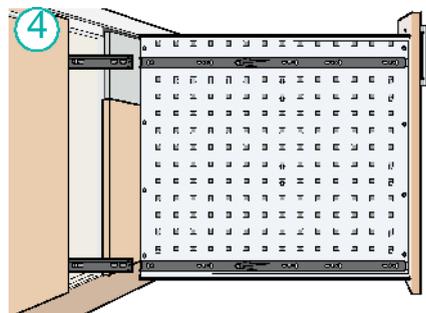
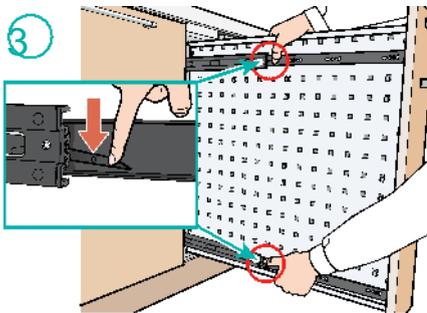
Fully open the slide-out rack. Locate tracks & release lever on the rear side. Using your thumbs, push the lever attached to both the top and bottom tracks simultaneously and pull out the drawer. This will release the track from the cabinet, allowing the drawer to be removed from the cabinet.



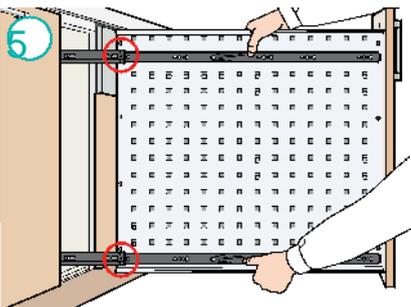
First completely remove all contents in the slide-out rack



Engage the lever on both tracks



While depressing the levers, slide the drawer all-the-way out



To reinstall the slide-out rack, simply align the rails into the tracks and push the drawer back inside

PRECAUTIONS:

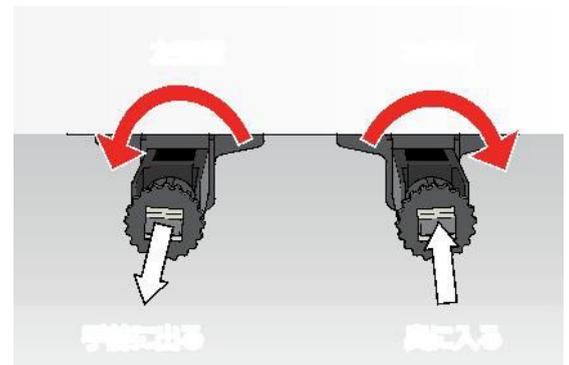
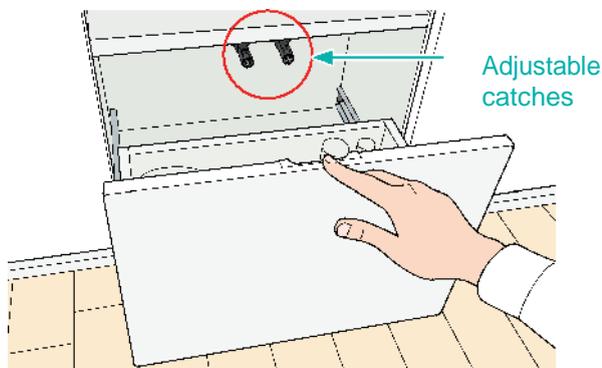
- Make sure to remove contents before attempting slide-out rack removal
- After reinstalling the slide-out rack, make certain the rails are once again locked into the tracks by pulling the drawer all the way out and back in, before placing items back into storage and ordinary use.

Vanity Cabinetry

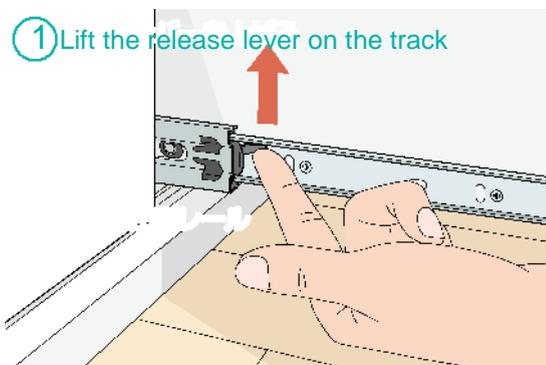
Push Latch Drawer Adjustment & Removal

Powder Rooms furnished with a push latch drawer, which opens by a simple light push without the need for pulls or knobs: Follow the steps below for adjustment and drawer removal and reinstallation.

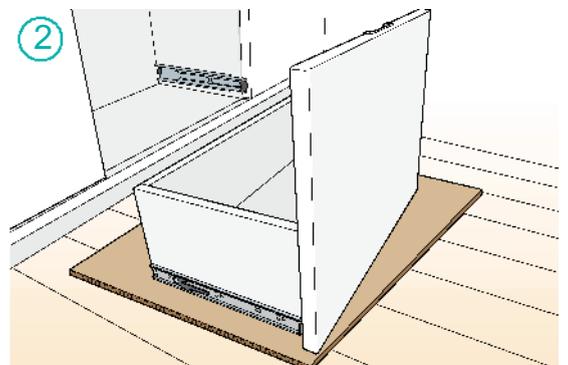
If the push latch drawer fails to operate smoothly, open the drawer and locate the two magnetic catch mechanisms. Turning the dials either to the left or right adjusts the distance of the magnet latches to the metal plate on the inside of the drawer panel. The ideal setting is for both magnets to catch simultaneously. Turn the dials in small increments until smooth operation is restored.



Drawer Removal



Fully extend the drawer. Push the release lever on the left rail up, push the release lever on the right down.



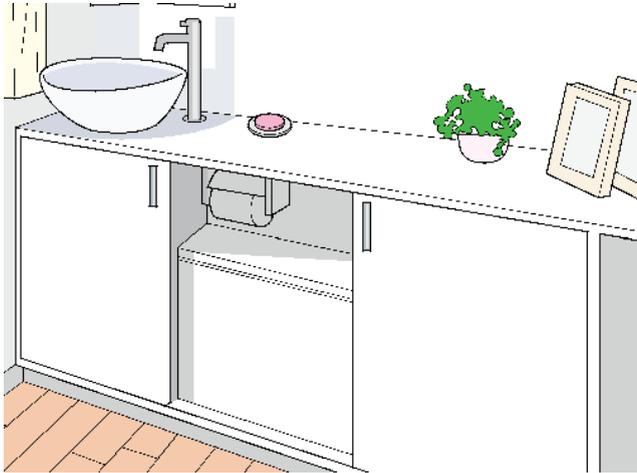
While depressing both levers, slide the drawer out and set on something which protects your floor.

Precautions:

- Remove contents in the drawer before removing/installing drawers
- Set the drawer on a sheet of thick cardboard to prevent scratching or denting your floor

Powder Room vanity usage tips

Your powder room maybe furnished with a vessel sink. Typical to vessel sinks, it may not have an overflow. When using a drainstopper, do not leave water running unattended to prevent overflows.



□ Cleaning the countertop and cabinet doors:

Using a clean soft damp cloth, wipe countertops and door surfaces. Only use mild non- abrasive household detergents for more aggressive cleaning.

Concrete

Foundation

The foundation of your home has been designed and installed in accordance with the recommendations of our consulting engineer. Even though the foundation has been designed by an engineer and constructed in accordance with engineering requirements, cracks can still develop in the wall. Unless there is water seepage coming through such a crack, it is most likely a surface crack and will not be detrimental to the structural integrity of your home. Unless cracks exceed 1/8" in width they are not covered by the Limited Warranty.

By maintaining good drainage, your home's foundation is protected as well as the concrete flatwork (e.g., porch, patio, driveway, sidewalks, entry walks, etc.).

Concrete Slab

The concrete slab in your home has been designed and installed in accordance with the recommendations of our consulting engineer. Even though the slab has been designed by an engineer and constructed in accordance with engineering requirements, cracks can still develop. Unless the cracks are significant enough to affect the finished floor appearance they are usually not of concern. If cracks develop within the area designed as living space and exceed 1/4" in width or vertical displacement they are not covered by the Limited Warranty.

Flatwork

To properly care for your exterior concrete, always be aware of areas where water is collecting and fill these in. Do not allow downspouts to drain in such a way that the water can get under the concrete.

Cracks in Flatwork

Although we use accepted construction procedures for the installation of concrete flatwork, this does not guarantee there will be no cracking. Due to normal expansion and contraction, some cracking in concrete occurs in almost all homes. Cracks do not mean that your foundation or flatwork is not operating properly. Cracks that do not exceed 1/4" are not covered by the limited homeowner warranty. When cracks are covered, the repair provided is sealing the crack. Concrete is not replaced due to cracking.

By maintaining good drainage away from your home, you are protecting your home's foundation. Maintenance of drainage away from all concrete slabs will minimize cracking and other forms of movement.

Expansion Joints

Expansion joints have been used to help control expansion; however, concrete is also susceptible to shrinking. If the concrete shrinks, moisture can penetrate underneath the concrete and lift the expansion joint. If this occurs, the gap can be filled with a gray

silicone sealant, which can be purchased at most hardware stores.

Heavy Vehicles

Do not permit heavy vehicles (e.g., moving vans, concrete trucks, etc.) to drive on your concrete work. This concrete is not intended to bear the weight of these types of vehicles.

Spalling

Repeated hosing of concrete for cleaning animal urine, radiator overflow, fertilizer, ice melting agents and/or road salts are some of the causes of spalling (e.g., chipping or flaking). Ichijo USA is not responsible for the repair of spalling.

Cleaning of the garage floor by hosing can also cause settling and increase soil movement by allowing water to penetrate any existing cracks. Ichijo USA will not be responsible for repairs needed due to such action.

Sweeping/Cleaning

Do not wash patios, porches, drives, etc. with cold water from an outside faucet when temperatures are extremely high and the hot sun has been shining on the concrete. The abrupt change in temperature can damage the surface bond of the concrete. Sweeping is the recommended method of keeping exterior concrete clean. If washing is necessary, do this when temperatures are moderate.

Settling or Heaving of Flatwork

Excessive settling or heaving (over one inch) should be reported in writing so that an inspection can be made. Please refer to your warranties to determine coverage.

Concrete Flatwork

Concrete flatwork is in essence a “floating slab” -- it is not attached to your home’s foundation. The concrete flatwork is not a structural (load bearing) element of your home and is not covered by warranties covering your home’s foundation. Concrete flatwork will move due to expansion/contraction of soils on which it rests; cracks in such flatwork are normal.

Condensation

Condensation on interior surfaces of the windows and frames is normal and results from high humidity within the home and low outside temperatures and inadequate ventilation. These conditions are significantly influenced by family lifestyle. If your home includes a humidifier, closely observe manufacturer's directions, especially during periods of cooler temperatures. Please see the section on “Mold & Mildew” in this manual as well as the “Mold Disclosure” in your contract for further information.

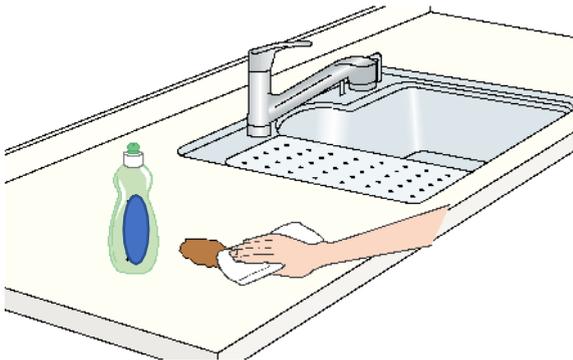
Countertops: Vanity (bathroom) & Quartz

Promptly wipe up all drips and spills which may discolor or stain your countertop, wiping it clean with a damp, soft, clean cloth. Doing so will help preserve the original look of your countertop.

■ Cleaning your countertops

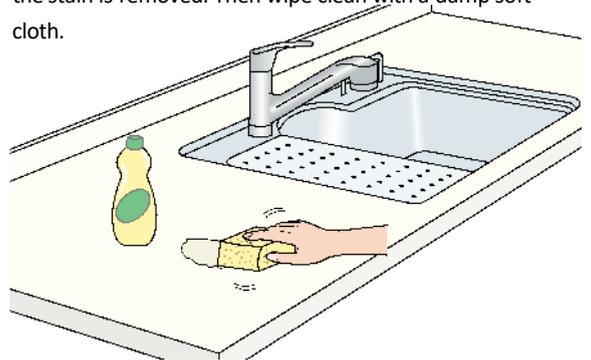
☐ Light spills

Light spills made by items such as coffee or tea can be cleaned by applying a small amount of ordinary hand-wash dish soap to a moistened soft cloth



☐ Stubborn spills

Apply a small amount of ordinary toothpaste over the area. Using a non-abrasive sponge, scrub the area until the stain is removed. Then wipe clean with a damp soft cloth.



☐ Scratch marks

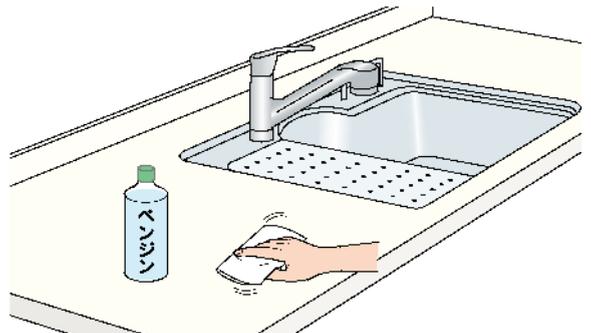
Only after unsuccessfully trying milder cleaners, apply a small amount of nail polish remover to a soft cloth, and scrub the area clean. Wipe up the remaining material immediately with a water damp soft cloth

※ Sandpaper is NOT recommended as it can leave mineral swirl marks on the surface



☐ Heavy stains

※ Always test strong chemical & abrasive cleaning agents on less noticeable areas first, since they can discolor and/or scratch countertop surfaces



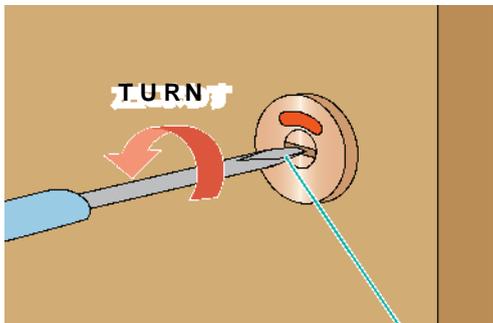
PRECAUTIONS

- Your countertop is a hard surface by design. Gently place fragile items such as glass and porcelain to prevent breakage.
- Never lay scalding hot items on your countertop as they can burn and discolor the surface.

Doors: Interior & Exterior

UNLOCKING PRIVACY DOOR LEVERS FROM THE OUTSIDE OF ROOMS:

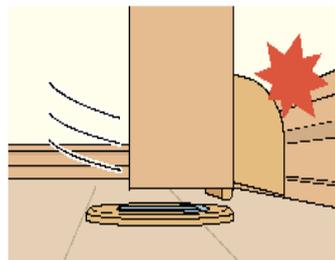
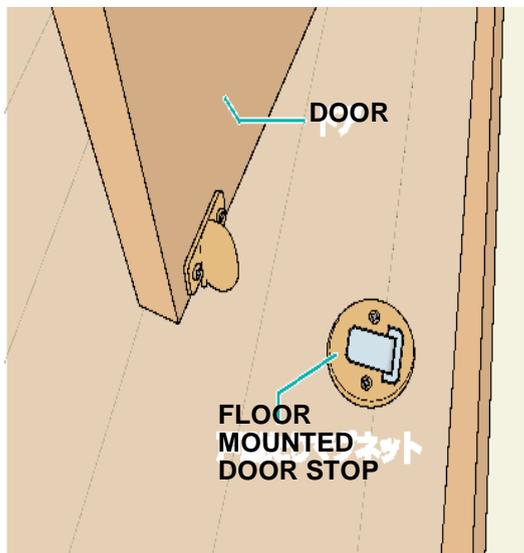
Doors installed with privacy door levers (such as bathrooms & certain bedrooms) can be unlocked from the outside of the room using a flat-head screw driver or thin coin. Simply rotate the slot on the outside of the room to unlock the door illustrated below.



Rotate slot

MAGNETIC CATCH DOOR STOPS:

How it works: As the door is opened and approaches the stop, a magnet lifts a lever, activating the door stop mechanism.



PRECAUTIONS:

Due to heavy floor wax build-up, or dirt accumulated inside the floor stop assembly, it is possible for the stop lever to become stuck in the down position. Keeping the door stop clear of build-up will ensure proper operation.

Forcefully slamming doors open may override the functionality of the stop, allowing the door swing into the wall behind. While the door stop will function properly under normal use, it is not recommended to forcefully slam doors in general.



Doors: Exterior and Locks

The doors installed in your home are typically steel, fiberglass and wood products subject to the natural characteristics of each material such as shrinkage and warpage. Due to natural fluctuations of humidity and the use of forced air furnaces, showers, and dishwashers, and so on, doors may require minor adjustments from time to time by the homeowner. Putty, filler, or latex caulk can be used to fill any minor separations that develop at mitered joints in door trim. Follow this with painting that is a homeowner responsibility.

Door Adjustments

Due to normal settling of the home, doors may require minor adjustments for proper fit. It is a homeowner's responsibility to touch up paint and make these minor adjustments.

Exterior Finish

To insure longer life for your exterior doors, plan to repaint them at least once a year.

Failure to Latch

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

Hinges

A squeaky door hinge can be remedied by removing the hinge pin and applying a silicone lubricant. Do not use oil as it can gum up; graphite works as a lubricant but can create a gray smudge on the door or floor covering beneath the hinge if too much is applied.

Keys

Keep a duplicate privacy lock key where children cannot reach it in the event a youngster locks himself/herself in a room. The top edge of the door casing is often used as a place to keep the key. Some types of privacy locks can be opened with a small screw driver or similarly shaped device.

Locks

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

Slamming

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

Sticking

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

Before planning a door due to sticking, try two other steps -- first, apply either a paste wax, light coat of paraffin, or candle wax to the sticking surface; or second, tighten the screws that hold the door jamb or door frame.

Warping

If a door warps slightly, keep it closed as much as possible; this often helps return it to normal.

Weather Stripping

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

Doors: Garage

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

Thirty (30) Weight Oil

Every six (6) months, apply a thirty (30) weight automobile oil or similar lubricant to all moving parts -- track, rollers, hinges, pulleys and springs. At this same interval, check to see that all hardware is tight and operating as intended without binding or scraping. Avoid over lubricating to prevent dripping on cars and the concrete flooring.

Lock

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.

Opener

To prevent damage to the garage door opener, be sure the door is completely unlocked and the rope pull has been removed before using the operator.

Painting

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

Safety

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, after the expiration of the one year limited warranty, have any needed adjustments made by a qualified specialist. The door springs are under a considerable amount of tension and require special tools and knowledge for accurate and safe surfacing. 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.

Wax

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

Drywall

Slight cracking, nail “pops” or seams may become visible in walls and ceilings. These are caused by the normal shrinkage of the wood and normal deflection of rafters to which the drywall is attached. The standards used to judge the appearance acceptability for drywall has been established by the National Association of Home Builders. It states “Any such blemishes that are readily visible from a distance of 6 feet under normal lighting conditions are unacceptable.” Ichijo USA will repair such blemishes only once during the warranty period. Ichijo USA will touch up the paint in the repaired areas, however, an exact match between original and new paint cannot be expected.

Repairs

Most drywall repairs can be easily made. This work is best done when the room is to be redecorated. To correct a nail pop, reset the nail with a hammer and punch. Cover it with spackle, which is available at paint and hardware stores. Apply two or three thin coats. When it is dry, sand the surface with fine grain sandpaper, texture and repaint. Indentations caused by sharp objects can be filled with spackle in the same manner. Hairline cracks can be repaired with a coat of paint; slightly larger cracks can be repaired with spackle or caulk and repainting.

Electrical

The master control panel located by the electric meter contains the electrical breakers for your home. The control panel includes a main shut-off that controls all the electrical power to the home. In addition, there is a sub panel typically in the garage with individual breakers that control the separate circuits. Be certain you are familiar with the location of the master control panel and sub panel.

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

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 the tripped position to the on position will not restore service.

Outlets

If an outlet is not working, check first to see if it is one that is controlled by a wall switch or the ground fault interrupter converter (GFCI). It may also be necessary to check the main breaker as well as another appliance.

Breaker Tripping

Breakers will often trip due to overloads caused by plugging too many appliances into the circuit, a worn cord, a defective item or operating an appliance with too high of a voltage requirement for the circuit. The starting up of an electric motor can also trip a breaker.

If any circuit trips repeatedly, unplug all items connected to it and reset. If it trips when nothing is connected to it, an electrician is needed. If the circuit remains on, one of the items that was unplugged is defective and requires repair or replacement.

Buzzing

Fluorescent fixtures use transformer action to operate them. This action sometimes causes a "buzzing" sound.

Flickering Lights

Any flickering of an individual light other than fluorescent lights should be reported to the electrical contractor. In the event all of your lights are flickering repeatedly, please contact your local utility provider.

GFCI (Ground Fault Circuit Interrupter)

GFCI receptacles have a built-in element that senses fluctuations in power. Quite simply, the GFCI is an indoor circuit breaker. Installation of these receptacles is required by building codes in the bathrooms, kitchen, outside and garage (areas where an individual can come into contact with water while holding an electrical appliance or tool). Heavy appliances such as refrigerators, freezers or power tools will trip the GFCI breaker. Do not plug a refrigerator or food freezer into a GFCI controlled outlet because it is likely that the GFCI will trip and ruin the contents.

Each GFCI receptacle 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 usage, it may be an indication of a faulty appliance and some investigation is in order. Please remember that one GFCI breaker can control up to three or four outlets.

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 any burned out bulbs other than those noted on the walk through list.

Light Fixtures

Some fixtures have an on/off switch located on the fixture. If a hanging light fixture does not work, make sure the switch is on. If your fixture does not have a switch, reset any tripped circuit breakers.

If a luminous light fixture does not work, make sure all fluorescent bulbs are installed

properly. Adjust any tubes that are flickering or buzzing. Check wall switches, circuit breakers and GFCI breakers.

Modifications

Do not tamper with or add to your electrical system. For any modification that is needed, contact an electrical contractor that is listed on your “Neighborhood Information” section of this manual. Tampering with the electrical system will void your warranty. If any changes are made to the electrical system, we must assume that any warranty issues that arise are the result of the changes made and the responsibility will fall on the person or contractor who made the changes.

Power Surges

Power surges can result in damages to sensitive electronic equipment such as televisions, alarm systems, computer and the like. Ichijo USA does not warrant against damages caused by power surges and recommends you install surge protectors (available at retail stores) for added protection.

Unused Outlets

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

Underground Cables

In areas with underground utilities, check the location of buried service by contacting your local utility service. In most cases, wires run in a straight line from the service panel to the nearest public utility pad. Maintain positive drainage around the foundation to protect this service.

Expansion & Contraction

All building materials are subject to expansion and contraction caused by changes in temperature and humidity. Dissimilar materials expand or contract at different rates. This movement results in separation between materials, particularly dissimilar ones. The effects can be seen in small cracks in drywall and paint, especially where moldings meet drywall, at mitered corners, where tile grout meets the tub or sink and so on. This can be alarming to an uninformed homeowner, but, in fact, it is very normal.

Flooring

Pets and Floor Coverings

Pets can do considerable damage to all floor coverings. Ceramic flooring is less likely to be damaged by a pet; however, the grouting is easily stained and discolored if not taken care of properly. Follow manufacturer's recommendations for maintenance.

Do not allow pets to dig and paw at floor coverings. This will damage to appearance of the flooring and will not be covered under the "Limited Warranty". Abnormal wear and tear, stained areas, etc. are homeowner's responsibilities.

Owners of even the best-trained pets will occasionally encounter pet accidents. Often, the urine is not discovered until long after the accident. The types of damage from pet stains can be diverse and are dependent upon the makeup of the urine. Urine content will change over the pet's life because of the pet's diet, medications, age, health, sex, and reproductive cycles. Because of these variables, some urine stains may not be removable.

To treat urine-stained areas:

1. Blot damp areas as soon as the urine is detected, with plain white paper toweling.
2. Apply a solution of $\frac{1}{4}$ teaspoon of a liquid dishwashing detergent (non-bleach and non-lanolin) with one cup of lukewarm water. Do not use dishwashing detergent or laundry detergent.
3. Absorb the moisture with the paper towel, rinse with warm water and repeat the application of detergent. Continue rinsing and blotting with the detergent solution and water as long as there is a transfer to the toweling or improvement in the spot.
4. Follow the detergent application with a solution of one cup white vinegar to two cups water, and blot dry.
5. Apply a half-inch layer of paper towels to the affected area, and weigh down with a flat, heavy, non-fading object. Continue to change paper towels until completely dry.

Urine can affect the dyes used in carpets, although not all occurrences will result in a permanent stain. Success is dependent upon the content of the urine, the dyes and finish used, and the time elapsed after the deposit. Some urine spots may be immediately noticeable, while others may take weeks or months for a reaction. The dyes may change color immediately after contact with urine.

When urine spots develop slowly and are noticed after much time has elapsed, the dyes and carpet fibers may be permanently damaged. In beige carpet, blue dyes are attacked by pet urine, leaving behind the red and yellow dyes with a resulting stain appearing red,

yellow, or orange.

Pet urine, left unattended, can damage carpet in several ways. Moisture can weaken the layers of the carpet, allowing separation or delamination of the backing material. Seam areas can be particularly damaged and can separate.

Another problem, especially with cats, is odor. Unless the cat urine can be completely removed, complete odor removal is unlikely. A number of products are available to combat odor, but may simply mask the odor, and, in times of high humidity, the odor may reappear. Recently, enzymes, available at pet stores and veterinary offices, have been developed that are more effective; but they may be better used by a carpet cleaning professional. If odor cannot be removed, the damaged area of carpet can be replaced with a piece from reserved scrap. If carpet replacement is necessary, then replacement of padding and sub flooring may also be necessary.

Some carpet manufacturers have developed backings that resist spills and even prevent the spillage from penetrating the carpet into the carpet pad and, perhaps, the sub floor. Check with our Design Studio about these products.

Always follow manufacturer's recommendations as far as maintenance and cleaning of your floor coverings.

Carpet

Cleaning

Refer to the manufacturer's recommendations for additional information on the care of all floor covering products. Color selection sheets provide a record of the brand, style and color of floor coverings in your home. Please retain this information for future reference.

One can add years to the life of carpeting with regular care. A carpet wears out because of foot traffic and dirt particles that become trampled deep into the pile beyond the suction of the vacuum. The dirt particles abrade the fibers like sandpaper and dull the carpet.

Vacuuming high traffic areas daily helps to keep them clean and helps to maintain the upright position of the carpet nap. Wipe spills and clean stains immediately. For best results, blot or dab the spill or stain; avoid rubbing it. Test stain removers first on "out of the way" area of the carpet, such as a closet, to check for any undesirable effects. Professional cleaning should be performed regularly.

Carpet Seams

Carpet seams will be visible, especially in Berber and other tight weave carpets. Edges of carpet along moldings and edges of stairs should be held firmly in place. In some areas, metal or other edging material may be used where carpet meets another floor covering.

Ceramic Tile

Cleaning

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

Ceramic tile floors are one of the easiest floor coverings to maintain. Simply vacuum as needed. Occasionally 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 dishwashing liquid. Rinse thoroughly.

Grout Discoloration

Grout that becomes yellowed or stained can be cleaned with a fiber brush, cleanser and water. Grout cleansers and whiteners are available at most hardware stores. Also, be careful what you use to clean the flooring; it may have a tendency to stain the grout since it is not sealed.

Separations

Expect slight separations to occur in the grout between tiles. These slight separations in the grout are commonly due to normal shrinkage conditions. This grout is for decorative purposes only; it does not hold the tile in place. Cracks in the grout can be filled by using "tub caulk" or premixed grout that can be purchased from flooring or hardware stores. Follow package directions. This maintenance is important to protect the underlying surface from water damage.

Sealing Grout

Sealing grout is a homeowner's decision. Once sealed, ongoing homeowner maintenance of that seal will be necessary. Please be aware that sealing grout will void the warranty coverage on such grout.

Caulking

Time and weather will shrink caulking and dry it out so that it no longer provides a good seal against moisture and air infiltration. As a matter of routine maintenance, check the caulking and make repairs as needed. Caulking compounds and dispenser guns are available at hardware stores. Recaulking is a routine homeowner maintenance item.

Latex Caulk

Latex caulk is appropriate for an area that requires painting (along the stair stringer or where a countertop backsplash meets the wall).

Silicone Caulk

Silicone caulking that will not accept paint but works best where water is present.

Wet Areas

Homeowner maintenance of caulking around tubs and showers (especially at joints with protective wall coverings such as tile or marble panels) is absolutely necessary to prevent damage to wood and other materials behind and below these wet areas.

Hardwood Floors

In caring for hardwood floors, a routine of preventive maintenance is the primary goal. The homeowner is responsible for this routine maintenance.

Cleaning

Sweep on a daily basis or as needed. Never wet mop a hardwood floor. Excessive water causes wood to expand, possibly damaging the floor; it is imperative that water be cleaned up immediately. Do not use water-based detergents, bleach or one-step floor cleaners on hardwood floors.

Humidity

Wood floors will respond noticeably to changes in the humidity level in the home especially in the winter.

Mats

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

New Wood Floors

When new, splinters of wood may appear. Dimples or scratches can be caused by moving furniture, dropping heavy or sharp objects, high heels, etc. Some shrinkage or warping can be expected, especially around heat vents or any heat producing appliances. Warping will occur if the floor becomes wet repeatedly or is thoroughly soaked even one time. A dulling of the finish in heavy traffic areas is likely; a white, filmy appearance is caused by moisture (often from wet shoes).

Recoat

If the floors are coated with a polyurethane finish, in six months to a year you may want to have an extra coat of polyurethane applied. This should be done by a qualified contractor. The exact timing will depend on your particular lifestyle. If another finish was used (Glitza, for example), please refer to the manufacturer's recommendations.

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 is high enough to damage hardened concrete; it will mark your wooden flooring!

Spills

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

Wax

Waxing and the use of products like Murphy's Oil Soap are neither necessary nor recommended. Once you wax a polyurethane finish floor, recoating is difficult because the new finish will not adhere to the wax. The preferred maintenance is preventive cleaning and annual recoating to maintain the desired level of luster.

Furniture Legs

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

Burns

Burns from cigarettes can be difficult or impossible to remove from your hardwood flooring. Small burns can be removed by sanding lightly and staining the area with commercial wood stain. Large burns should be referred to a flooring professional.

Yellowing and Warping

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

Vinyl Flooring

Refer to manufacturer's recommendations for additional information on the care of all floor covering products. Color selection sheets (which you received at the Design Studio) provide a record of the brand, style and color of the floor coverings in the home. Please retain this information for future reference.

Although resilient floors are designed for minimum care, they do vary in maintenance needs. Some resilient floors require regular application of a good floor finish. This assures you of retaining a high gloss. However, no cleaning or finishing agents should be used on the new floor until the adhesive has set thoroughly. This takes about two weeks. Because of its relatively soft texture, vinyl flooring can be damaged by heavy appliances, dropped objects, high-heeled shoes and by rough usage. This damage is permanent and cannot be repaired.

Limit Water

Wipe up spills immediately to avoid staining and vacuum crumbs instead of washing resilient floors frequently with water. Mopping or washing with water should be limited; excessive amounts of water on resilient floors can penetrate seams and get under edges causing the material to lift and curl. Maintain the caulking in all wet areas such as toilets, tubs, etc.

Moving Furniture

Use extreme caution when moving appliances across resilient floor covering. Tears and

wrinkles can result. Coasters should be installed under furniture legs to prevent permanent damage. Dimples and scratches can be caused by moving furniture, dropping heavy or sharp objects, high heels. Etc.

Shrinkage or Warping

Some shrinkage or warping can be expected, especially around heat vents or any heat providing appliances.

No Wax

The resilient flooring installed in your home is the no-wax type. No-wax means it is coated with a clear, tough coating which provides both a shiny appearance and a wearing surface. Even this surface will scuff or mark. Follow all manufacturers' specific recommendations for care and cleaning of all your hard surface floors. Do not use abrasive cleaners or full strength bleach on vinyl flooring. Abrasives will dull the finish and can cause permanent damage. Full strength bleach can etch and destroy the surface of the flooring.

Raised Nail Heads

Raised nail heads are the result of movements of the floor joist caused by natural shrinkage and deflection. Special nails have been used to nail down your sub floor. If a nail head becomes visible through resilient flooring, place a block of wood over it and hit the block with a hammer to reset the nail. Flooring of any type can shrink and seams may separate slightly due to this shrinkage.

Ridges

The joints of underlayment (sheets 4' x 8') have been sanded and filled to minimize the possibility of ridges showing through resilient floor coverings. Some ridging is unavoidable, however, and there is no recommended maintenance for this condition.

Scrubbing & Buffing

Frequent scrubbing or electric buffing is harder on floors than regular foot traffic. Use acrylic finishes often if you scrub or buff. Clean vinyl flooring with a solution of warm water and a commercial vinyl floor cleaner.

Seam Lifting

Seams can lift or curl if excessive moisture is allowed on the floor. A special caulking can be used at tub or floor joints to seal seams at those locations. Avoid getting large amounts of water on the floor from baths and showers.

Yellowing and Warping

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

Gas Fireplaces

Available in select floor plans is a ventless (no chimney) fireplace unit. Ventless fireplaces are designed for gas logs only. These manufactured logs do not actually burn, but give the appearance of a “real” fire. The heat source of this unit is natural gas. A porcelain log set is provided with your home purchase. Do not, under any circumstances, burn wood in this type of fireplace. This type of unit requires special operation and maintenance procedures that are different from those of wood burning fireplaces. Please refer to the fireplace instructions to determine the proper use of this ventless unit.

Gas Shut Off

There is a shut-off on the gas line near its connection to each item in your home that operates on gas. In addition, there is a main shut-off at the meter. These are pointed out during the homeowner orientation. If you suspect a gas leak, leave the home and call the gas company immediately for emergency service.

Grading and Drainage

The final grades around your home have been inspected and approved for proper drainage. Each property has been graded per county approved drainage engineering and is inspected by the local building authorities as well as Ichijo USA. It is your responsibility, as the homeowner, to maintain the drainage as established at the time of your closing. Keep earth from direct contact with wood to reduce the chance of termite infestation.

Positive Drainage

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

Roof Water

If you have gutters, do not remove the splash blocks or downspout extensions from underneath the downspouts. Keep these in place and sloped at all times; this enables the water to drain away from your home quickly.

Rototilling

Be cautious when rototilling. This can significantly change drainage swales. If rototilling is done, it should be done parallel to the swales rather than across them.

Backfill Settlement

Backfilled or excavated areas around the foundation and at utility trenches should not interfere with the drainage away from your home. If these areas settle, Ichijo USA will correct them one time during the one year limited warranty period.

Erosion

Ichijo USA is not responsible for weather related damage to yards after the closing date.

New Sod

New sod installation and the extra watering that accompanies it can cause temporary drainage problems, as can unusually severe weather conditions.

Recommendations

Ichijo USA will inspect problems in writing during the one year limited warranty period and advise you as to corrective actions.

Swales

In many cases, drainage swales do follow property boundaries. Ichijo USA will not alter drainage patterns to suit individual landscape plans. Typically a lot receives water from and/or passes water on to other lots. For this reason, homeowner changes in grade often affect those adjacent or nearby. Ichijo USA advises against making such changes.

Landscaping

Landscaping can change the drainage pattern of your lot. Consult a professional landscape contractor in the event you desire to add landscaping to your lot.

Watering

Watering should be done in a uniform systematic manner as equally as possible on all sides of the foundation to keep the soil moist, not saturated. Areas of soil that do not have ground cover may require more moisture as they are more susceptible to evaporation, causing a moisture content imbalance.

During extreme hot and dry periods, close observations should be made around the foundation to insure adequate watering is being provided, preventing soil from separating or pulling back from the foundation.

During periods of frequent rains, watering should be limited, and/or stopped as necessary and monitored closely. The rule for drainage is; "water should dissipate from areas in immediate location to the home within 24 hours after a normal rain and within 48 hours after a rain in swales that are designed for drainage purposes." After a period of abnormally heavy rains, or daily rains, it may take longer for the water to dissipate in these areas. Ichijo USA does not assume liability for drainage or soggy ground when sprinklers are used during periods of frequent rain.

Trees

Trees planted within five feet of the foundation can damage the structural integrity of the foundation. Trees planted in close proximity to the foundation can develop a root system that can penetrate beneath the foundation and draw moisture from the soil. Precautionary measures such as the installation of a root shield injection system must be taken to maintain moisture equilibrium.

Gutters and Downspouts

Check gutters periodically and remove leaves or other debris (twice a year and after each heavy rain or wind storm). Materials that accumulate in gutters can slow down the draining of water from the roof, cause overflows or clog the downspouts.

Extensions and Splash blocks

Extensions should discharge outside of the rock or bark beds so that water is not dammed behind the edging materials that might be used.

Ladders

Use caution when leaning ladders against gutters as this may cause dents.

Leaks

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

Free from Debris

As part of normal maintenance, the homeowner should keep gutters clear of debris which might clog them and cause the water to run over the downspout or the gutter's edge. It is the homeowner's responsibility to check gutters periodically to insure proper functioning.

Overflow

Gutters are installed with a slight slope so that roof water will flow to the downspouts. Gutters may overflow during periods of excessive heavy rain. Small amounts of water (up to 1 inch) will stand for short periods of time in gutters immediately after rain. No correction is required for these conditions.

Downspouts

Downspouts are placed to carry water to the ground and in extensions, which then direct the flow away from the foundation of the home. These extensions are for protection of the foundation and it is the homeowner's responsibility to maintain them. They should discharge water away from the foundation without eroding any of the ground around them.

Heating and Air Conditioning

Good maintenance of the Heat Pump or furnace can save energy dollars as well as prolong the life of the HVAC system itself. Carefully read and follow the manufacturer's literature on use and care. The guidelines here include general information.

Modifications

Do not tamper with or add to your Heat Pump/Furnace system. For any modification that is needed, contact an HVAC contractor that is listed on your "Neighborhood Information" section of this manual. Tampering with the Heat Pump/Furnace system will void your warranty. If any changes are made to the Heat Pump/Furnace system, we must assume that any warranty issues that arise are the result of the changes made and the responsibility will fall on the person or contractor who made the changes.

Adjust Vents

Experiment with the adjustable registers in your home to establish the best heat flow for your lifestyle. Generally, heat can be diminished in seldom used or interior rooms. In a two-story home, with one Heat Pump or furnace, the heat flow can be balanced by restricting the registers in the top story and opening the registers on the lower story. Rooms farther away from the Heat Pump or furnace will usually need to have their vents opened more depending on your needs.

Avoid Overheating

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

Filters

Remember to change or clean the filter every month. A clogged filter can slow air flow and cause cold spots in your home. Although it takes less than one minute to change the filter, this is one of the most frequently overlooked details of normal furnace care. Buy filters in large quantities for the sake of convenience.

Furnished Home

The heating system design was planned with a furnished home in mind. For example, draperies, blinds, screens and the like will contribute to the efficiency of your system. If you move in during the cooler part of the year and have not yet acquired all of your draperies and furnishings, the home may seem cooler to you than you would expect.

Odor

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

Return Air Vents

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

Temperature

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

Trial Run

Have a trial run early in the fall to test the Heat Pump or furnace. (The same rule applies to air conditioners in the spring.) If service is needed, it is much less inconvenient to discover it prior to the heating season.

The breaker for the HVAC system blower is located in the Main breaker box.

Thermostats

The HVAC system will come on automatically when the temperature at the thermostat registers below the setting you have selected. Once the HVAC system is on, setting the thermostat to a higher temperature will not heat the home any faster.

Duct Placement

The exact placement of heating ducts will vary from those positions shown in similar floor plans or in the model homes.

Building Codes

HVAC systems will be installed in accordance with local building codes, as well as engineering designs of the particular home. The Florida Energy Efficiency Code for Building Construction specifies the minimum and maximum requirements for each home and is state mandated.

Furnaces

Gas Odor

If you smell gas, call the gas company immediately

Combustion Air

Furnaces have combustion air vents to run to them. Never cover these or block the cold air 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 gasses back into your home. If the air vents become loose, Ichijo USA will secure as needed during the first year of ownership.

Furnace Pilot

The furnace is equipped with a Hot Surface Ignition System (electronic ignition) that eliminates the waste of a constantly burning pilot. The radiant sensor ignition control lights the main burners upon a demand for heat from the thermostat. If the unit fails to function, please contact your heating contractor.

Troubleshooting

One of the primary reasons that a furnace does not work is the pilot light is off. This, however, is not the only reason. First, the furnace has an on/off blower switch. This switch looks like a regular light switch and is located in a metal box outside of the furnace. When turned off, this switch overrides all furnace commands and shuts down the blower. This is usually done when maintenance service is being performed although children have been known to turn the furnace off using this switch. The furnace will not operate if the gas valve in the furnace closet is turned off. It is the red knob on the metal gas pipe. It should be "in line" with the pipe itself to be in the "on" position. The lower panel door must be positioned correctly for the furnace blower to operate. This panel compresses a button that tells the blower it is safe to operate. If this panel is not on tightly, the fan will not come on. Heat Pumps have Auxiliary heating in case of Emergency heating needs or compressor failure.

Furnace Sounds

You may hear some sounds through your registers that are actually generated from your furnace. They should be very slight and almost unnoticeable. These sounds are normal.

Air Conditioning/Heat Pump

Your home may be equipped with a Heat pump system or a traditional Air Conditioning system. A Heat Pump is designed to provide both Air Conditioning and Heating as needed. A Heat Pump system is also equipped with Auxiliary heating for additional heat or as a backup. A conventional Air Conditioner system only supplies cooling. If you have a conventional Air Conditioning system, please also refer to the section on Furnaces. The manufacturer's maintenance suggestions should be reviewed and followed. Air conditioning can add much to the comfort of your home, but it can be used improperly or inefficiently, resulting in wasted energy and frustrations. These hints and suggestions are provided to help you maximize your air conditioning system.

Modifications

Do not tamper with or add to your air conditioning/heat pump system. For any modification that is needed, contact an HVAC contractor that is listed on your "Neighborhood Information" section of this manual. Tampering with the air conditioning/heat pump system will void your warranty. If any changes are made to the air conditioning/heat pump system, we must assume that any warranty issues that arise are the result of the changes made and the responsibility will fall on the person or contractor who made the changes.

Whole House System

To fully and efficiently utilize your air conditioning system, you must understand that it is a total, whole-house system. The air conditioner unit is the mechanism in your home that produces cooler air. The air conditioning system involves everything inside your home including, for example, drapes and windows. The heating and cooling system in your home is designed and sized using the Florida Energy Efficiency Code for Residential Construction. This is state regulated and all homes in Florida must meet these requirements. These requirements may also not be exceeded by more than 20%. A big part of the Air Conditioner's job is to remove excess humidity from within the home. Units must be capable of maintaining a 17 degree temperature differential within the home from the outside temperature. On extremely hot days your system may not appear to be cooling as well since they are designed only to maintain this 17 degree differential. This is not a system failure!

Closed System

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 in through windows with open drapes is intense enough to overcome the cooling effect of the air conditioning unit. For best results, close the drapes on these windows. Your air conditioning design also contemplates that all interior doors should remain open for air circulation.

Time

Time is of paramount importance 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 a thermostat.

Landscaping

Additions

Prior to the installation of patio additions or other personal improvements, review the soils and take soil conditions into consideration in the design or engineering of your addition. You are responsible for maintaining the drainage that has been set up for your lot and accepted by the county.

Backfill

In some cases the area around your foundation may have been backfilled. Soil in this area is not as compact and dense as undisturbed ground. Water can penetrate through the backfill area to the foundation. This can cause potentially severe problems such as cracks in the foundation walls and floor slab movement. Avoid this problem through proper installation of landscaping and good maintenance of drainage patterns. See also “Grading and Drainage” section of this manual.

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

Downspout extensions should be kept in the down position so that roof run-off is channeled well away from the foundation area of the home. Routine inspection of downspouts, backfill areas and other drainage components is an excellent maintenance habit.

Bark or Rock Beds

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

Irrigation

Make provisions for efficient irrigation. Conduct operational checks on a weekly basis to ensure proper performance of the system. Sprinkler heads should be directed away from the home. Drain and service sprinkler systems on a regular basis.

Planting

Locate plants and irrigation heads out of the way of pedestrian and bicycle traffic and car bumpers. Space groves of trees or single trees to allow for efficient mowing and growth. Prune woody plants as needed. Do not plant trees near the home. Group plants with similar water, sun and space requirements together.

Requirements

Check with your local building department, your Architectural Control Committee and

your Homeowners Association, if applicable, prior to designing, installing or changing landscaping for any regulations you may be required to follow.

Utility Lines

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

Waiting to Landscape

Unlandscaped ground erodes. Correcting erosion that occurs after closing is the homeowner's responsibility. Damages to neighboring property caused by unlandscaped ground on your lot will be your responsibility.

Maintenance

Plants, trees, shrubs, and lawn sod or hydromulch are not covered by any warranty and are the homeowner's sole responsibility to maintain.

Drainage

Always maintain a proper slope away from your home to maintain efficient drainage. See "Grading and Drainage" section of this manual for additional information.

Masonry, Brick and Stone

Masonry is an extremely low maintenance material; however, periodic inspection is necessary to check for cracks resulting from normal settling. Small weep holes were created at regular intervals at the bottom of masonry walls to allow moisture which accumulates between the interior surface of the masonry and the sheathing material behind the masonry to escape. These holes must be kept open.

Brick is one of the most durable and lowest maintenance finishes for a home's exterior.

Tuck-pointing

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

Weep Holes

You may notice small holes in the mortar along the lower row of bricks or over the door and window openings. This allows moisture to escape if any has accumulated behind the brick. Do not fill these weep holes or permit landscaping materials to cover them.

Settlement Cracks

Settlement cracks are common and should be expected within certain tolerances in bricks and mortar joints.

Color Variations

If any repairs or changes are made to your brick, variations in the color of the brick and/or mortar may result.

Mirrors

To clean your mirrors use any reliable liquid glass cleaner or polisher available at most hardware or grocery stores. Avoid splashing water under the mirror. The moisture will cause the silvering to deteriorate. Also, avoid pushing or leaning on your mirrors. This can cause chips or cracks at the mounting brackets.

Mold and Mildew

While some types of mold may cause health concerns in some people, the general perception appears to be that exposure to any mold, in any amount, for any time period, will cause health problems in anyone. That simply is not the case. Everyone is exposed to mold on a daily basis. It is even in the air we breathe. Exposure to some types of mold may cause varying health concerns but the most common types of mold are generally not hazardous.

Mold: Molds are fungi that occur naturally in the environment, and are found both indoors and outdoors in varying concentrations. In order to grow, mold requires (1) a food source (or "growth medium") -which may be any number of common household items or building materials (such as carpet, fabric, drywall, wood, etc.), (2) a temperate climate, between 40°F and 100°F and (3) moisture. If the growing conditions are right, mold can easily occur in your home.

Moisture is the only mold growth factor that can be controlled in a residential setting. Excessive moisture in the home can have many causes, including poor ventilation, high humidity, water intrusion, spills, leaks, overflows, and condensation. Residential home construction is not, and cannot be, designed or built to exclude all the conditions needed for mold to grow and spread. Good housekeeping and home maintenance practices by Buyer after closing are essential to control excessive moisture levels and mold growth, because if moisture is allowed to remain on the growth medium, mold can develop within 24 to 48 hours. Steps to be taken in this regard include:

- Indoor humidity levels should be kept below 40% and adequate ventilation should be maintained. Some recommendations include using the air conditioning and/or a dehumidifier during humid months, ventilating kitchens and bathrooms by opening windows or running exhaust fans, and maintaining and properly servicing your air conditioning and ventilation systems.
- Before bringing any item into the home that may have been stored in a damp location (such as potted plants, furnishings, stored clothing and bedding, etc.) perform a visual check for signs of mold; avoid storing organic material in damp locations;

- Regularly vacuum, dust, and clean. Mild bleach solutions and most tile cleaners are effective in eliminating or preventing mold growth;
- Inspect regularly for signs of leaks or water intrusion such as discoloration or wet spots and take notice of musty odors or any visible signs of mold. Inspect and clean condensation pans for refrigerators, air conditioners and other appliances frequently;
- Promptly clean up and thoroughly dry spills, condensation and other sources of moisture. Replace any materials that cannot be properly and thoroughly dried, such as drywall, insulation, carpets and upholstery;
- In severe cases involving flooding or other significant accumulation of moisture the homeowner should contact a qualified professional;
- Individuals with health issues who are prone to the effects of mold should limit exposure to problem areas of the home where humid, wet conditions dominate.
- Seek to prevent water intrusion into the home by regular caulking and painting and maintaining the appropriate grade to allow water to drain away from the house. Keep irrigation systems the proper distance from the home.
- Should mold develop, small areas can be thoroughly cleaned with a mild bleach solution. Porous materials, such as fabric, upholstery or carpet should be discarded. Should the mold growth be severe, call on the services of a qualified professional.

If mold does develop in your home, please review the terms of your homeowner's insurance policy as the losses arising from such a condition may be covered by the terms of that document.

Consequences of Mold

All mold is not necessarily harmful, but certain strains of mold have been shown to have adverse health effects in susceptible persons, and a limited number of mold strains are believed to be hazardous in certain concentrations (such as *Stachybotrys atra*). Individuals with weakened immune systems or respiratory diseases such as asthma may be subject to special risks.

The most common symptoms of exposure to mold are allergic reactions such as skin irritation, watery eyes, runny noses, coughing, sneezing, congestion, sore throats and headaches. While some experts contend that mold exposure causes serious symptoms and diseases which may even be life threatening, there is currently no consensus among medical experts regarding (1) the level of mold exposure necessary to cause adverse health effects and (2) the exact nature and extent of the potential health problems associated with such exposure. The Center for Disease Control has stated that there is no proven causal link between the presence of hazardous mold and the emergence of serious health conditions.

Further information regarding mold prevention, best practices and/or cleanup procedures is readily available from a variety of sources. A partial listing of agencies, which can be contacted through the identified websites or by mail, is included for your convenience

- United States Environmental Protection Agency (<http://www.epa.gov/iaq>);
- Center for Disease Control and Prevention (CDC) (<http://www.cdc.gov>);

Exterior surfaces will develop mold or mildew – this is a homeowner maintenance issue and is not covered by the limited warranty nor is it a health concern.

Mold growth can be attributed to the following factors:

- Moisture – water leaks, high humidity
- Nutrients – cellulose-based materials
- Fungal spores – mold spores
- Temperature - 50°F to 100°F
- Time – mold growth will occur within 24 – 48 hours

Of these factors, the only component that can be reasonably controlled is moisture. Mold needs moisture to get established, grow, and reproduce. Mold problems and long standing moisture or high humidity conditions go hand and hand.

The following will insure better air quality by reducing the chances of mold growth:

- When taking a shower/bath turn on your vent fan. If you do not have a fan, crack your window.
- When cooking turn on your vent hood.
- Check for leaks at water lines, i.e. refrigerator icemaker, washing machine, dishwasher, etc.

If you suspect a water leak:

- Turn off the water either under the cabinets or the main water line that is generally located at the front left or right property line about 10 feet from the street.
- Clean up any standing water.

Mold will not destroy a house, but it can make it look, feel, and smell bad if left undetected even for a short period of time. Mold can be cleaned by using a common bleach and water mix (1 part bleach to 10 parts water).

Paint and Stain

Interior

The interior woodwork has been painted with latex enamel that can be cleaned with a wet sponge. Walls have been painted with a flat latex paint and should be touched up with matching paint rather than being wiped with a wet sponge. Spackle may be used to cover any small defects prior to paint touch-up. Do not use soaps, abrasive cleansers, scouring pads or brushes.

Exterior

Regular painting and repair will preserve the beauty of and add value to your home. Check the painted/stained surfaces of your home's exterior annually. Repaint before much chipping or wearing away of the original finish occurs; this saves the cost of extensive surface preparation. Plan to refinish the exterior surface of your home approximately every three years or as often as your paint manufacturer suggests for your area and climate. The chemical structure of the paint used on the exterior is governed by the climatic conditions. Over a period of time, this finish will fade and dull a bit.

Fading

Fading due to sun and weather is normal. Periodic repainting will be required.

Maintenance

When you wish to repaint exterior wood work on your home, popped nails should be reset; the blistered or peeling portions should be wire-brushed or scraped with a putty knife, sanded and spotted with primer. The entire area can then be repainted. Be certain to apply a top quality exterior paint that has been formulated for local climate conditions. Do not allow sprinklers to spray water on the exterior walls of your home. This will cause blistering, peeling, splintering, mold/mildew and other types of damage to the home. Trim painted white or light colors will more readily show grain and cracks and, therefore, requires additional maintenance.

Severe Weather

Hail and wind can cause a great deal of damage in a severe storm, and your home should be inspected after such weather. Report damage caused by severe weather to your insurance company promptly.

Stain

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

Touch-Up

When doing paint touch-up, use a small brush and apply paint only to the damaged area. 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. Do not scrub the walls with excessive pressure; do this very gently.

Wall Cracks

Wait until after the first heating season to repair drywall cracks or other separations due to shrinkage. See the "Drywall" section of this manual for additional information concerning repairs.

Phone Jacks

Each home is equipped with telephone jacks as shown on the blueprints and selection sheets. Initiating phone service, additions to phone service and/or moving phone outlets is the homeowner's responsibility.

Plumbing

Your main water shut-off is located on the of your home as well as in the front of your meter box. This is helpful to know if you install a sprinkler system or if you plan an addition to your home. It is also important to know and remember the location of the shut-off for emergencies such as a water line freeze or break. Other water shut-offs are located under the sinks in the bathroom and the kitchen. Each toilet has a shut-off valve behind the toilet bowl on the wall.

Modifications

Do not tamper with or add to your plumbing system. For any modification that is needed, contact a plumbing contractor that is listed on your "Neighborhood Information" section of this manual. Tampering with the plumbing system will void your warranty. If any changes are made to the plumbing system, we must assume that any warranty issues that arise are the result of the changes made and the responsibility will fall on the person or contractor who made the changes.

Debris in Pipes

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. However, minerals, etc. caught in these aerators may cause the faucets to drip because washers wear more rapidly when they come in contact with foreign matter. Any tampering or alterations to the plumbing will be considered the cause of the debris in the pipes and will not be covered by the limited warranty. See "Dripping Faucets" section of this manual for additional information.

Care and Cleaning

Follow manufacturers' directions for cleaning fixtures. Avoid abrasive cleansers as they remove the shiny finish leaving behind a porous surface that is difficult to keep clean. Clean plumbing fixtures with a soft sponge and soapy water, (a non-abrasive cleanser such as Spic-N-Span or a liquid detergent is usually recommended by manufacturers) then polish with a dry cloth to prevent water spots.

Clogs

Many plumbing clogs are caused by improper garbage disposal usage. Always use plenty of cold water when running the disposal. This applies to grease also. Supplied with a steady flow of cold water, the grease congeals and is cut up by the blades. If hot water is used, the grease remains a liquid and then cools and solidifies in the sewer line. Allow the water to run a minimum of 15 seconds after shutting off the disposal. Any charges for sending the plumber to unclog a drain that have been caused by the homeowner will be the homeowner's responsibility to pay.

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

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

The main causes of toilet clogs are various domestic items such as disposable diapers, excessive amounts of toilet paper, sanitary supplies, Q-tips, dental floss, toys, etc.

Dripping Faucets

A dripping faucet may be repaired by shutting off the water at the valve directly under the sink, then remove the faucet stem, change the washer and reinstall the faucet stem. The shower head is repaired in the same manner. Replace the washer 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.

Freezing Pipes

Provided your home is heated at a normal level, pipes should not freeze at temperatures above 0° Fahrenheit. Heat should be set at 65° if you are away during the winter months. Keep garage doors closed to protect plumbing lines that may run through this area from freezing temperatures.

Garbage Disposal

Do not load the disposal unit with food items before turning it on. For proper operation, turn on the cold water and start the disposal unit. Then, drop the food items slowly into the unit.

When the unit sounds clear, turn it off and leave the water running for several seconds. This allows the food waste to be carried into your sewer lines.

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

Turn off the disposal unit and the cold water. Wait three minutes for the disposal unit to cool, then press the reset button usually located on the bottom of the unit.

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

Always verify that the disposal unit switch on the wall is in the "off" position before attempting a repair yourself.

Check the circuit breakers. An overload of this type may have tripped the circuit. Reset any tripped circuit breakers.

If your disposal unit has a service wrench, insert one end of the wrench into the bottom of the unit. Work back and forth until the disposal unit turns freely. If your disposal unit does not have a service wrench, insert a broom handle or mop handle into the throat of the unit and rotate the impeller back and forth. The obstruction will be loosened so that it can be removed.

After verifying that the disposal unit switch is in the "off" position, remove the obstruction, press the reset button and proceed with the above steps for proper use.

Laundry Tub

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

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 the appropriate plumbing contractor. If possible, the water should be gotten up as quickly as possible. Any delays in contacting Ichijo USA or allowing water to stand will reduce our liability for repairs.

If a leak is noticed under a sink or toilet, turn off the water to the fixture by using the shut-off valves located under or behind the unit. The next step would be to arrange for service.

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

If there is a leak in the water heater, turn the shut-off valve on top of the heater to "off". Turn off the gas if your water heater is powered by gas or the circuit breaker if you have an electric water heater; then drain the water heater.

If you notice water spots (darkened areas) on your walls or ceilings, you may have a water leak. Determine the source of water if possible and take steps to prevent further damage. If the leak can be traced to one location (one toilet, sink or tub), turn off the water to that particular fixture.

Low Pressure

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

Exterior Faucets

Outside faucets are not freeze proof; therefore, it is recommended that you remove garden hoses during cold weather and leave faucets open to drip. If a hose is left attached, the water that remains in the hose can freeze and expand back into the pipe causing a break in the line. Repair of a broken line that feeds an exterior faucet is a homeowner maintenance item. Ichijo USA does not warrant exterior faucets against freezing.

Porcelain

A sharp blow from a heavy object can damage porcelain enamel. It can also be scratched. Do not stand in the bathtub wearing shoes unless you have placed a protective layer of newspaper over the bottom of the tub. If paint is splattered onto the porcelain enamel surfaces during redecorating, it should be wiped up immediately. If some spots are dry before being noticed, use a recommended solvent. Clean porcelain finishes with a non-abrasive cleanser designed for bathroom usage.

Running Toilets

To stop 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, adjust the set screws on top of the valve until the shut-off float 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.

Stainless Steel

Stainless steel sinks should be cleaned with soap and water to preserve their luster. Avoid abrasive cleaners; these will damage the finish. An occasional cleaning with a good stainless steel cleaner will enhance the finish. Avoid leaving produce on a stainless steel surface since prolonged contact with produce can stain the finish.

Tank/Bowl Care

Toilets are made of vitreous china, a glasslike material that is almost impervious to staining. Clean your toilets with a toilet bowl cleaner and a brush or cloth. Vitreous china is brittle and will easily break or shatter if hit with a hard object. Do not stand on your toilets. Uneven pressure applied to the toilet can break the wax seal at the base of the toilet, thereby causing a leak.

Toilets which are designed to use less water, approximately 1.6 gallons, have been installed in your home in an effort to reduce the amount of water used and the amount of wastewater treated and returned to our water sources. All of this result in a lower utility cost to you and an improvement to our environment.

Since these toilets use approximately 50% of the water that older, traditional toilets use, you need to be aware of a few inconveniences you may experience. The toilets have a tendency to become clogged more frequently than a traditional toilet because of the newer toilet's reduced water flush capacity. On the occasions where one needs to dispose of a large amount of tissue, it is advisable to flush the toilet prior to the disposal of all tissue. Educating your family members as to the capacity of the toilet will help avoid unnecessary stoppages. Do not place objects other than toilet paper in the toilet.

Always keep a plumber's plunger on hand to use in the event of a stoppage of a toilet. If a stoppage occurs, close the shut-off valve on the back side of the toilet. Usually a few vigorous pumps with the plunger will free the obstruction. Stoppages that are not construction related are the homeowner's responsibility. If you are unable to clear the obstruction yourself, we suggest that you call a plumber.

Do not use drain cleaners in toilets. The harsh chemicals in drain cleaners can damage the toilet seals and cause a leak.

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

Toilet Seat Cover

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

Water Heaters

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

Electric Water Heaters

Temperature

Set the water heater thermostat at the recommended setting; higher settings waste energy. The recommended setting for normal use is 140 degrees on electric models.

No Hot Water

If you discover you have no hot water, check the electrical breaker, temperature setting, and water supply valve before calling for service. Refer to the manufacturer's literature for specific locations of these items and other trouble shooting information.

Gas Water Heaters

Temperature

Set the water heater thermostat at the recommended setting; higher settings waste energy. The recommended thermostat setting for normal everyday use is "normal" on gas models.

No Hot Water

If you discover you have no hot water, check the pilot, temperature setting, and water supply valve before calling for service. Refer to the manufacturer's literature for specific locations of these items and other trouble shooting information.

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.

Roof

Clean Gutters

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

Leaks

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

Limit Walking

Limit walking on your roof. The weight and movement can loosen the roofing material and break the integrity of the roofing material, which can, in turn, result in leaks. Never attempt to walk on the roof of your home when the shingles are wet--they are extremely slippery.

Severe Weather

After severe storms, do a visual inspection of the roof for damages. Notify your homeowner insurance company if damage is noted. Even when properly installed, wind driven rain may enter through vents. This is not a defect.

Siding

Caulking

All caulking shrinks and replacement is a homeowner maintenance item. Separation at the joints in the exterior trim and between the trim and the surfaces of exterior siding or masonry should not exceed 1/4 of an inch. Siding, trim and masonry must be capable of excluding the elements. Ichijo USA will correct if necessary.

Also see "Paint and Stain" section and "Wood Trim" on section.

Smoke Detectors

Read the manufacturer's manual for detailed information on the care of your smoke detectors. Maintain fresh fully charged batteries.

Cleaning

Once a quarter, smoke alarms should be cleaned (vacuumed) to prevent a false alarm or lack of response to a fire. After cleaning, push the red button to test; the alarm should sound. For your safety, it is important that these devices be kept clean and in good operating condition.

No Representation

Ichijo USA does not represent that the smoke detection device will provide the protection for which it is installed. The homeowner is responsible for obtaining insurance.

Vents

Range Hood

Remove and clean the filter. Clean accumulated grease deposits from the fan housing.

Dryer Vent

Remove the dryer hose from the dryer vent stack. Check for lint build up or blockage. This will help increase the life expectancy of the dryer.

Windows & Sliding Doors

Cleaning & General Maintenance

■ General window cleaning:

Dilute ordinary hand-washing dish soap with lukewarm water. Moisten a soft cloth or non-abrasive sponge to clean the window surfaces. Wipe-off dirt and excess moisture with a soft dry cloth or sponge. The bottom track area is especially prone to dust and dirt accumulation. Vacuum the area with a soft detail nozzle. For more stubborn dirt accumulation, use a small bristle brush like an old retired toothbrush to get into the track area. Wipe clean.

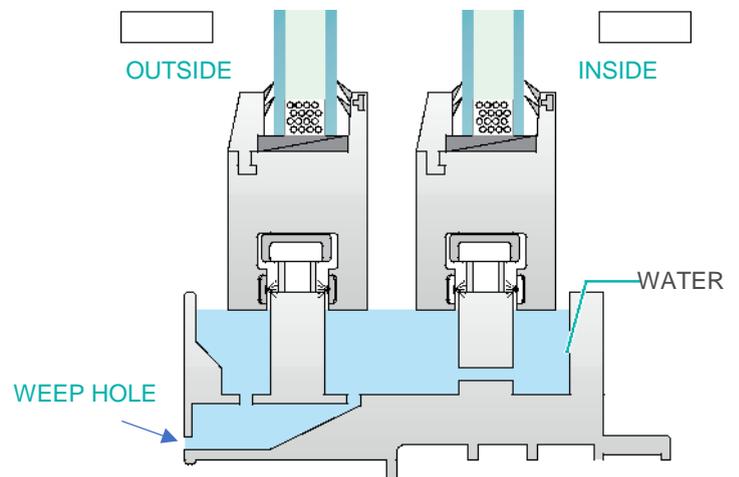
PRECAUTIONS:

Vinyl is a widely used and effective product for window manufacturing. However, under extremely high temperatures vinyl is prone to warp or melt. To avoid possible fires, do not set items such as stoves, clothes irons, or hair dryers near windows.

Also, vinyl components can be adversely affected by extremely harsh chemicals and solvents. Do not allow items such as paint thinners, solvents, insecticides, or mold and mildew removers to come into contact with vinyl components.

■ Water accumulation in the bottom track area:

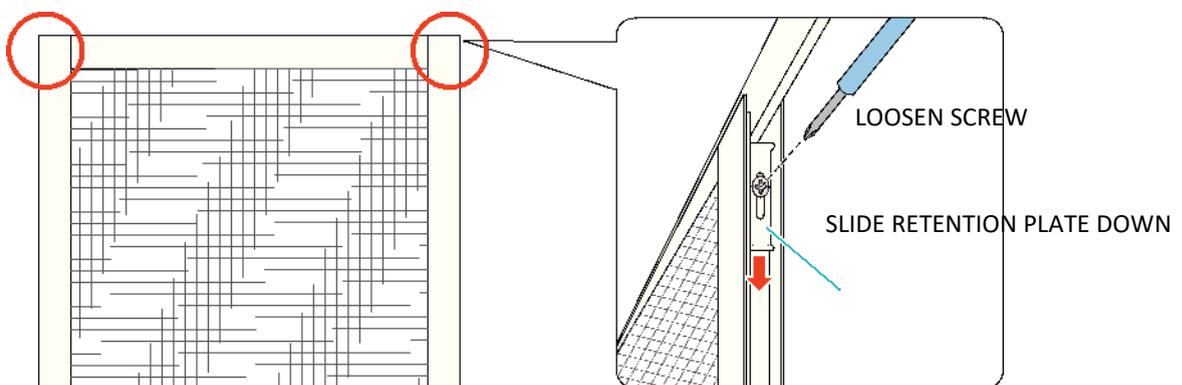
Ichijo vinyl horizontal sliding windows and patio doors are designed in a way that during torrential rain and sustained strong wind, water from the exterior of the home accumulates in the track area, creating a pressure barrier to prevent wind and water from actually entering the home. Once harsh weather subsides, water in the track area is designed to flow back out and naturally dries out. If water in the track does not dissipate, check to make certain weep holes built into the bottom of the window frame are not clogged and clear of dirt or debris.



Window Screen Removal & Replacement

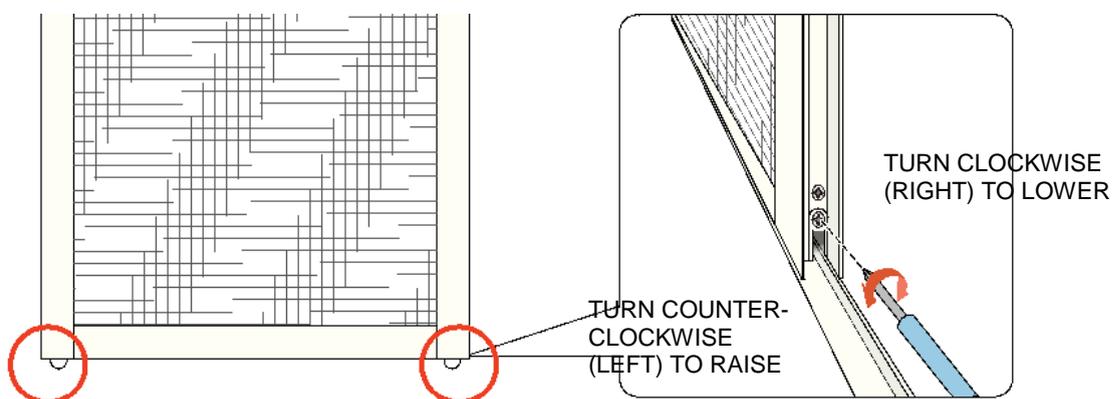
Horizontal sliding windows are furnished with insect screens. To remove the screen from the window: 1) Locate a screw on the upper edge of the screen frame 2) Loosen the screw 3) Slide the metal retention plate under the screw down 4) Lift the screen frame out of the window frame track. To reinstall, reverse the process.

66



? SCREEN FRAME ADJUSTMENT

If the screen fails to slide smoothly across the window frame track, adjust the rollers located in the screen frame. Two rollers are located on the bottom at each end of the screen frame. The adjustment screws are located at the lower edges of the screen frame. Turn clockwise to lower, counter-clockwise to raise. Smooth operation is achieved when both rollers are level across the window frame track.



⚠ PRECAUTIONS

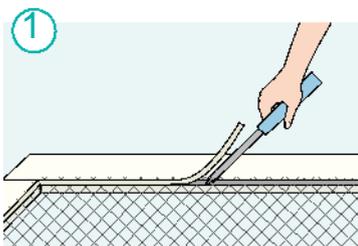
To prevent the screen from detaching from the window during extremely high winds, always engage the retention plate by sliding it to the “up” position before tightening the screw over the plate. Take care not to force the plate up to the point where it creates friction and scratches the window track.

Window Screen Replacement

Insect screens can be replaced relatively easily, and all parts and tools are readily available at home centers. If a screen begins to appear “wavy” due to continued use, it can be stretched to appear taut once again.

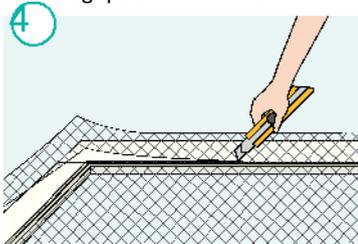
Materials and tools checklist:

Insect screen, 3.5mm or equivalent spline (flexible nylon tubing in a coil to hold the screen in place), flathead screwdriver, light duty clamps, utility knife, insect screen roller tool



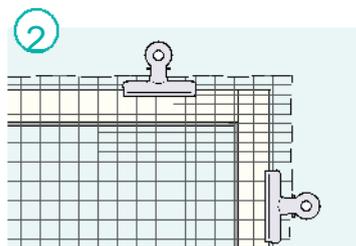
Remove the old material

Find where the spline ends meet. Using a flathead screwdriver, gently pry out a small section of spline. Using your hands, remove the remaining spline and screen.



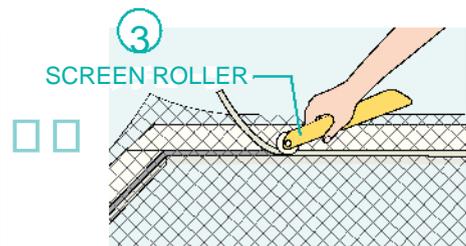
Remove excess screen

Confirm that the screen is evenly and fully seated in the frame to your satisfaction. If not, repeat previous steps. Once satisfied, cut-away the excess screen along the outside perimeter of the spline.



Position the new screen

Cut screen slightly larger than it needs to be in both directions. Position the screen over the frame, and temporarily clamp to secure

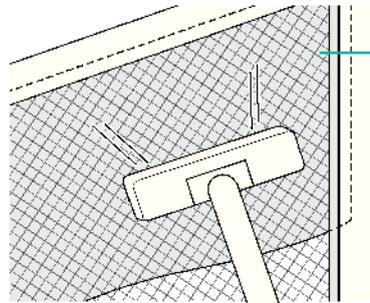
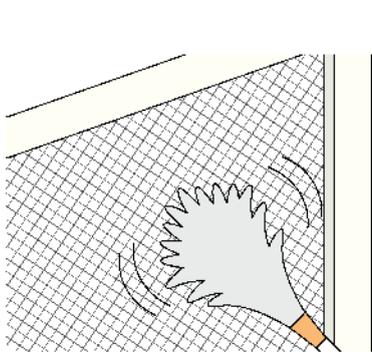


Install new screen

Push spline and screen together into the groove. With your other hand, apply slight and steady pressure, to keep the screen taut as it is being inserted into the screen frame groove.

Cleaning Window Screens

Screens can be cleaned using a variety of methods: Using a soft feather duster, gentle tap the screen surface releasing dust accumulation. A vacuum cleaner with a soft bristle brush attachment can be used right over the screen. Screens can also be wiped clean using a warm damp cloth. For tough dirt accumulation, removing screens from windows and washing them with soap and water using a sponge or soft bristle brush may be necessary.

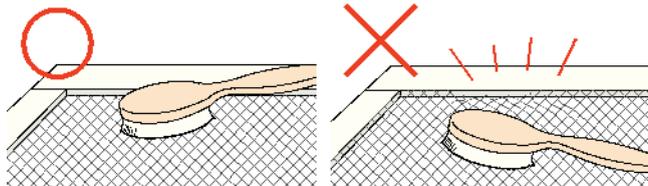


NEWSPAPER
BEHIND SCREEN

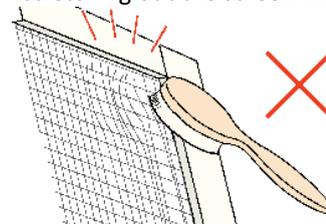
Placing newspaper behind the screen will enhance the suction and performance of the vacuum cleaner method.

□ When screens are removed from windows, lay the screen down horizontally

Lay the mohair side facing opposite to the side cleaned to prevent damage or detachment from the screen frame. When using a brush, do not pound on the screen because you may damage, detach, or loosen the screen from the frame.



When cleaning the screen removed from the window, always lay down the screen horizontally. Do not clean vertically, because you increase the chances of damaging the screen and frame, as well as possibly stretching out the screen material.



Penny Lane II & III Utility Contacts

Once your closing date has been confirmed by our Project Manager during your walkthrough, please take a moment to contact the utility providers to give them your name, address and your closing date to ensure continued service. Thank you!

Electricity/Gas

Puget Sound Energy
1-888-225-5773
customercare@pse.com

Homeowner's Association

The Management Trust
Phone: 425-897-3400
TheTrustWA@managementtrust.com

Water & Sewer

City of Redmond
Email: utilitybilling@redmond.gov
Phone: [425-556-2152](tel:425-556-2152)

King County
Sewer Capacity Charges
Phone: 206-296-1450
Fax: 206-263-6073

Garbage/Recycling/Food Waste Containers

Waste Management
<https://www.wm.com/>
Phone: 844-801-4991

Cable/Internet

Comcast
Phone: 1-800-934-6489
www.xfinity.com

Ziplay Fiber
Phone: 1-855-671-2838
ziplayfiber.com

Penny Lane 2024

Emergency Contact List

SYSTEM	CONTRACTOR	CONTACT
Heating & A/C	Bob's Heating & Ventilation	800-840-3346
Ventilation	Bob's Heating & Ventilation	800-840-3346
Plumbing	Rainier View	253-435-1996
Line Voltage - Service	Provident Electric	206-714-0762
Line Voltage - Electrical	Provident Electric	206-714-0763
Low Voltage - Electrical	Provident Electric	206-714-0764
Cable	Xfinity	800-934-6489
Roofing/Skylights	Chinook	253-517-0884
Garage Door	Fireside	253-445-9660
Windows	Pro Vision Companies LLC	253-220-0126
Fireplace (if applicable)	Fireside	253-445-9660
Irrigation/Landscaping	Ground Effects	253-333-9477
Fire Sprinkler System	Nor-Tech	888-995-9900
Flooring/Countertops	CR Floors	253-838-1020
Appliances	GE Service	870-953-2094
Warranty	<u>warranty@ichijousa.com</u>	

Care & Maintenance

Thank you for choosing Eldorado Stone for your project! Eldorado Stone products are virtually maintenance free.

CLEANING

To clean dirt or other particles first try a simple soft bristle brush. If necessary use a solution of mild detergent with water and scrub the surface with a soft bristle brush. Rinse with clean water to remove any cleaning solution that might remain on the surface. If the stone has a white stain deposit (efflorescence) please contact Customer Service at (800) 925-1491 for recommendations. Never use wire brushes, acid cleaners, power washers, bleach, paint remover or any other type of concrete cleaner.

EFFLORESCENCE

When efflorescence occurs, as it does with many masonry products, it is the usually the result of moisture migration through the masonry substrate. Once the moisture is on the masonry surface, it evaporates, depositing dissolved salts in the form of efflorescence. Efflorescence naturally disappears over time as long as the moisture source is controlled or eliminated. If the stain will not wash off, do not apply chemicals or cleaners to the stone. Call Eldorado customer service to discuss optional solutions.

PROTECTIVE TREATMENT

It is not required to seal Eldorado Stone. A sealer will provide added protection and will usually be easier to clean if the surface becomes dirty. If you choose to use a sealer for added protection use only a silane or siloxane-based penetrating, breathable masonry sealer.

Note: A sealer may affect the stone color and may create a gloss or matte finish. Always test a small area beforehand.

WESTLAKE ROYAL STONE LLC ELDORADO STONE® PRODUCTS

50-YEAR TRANSFERABLE EXPRESS LIMITED WARRANTY

1. Subject to the following terms, Westlake Royal Stone LLC (“WRS”) warrants under this express limited warranty (“Warranty”) to the original purchaser and subsequent owners of its Eldorado Stone® brand manufactured stone or brick veneer (collectively, the “Product” or the “Products”) that for fifty (50) years from the date of sale of the Product, the Product will not blister, peel, flake, delaminate or crack excessively (each, a “Defect”) as a result of manufacturing defects when used on structures (each, a “Structure”) conforming to local building codes and installed in accordance with the National Concrete Masonry Association’s written instructions issued before and closest in time to original date of the installation of the Product in the Structure. The definition of “veneer” contained in the International Building Code is determinative for purposes of establishing what Products constitute WRS’s manufactured stone or brick veneer and are covered by this Warranty.
2. In the event of a Defect, WRS will, at its option, either: (1) pay the reasonable replacement cost of the defectively manufactured Product; (2) provide a replacement of the defective Product or a Product of a similar design; or (3) pay the reasonable cost for repair of the defective Product. This Warranty applies only to Products manufactured by WRS and does not apply to any other products or materials, including exterior walls, exterior wall envelopes, backing to which Products are secured, or water-resistive barriers.
3. This Warranty runs with the sale or transfer of the Structure into which the Products have been incorporated to subsequent owners of the Structure, but the warranty period as to such subsequent owners is limited to fifteen (15) years from the original date of sale of the Product.
4. No warranty whatsoever is made with respect to the manufacture or performance of materials or components of construction not sold or manufactured by WRS, including, but not limited to, mortar, lath, weather resistant barriers, doors, windows, sealants, flashings, roofing, copings, sheathing and framing. Further, WRS makes no warranties whatsoever with respect to aesthetics, design and engineering of the Structure into which Products are incorporated, or workmanship involved in the application of any Products warranted hereunder. The Product is not waterproof and should not be used on exterior or interior steps or risers. The Product must be incorporated into a wall assembly designed by a building professional that contains adequate mechanisms for water management. WRS has no responsibility for damage caused by moisture intrusion through the building envelope or around any of the building envelope components or by vapor transmission from the inside of the Structure to a moisture sensitive part of the wall assembly.

This Warranty is effective for sales after January 26, 2022 (“Effective Date”) and supersedes all previously published versions of this Warranty for Products sold on or after the Effective Date.

Last Modified: January 26, 2022

ELDORADO
STONE

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eldoradostone.com 800.925.1491

WESTLAKE ROYAL STONE LLC
ELDORADO STONE® PRODUCTS
50-YEAR TRANSFERABLE EXPRESS LIMITED WARRANTY

5. This Warranty covers only manufacturing defects in the Products. WRS's manufacturing process has been designed to imitate the random beauty and nature of real stone. As such, stone surfaces on the Products may contain small air holes or surface anomalies. These differences add to the overall character of the Products and are not considered manufacturing defects. Changes in the appearance of Products caused by normal weathering or efflorescence, which is a natural phenomenon of all concrete products, are also not considered manufacturing defects. Normal weathering is defined as exposure to sunlight and extremes of weather and atmosphere, which will cause any colored surface to fade, chalk, or accumulate dirt or stains.

6. Without limiting anything else in this Warranty, WRS disclaims and assumes no liability for the following:
 - a. improper use, application or installation of Products;
 - b. use of Products as part of improperly designed or constructed assemblies or Structures or with defective adjacent materials or assemblies;
 - c. failure to follow applicable specifications, instructions and construction details;
 - d. use of any sealing or coating on the Product other than one that is silane or siloxane and based in strict compliance with sealant manufacturer's instructions;
 - e. other design or construction defects, deficiencies and failures on a Structure where Product is used;
 - f. undertaking on-site inspections or any on-site activities or making oral statements at the site;
 - g. any damage or injury whatsoever caused in whole or in part by acts of God, natural phenomenon or physical abuse, such as, but not limited to, falling objects, projectiles, fire, earthquake, floods, windstorm, hail, tornadoes, lightning, hurricanes, other abnormal weather conditions, pests, chemical fumes, foreign substances in the air, misuse, vandalism, civil disobedience, war, damage caused by remodeling or renovation;
 - h. damage resulting from moisture intrusion, mold, settlement of Structure or other Structure or wall movement;
 - i. discoloration or deterioration due to airborne contaminants, contact with any chemicals or paint, staining or oxidations;
 - j. any accumulation of water or moisture in wall assemblies;
 - k. negligence or accidents by any party or parties in maintaining the Products, including, but not limited to, use of a pressure washer or harsh or acid chemicals of any nature, including vinegar, to clean;
 - l. replacement of Product if Product is mixed with other chemicals or materials not approved by WRS in writing;
 - m. any cause beyond WRS's control; and
 - n. any workmanship, aesthetics or other damage or injury not solely and directly caused by a manufacturing defect in Products as covered under this Warranty.

WESTLAKE ROYAL STONE LLC
ELDORADO STONE® PRODUCTS

50-YEAR TRANSFERABLE EXPRESS LIMITED WARRANTY

7. This Warranty is exclusive, the only warranty made by WRS with respect to the Products, and is in lieu of all other warranties or remedies of any nature whatsoever to the original purchaser or subsequent owners under any theory of liability, whether in contract, tort, statutory law or otherwise, except for actual economic damages for personal physical bodily injury. All other warranties, representations or remedies with respect to the Products, whether oral, written, express or implied or imposed by law, are disclaimed by WRS and are waived by the original and subsequent purchasers, particularly the implied warranties of merchantability or fitness for a particular purpose or arising from a course of dealing, usage or trade practice, or any warranty against patent infringement or warranty for work performed in a workmanlike manner. WRS shall not be liable under any circumstances for any incidental, special, indirect or punitive damages to any party whatsoever, including but not limited to, loss of profits, damage to the Structure or its contents, and attorney's fees. This exclusion of damages includes, but is not limited to, payments of any nature made because of actual or potential liability to others, damages to any other part of the Structure to which the Products are incorporated or damage to any other property.
8. WRS shall have no further obligation or liability of any kind, other than as stated in this Warranty, and it is further agreed and understood that the price paid for Products is consideration for the limitation of WRS's liability hereunder.
9. Warranty coverage is limited as set forth herein and does not cover labor to remove or install Products and does not cover the cost of shipping replacement Product. The remedies contained herein shall be sole and exclusive.
10. WRS's obligations under this Warranty shall only begin if the original purchaser or subsequent owner notifies WRS, in writing, within sixty (60) days of actual or constructive notice of the alleged Defect. WRS shall be allowed a reasonable period of time and authorization to remove samples of the Product, so as to perform any testing WRS deems necessary to investigate and determine the cause of the alleged Defect. The original purchaser or subsequent owner shall make temporary repairs in a timely manner to prevent further damage to the Structure, contents of the Structure, and the Products until the cause of the alleged Defect is determined and permanent repair recommendations may be made, as applicable.
11. WRS's obligation to supply replacement Product pursuant to this Warranty shall become null and void if, in the sole judgment of WRS, any of the following events shall occur: (i) if after installation of the Products there are any alterations or repairs made to the Structure that affect any component of the wall assembly of which Products are a part in any way; (ii) if the original purchaser or subsequent owner or any of their respective tenants fail to use reasonable care in maintaining the Products before and after installation; (iii) if the Products are installed in a manner that causes them to be repeatedly or continuously wet, such as if installed in the direct path of a water sprinkler, pool, jacuzzi, or similar water device; or (iv) if the Products are installed in an area that exposes them to de-icing salts or other harsh chemicals.
12. Applicability of the Magnusson-Moss Act is hereby disclaimed.

WESTLAKE ROYAL STONE LLC
ELDORADO STONE® PRODUCTS

50-YEAR TRANSFERABLE EXPRESS LIMITED WARRANTY

13. Any provision of this Warranty that is prohibited or unenforceable in any jurisdiction shall, as to such jurisdiction, be ineffective to the extent of such prohibition or unenforceability without invalidating the remaining provisions hereof or affecting the validity of enforceability of such provision in any other jurisdiction.
14. WRS's failure at any time to enforce any of the terms or conditions stated herein shall not be construed to be a waiver of such provisions.
15. This Warranty shall be interpreted under the laws of the State of New York.
16. Neither the sales personnel nor other agents of WRS are authorized to make warranties about the Products. Oral statements by WRS employees or agents do not constitute warranties, shall not be relied upon by the original purchaser or subsequent owner or any third party, and are not part of the contract for sale or warranty as stated herein. No distributor, dealer or representative of WRS has the authority to change or modify this Warranty either orally or in writing in any respect. The entire and final contract is embodied in this Warranty and no other warranties are given beyond those set forth in this Warranty.



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RIGID STONE CORE TARGHEE

SPECIFICATIONS

Name	Rigid Stone Core Targhee
Colors	4: Auburn Wheat, Crosscut Ash, Grey Hawk, Rustic Lodge
Material	High Density Solid Core Composite Plank Unilin® Click Technology for Easy Install
Rating	Commercial
Installation	For Any Interior Application
Plank Sizes	7 1/16" x 48 7/16" in.
Wear Layer	12 mil
Gauge	3.2 mm
Commercial Wear Warranty	6 years
Residential Wear Warranty	12 years
Floorscore Certified meets CARB 2 Indoor Air Quality Standards	



CERTIFIED BY SCS Global Services

COLORS



Auburn Wheat



Rustic Lodge



Crosscut Ash



Grey Hawk

Rigid Stone Core (RSC) Luxury Vinyl Tile

- Licensed Unilin® Click Technology makes this floating floor a breeze to install, no adhesives needed.
- 100% Waterproof
- Made with a 100% RECYCLABLE solid composite core of stone, PVC and Calcium providing dimension, stability and durability. Rigid wood look planks can be installed over almost any hard surface and conceal most minor sub-floor imperfections.
- Can be installed in Bathrooms, Basements, Kitchens or any room in your home.
- Attached EVA Sound Absorbing Underlayment helps hide minor sub-floor imperfections and eliminates the need for installing an additional underlayment.
- Floorscore® Certified: meets CARB 2 Indoor Air Quality Standards
- 20 Year Residential and 10 Year Light Commercial Warranty.

This flooring consists of variable colored planks. For BEST results, determine your color design pattern prior to installation by laying out different color planks from several cartons at a time.

PLEASE READ ALL INSTRUCTIONS PRIOR TO INSTALLATION

Tools Required

• Utility Knife • Tape Measure • Straight Edge • 5/16" Spacers • Chalk line

Prior to Installation

This is a high quality vinyl floor that if maintained, will last for years. If not protected properly, as with other floor covering such as hardwood and laminate, it will scratch. Scratches may be caused by pets, furniture, rocks from shoes, and many other abrasive items.

- Allow for 5% waste from installation and cut pieces.
- Carefully check flooring material for any defects. Contact your supplier immediately if any defects are found.
- Remove quarter round, baseboard molding or cove base.
- Undercut doorway moldings to the thickness of the flooring.
- Always store cartons horizontally on a smooth, solid, flat, clean surface.
- Protect carton corners from damage
- Remove all furniture and appliances from room.
- Do not stack higher than ten cartons-do not stack anything on uninstalled vinyl planks.
- Mix in and install planks from several different cartons during installation to insure a random appearance
- Install kitchen cabinets prior to installing Surface Art Rigid Stone Core LVT.
- Do not install base cabinets or island cabinets on top of the floor
- Do not install in front of patio doors without proper uv window coverings
- Avoid exposure to long periods of direct sunlight. Close blinds or drapes during peak sunlight hours. Long periods of direct exposure can cause the boards to expand or warp jeopardizing the click system and integrity of the floor

Vinyl planks are resistant to water damage, but do not prevent the transmission of moisture. Moisture should not be allowed to collect on either side of the vinyl flooring to prevent the growth of mold and mildew.

Recommended Use

- Residential and light commercial applications
- Interior use only in climate controlled environment
- Not for use on ramps
- Do not install planks over floors that are sloped for drainage.
- Any uneven areas greater than 1/16" in 3' should be leveled with a portland based cementitious patching compound like Bostik Webcrete 95 or Polymer- Modified Webcrete 98.
- DO NOT install your luxury vinyl planks over a foam underlayment made for laminate or hardwood. It may cause the click mechanism to break and planks will become disengaged overtime.

WOOD SUBSTRATES

Wood floors must be double construction with a minimum thickness of 1" free from spring / deflection. Top layer of plywood shall be 1/4" minimum thickness underlayment grade plywood. Recommended underlayments include APA Underlayment Grade Plywood A-C, B-C or C-C plugged, ACCUPLY, SurePLY, TECPLY, ULAY, C.S.A. (CanPly) and Proboard. Joist spacing should not exceed 19.2". Use nail set for fasteners exposed above surface. Fill and sand gaps wider than 1/8" wide.

CONCRETE SUBSTRATES

Surface Art Rigid Stone Core LVT may be installed over on grade, above grade, or below grade concrete subfloors. Concrete floors shall be constructed in accordance with the American Concrete Institute (ACI) 302.1 Guide for Concrete Floor and Slab Construction. Concrete shall be finished and cured according to ACI and have a minimum compressive strength of 3500 psi. Installation of moisture vapor barrier is recommended prior to pouring of on or below grade slabs. A 6 mil polyurethane moisture barrier should be used with concrete subfloors. Moisture vapor transmission shall not exceed 3 lbs./1000 sq. ft./24 hours per ASTM F-1869 (Anhydrous Calcium Chloride Test). Moisture may also be tested according to ASTM F 2170 (Standard Test Method for Determining Relative Humidity in Concrete Floor Slabs Using in situ Probes). When tested according to this method, the internal relative humidity shall not exceed 75%. Surface Art Rigid Stone Core LVT may be installed over gypsum based underlayments.

Refer to the Resilient Floor Covering Institute Website at:

<http://www.rfci.com/images/pdf/rfcirecommended9-04.pdf>

EXISTING FLOORS

Surface Art Rigid Stone Core LVT may be installed over most smooth, single layer, hard surface existing flooring (resilient, tile, ceramic, marble, and terazzo). Existing flooring must be moisture free and in good condition. Check flooring for any curled areas around the perimeter or at seams and repair if necessary. Level by using a good quality cementitious based embossing leveler, like Bostik SL-175, to smooth and fill the existing floor or grout lines. Tile may require several skim coats to achieve a flat surface.

Safety Warning

Surface Art Rigid Stone Core LVT DOES NOT CONTAIN HAZARDOUS MATERIAL SUCH AS ASBESTOS OR CRYSTALLINE SILICA.

OLD, EXISTING FLOORS MAY CONTAIN THIS HAZARDOUS MATERIAL

WARNING: Do not sand, dry sweep, dry scrape, drill, saw, bead blast or mechanically chip or pulverize any existing resilient flooring, backing, lining felt, or asphaltic "cutback" adhesive. These products may contain asbestos fibers or crystalline silica. Avoid creating dust. Inhalation of such dust is a cancer and respiratory tract hazard. Smoking by individuals exposed to asbestos fibers greatly increases the risk of serious bodily harm. Unless positively certain that the existing product is a non-asbestos containing material, you must presume it contains asbestos. Regulations may require that the material be tested to determine asbestos content. Follow instructions posted in current edition of the Resilient Floor Covering Institute (RFI) publication "Recommended Work Practices for Removal of Resilient Floor Coverings."

Substrate Preparation

All substrates must be dry, clean, smooth, level, free from all existing adhesive residues, and free from movement or deflection.

- The substrate must be level within 3/16" in 10 ft.(5mm in 3 m).
- Fill and level all plywood seams and concrete cracks, construction joints, control joints, depressions, grooves or other irregularities.
- Use a latex fortified, cementitious patching compound, like Bostik Polymer-Modified Webcrete 98.
- Prior to installation of floor, sweep and/or vacuum substrate to remove all dust and debris.

Surface Art Rigid Stone Core LVT is a floating floor and should not be glued or nailed to the substrate. As with any floating floor, installing with spans over 6,400 sq ft without use of a transition piece will void the warranty. Transitions may be ordered through Versatrim at 866-200-8132. Surface Art Rigid Stone Core LVT is intended for indoor use only.

GETTING STARTED

1. Determine which direction the planks will be installed. To make the room appear larger or if installing in very small rooms or hallways, it is preferable to lay the planks parallel to the longest room dimension.
2. Do not install cabinets on top of planks.
3. Carefully measure the room to determine squareness and to determine the width of the last row of planks. If the width of the last row of planks is less than 2"(50mm), excluding the tongue, the width of first row of planks will have to be cut accordingly.
4. A minimum 5/16"(8.2mm) expansion space is required around the perimeter of the room and all vertical objects (ie. pipes and fixtures).
5. Inspect all planks for visible defects and damage before and during installation. Do not install damaged planks. Surface Art will not accept responsibility for claims on flooring installed with obvious defects. During installation, inspect the groove area and remove any debris that may prevent proper assembly of planks.

Installation

Begin installation parallel to the long dimension of the room, preferably parallel with the light sources (windows and doors). Snap a chalk line at the starting point to maintain alignment. Mix in and install planks from several different cartons during installation to insure a random appearance

- Install planks from the left side of the starting wall and work to the right side. If starting with a full width plank, the tongue must be removed (figure 3). To trim planks, use a Utility knife and a straight edge. Score the top surface of the plank, flex it downward to separate pieces. The tongue side of the plank always faces the starting wall. Place 5/16"(8.2mm) spacers between the short and long side of the planks and the wall. Always position one spacer between the wall and where the planks join.
- The end joints of the planks in the first row are assembled by inserting the tongue side into the groove side of the previous plank at a low 20-30° angle. Gradually lower the plank down flat, applying pressure inward and downward, until the end joint closes, insuring that the planks are perfectly aligned. Install remaining full planks in the first row.
- The last plank in the first row may need to be cut. Measure the distance between the wall and the surface of the last full plank. Subtract 5/16"(8.2mm) from this measurement to allow for the spacer. If this measurement is less than 8"(20.3cm) in length, trim first plank and last plank, each no less than 8". Planks are cut using a sharp utility knife and straight edge or carpenter's square. Score the surface of the plank with a utility knife, and then snap the plank at the score line.
- The remaining piece cut off from the last plank in the first row may serve as the first plank in the second row provided it is at least 8"(20.3cm) long. Always stagger end joints from row to row a minimum of 8"(20.3cm) (see figure above).
- Install the long side of the first plank of the second row. Remember to place a 5/16"(8.2mm) spacer between the wall and the short side of the plank. Insert the tongue side into the groove side of the previous row at a low angle and lower flat to the substrate.

Installation Continued

- Install the second plank of the second row. Position the long side of the plank with the tongue side overlapping the groove of the planks in the previous row approximately 1/8". Then, angle the end joint into the previous plank. Angle the plank down and gently push in until the plank locks into the previous row (Figure 2). Continue installing remaining planks in second row. It is important to make sure that the first two rows are straight and square or this will adversely effect the entire installation (figure above)
- Continue working from left to right, row by row. Be sure to maintain a 5/16" space around all walls and vertical objects and maintain a random appearance. Offset end joints a minimum of 8"(20.3cm).
- Surface Art Rigid Stone Core LVT planks are unique in that they can also be installed with a pull bar or tapping block and rubber mallet in difficult areas, such as the last row, and when fitting around door trim. Use a pull bar and rubber mallet to lock the joints together in the last row. Always use a pull bar on the cut edge of the plank. Factory edges can be damaged if the pull bar is used directly against them (See figure 5A).
- When fitting around door trim it will be necessary to slide the plank under the trim. This can be accomplished easily by starting the row on the side of the room with the door trim and then sliding the plank into place once it is attached. The row can be completed by inserting the tongue in to the groove or the groove into the tongue depending on the direction. A pullbar can also be used to lock the joints together while the planks are in a flat position. Use a series of light taps until the joint is gradually locked together (figure 5A).
- After finishing the installation of every row, use scrap pieces and a rubber mallet to gently tap the planks into the click of the previous row to make sure they are tightly clicked together and make sure there is no gap between the long side of the planks installed. ANY GAPPING CAN COMPROMISE THE WHOLE INSTALLATION.

FINISHING THE INSTALLATION

After all planks have been installed, remove spacers from perimeter of room

Install transition moldings. Do not fasten any moldings through the flooring.

- Pre-drill and install quarter round or baseboard molding. Molding must be sufficient size to cover the 5/16" (8.2mm) space. Do not fasten moldings through the flooring. Fasten into the wall.
- If not covering exposed edges with trim, fill the gap with a high quality silicone caulking.
- Use plywood to cover the top of the flooring when moving heavy furniture or appliances into position.
- Use proper floor protectors under the legs of furniture.
- Post installation temperature must be maintained between 35° and 90°F. Relative humidity must be maintained between 40% and 70%.

BATHROOMS

When the LVT planks are installed in a bathroom, the flooring can be laid under the toilet only if the floor is separated from adjacent rooms with a doorway threshold. Otherwise the flooring should be installed around the toilet leaving a 1/8" expansion space. Use a high quality silicone caulking to fill the expansion space at the tub, shower and all wet areas to prevent surface water seepage under the floor.

STAIRS

Surface Art Rigid Stone Core LVT can be installed fully adhered over steps using a high quality pressure sensitive luxury vinyl tile adhesive. Follow the instructions on the adhesive for trowel size and drying time. Always use a flush stair nose molding to finish each step at the nose.

FINISHING THE JOB

Remove all spacers. Install wall trim lightly over the floor surface. Drive fasteners into the wall and not the floor. When installing transitions or moldings, do not interfere with the free movement of the flooring - do not squeeze flooring with transitions or wall base. Do not drive fasteners in to the floor. Return appliances to the room by rolling or sliding over strips of hardboard to prevent damaging the floor.

Floor Care

Frequently moved furniture should be equipped with felt pads to avoid scratching the floor. Do not drag or slide heavy furniture and appliances. All heavy objects should be equipped with non staining large surface floor protectors. Furniture with castors or wheels must be easy swiveling, large surface non-staining and suitable for resilient floors. Do not use ball type castors as they can damage the floor.

- Use walk off mats at entrances to prevent dirt and grit from being tracked on to the floor.
- Make sure pets have nails clipped regularly.
- Sweep or vacuum the floor regularly to remove loose dirt using soft bristle attachments. Avoid using a vacuum with a beater bar.
- Clean up spills and excessive liquids immediately.
- Damp mop as needed using clean water and a diluted vinyl floor cleaner recommended for no-wax vinyl floors. We recommend the BONA™ line of products. Do not use harsh cleaners, chemicals, bleach, or wax to maintain the floor.
- Avoid exposure to long periods of direct sunlight. Close blinds or drapes during peak sunlight hours

Surface Art Rigid Stone Core LVT are luxury vinyl click tile planks. Unilin™ and Uniclic™ are names licensed under Unilin Flooring, LLC. For further information, visit our website @ www.surfaceartinc.com

Important

DIFFERENT PRODUCT RUNS

Vinyl floors can have slight color variations in between production runs. Before starting the installation, it is best to check the production run # which is indicated on the label on the short side (end) of the carton. If you find that you have cartons from different production runs, it is highly recommended that you open 2-3 cartons and install a mix of planks from each different production run on your floor. This will result in a more natural looking floor.

Do not install your luxury vinyl tile over soft subfloors such as carpet. This product is also not to be installed in areas that have a potential for flooding such as saunas or outdoor areas.

Multi Layer Vinyl Click (MLF)

TAIMMLFAA505021.1

INSTALLATION & MAINTENANCE INSTRUCTIONS | VINYL CLICK PLANKS



PLEASE READ ALL INSTRUCTIONS CAREFULLY, BEFORE YOU BEGIN INSTALLATION.
IMPROPER INSTALLATION WILL VOID WARRANTY. FOR ALL INSTALLATION CONDITIONS AND INFORMATION NOT COVERED SPECIFICALLY UNDER THESE INSTRUCTIONS, OR DEFECTIVE MATERIAL, CONTACT MANUFACTURER.

Always check the manufacturer website for the latest installation, maintenance, and warranty information. Read and follow all manufacturer instructions.

Please Note: Floating floors are designed to expand and contract monolithically without restriction.

Special attention needs to be given to (but not limited to):

- Avoid excessive heat, such as sun rooms and area with extended direct sunlight. Excessive heat can cause uneven expansion and contraction and result in floors buckling. Window coverings can be installed to reduce excessive heat.
- Do not apply baseboard too tight to the flooring or nailing through the flooring, resulting in restricted movement.
- Do not restrict movement by installing cabinets, islands, or other heavy objects on top of the flooring. Heavy objects such as pool tables and refrigerators are acceptable as long as they do not exceed 300 PSI onto the floor.
- All subfloors must be smooth and flat, void of waxes or other contaminants that might allow the flooring to stick to the subfloor surface, restricting movement.
- Always allow proper expansion space. An expansion gap must be provided, continuously, at all vertical surfaces, allowing material to expand and contract with no restriction.
- Floors that are restricted from freely expanding and contracting are subject to buckles and gaps. Buckling and gapping due to restricted movement is not covered under warranty.

IMPORTANT: This product may come with an attached cushion, no additional cushion is required or approved. The use of additional cushion will VOID all warranties.

General Guidelines

Always follow the most current installation instructions. For the most current instructions go to the manufacturer website.

Always read the complete installation instructions prior to installation.

Always follow all Local and Federal Building Codes.

Always follow all OSHA regulations for safety.

Although a product may be waterproof, it is not a moisture barrier.

Installation Tools Required

Spacers/Shims	Utility Knife	String Line
Rubber Mallet	Tape Measure	Square
Hand Saw, Circular Saw, Jig Saw	Pencil	Pull/Pry Bar

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1) Pre-Installation Checklist

NORMAL ROOM CONDITIONS (NRC): Normal room conditions are defined as; ambient air temperature between 60-85 degrees Fahrenheit; surface temperature between 60-85 degrees Fahrenheit; ambient RH (Relative Humidity) between 35%-55%. Flooring should be the last material installed on a project. Make sure all painting and drywall is done, doors and windows are installed, and HVAC system is installed and operating.

ACCLIMATION: Flooring products are designed to perform in normal room conditions (NRC) ambient temperature and surface temperature must be between 60-85 degrees Fahrenheit, ambient relative humidity (RH) must be between 35-55%. Flooring products must achieve and maintain NRC prior to, during, and after installation. Temperature readings must be taken and documented, including ambient room temperature and surface temperature. Acclimate cartons laying flat, not on end or on side, stacked no more than 5 cartons high. Avoid storing flooring direct sunlight. Do not store on radiant in-floor heated areas.

SUBFLOOR MOISTURE CONCRETE SUBSTRATES: Moisture levels in concrete substrates must be no higher than 80% Relative Humidity (ASTM F2170) and MVER of ≤ 3 lbs./1000 sf in 24 hours (Calcium Chloride Test ASTM F1869). For levels higher than approved levels, additional dry time and/or

moisture mitigate with a product designed to reduce moisture level to acceptable level is required. Subfloor pH must be between 5-9 on a pH scale. It is difficult to measure gypsum substrates for moisture. Although Relative Humidity Probes (ASTM F2170) are the recommended method of testing, they are not practical due to the number of tests required and often the thickness of the gypsum. A professional electronic moisture indicator (Protimeter Aquant recommended) can be used to indicate if the substrate is dry enough to receive floor covering. ***Note: Concrete substrates must be properly cured and meet moisture requirements. All concrete substrates on or below grade are required to have an approved poly film moisture barrier with minimum 6mil thickness properly installed.**

SUBFLOOR MOISTURE WOOD SUBSTRATES: Moisture levels in wood underlayment should coincide with required temperature and humidity of installation site and generally shall not exceed 10% moisture determined by a professional electronic pin meter (example: Protimeter Surveymaster). Subfloor pH must be between 5-9 on a pH scale.

SUBFLOOR CONSTRUCTION: Subfloors must be clean, dry, and free of any materials that might interfere with unrestricted movement. Subfloors must be soundly constructed to eliminate vertical movement. Subfloors must be flat, no more than 3/16" undulation in 10 linear feet or 1/8" in 6'. Subfloors must meet all Federal and local building codes. Patch subfloor depressions using a portland based patch, grind down high spots following acceptable installation standards.

***Note: For wood substrates ensure that there is a minimum of 18" between the subfloor and the ground, the crawl space is ventilated, and there is a minimum 6mil poly sheeting installed over the entire ground surface overlapped and taped.**

APPROVED SUBSTRATES: Approved substrates include: properly prepared concrete and cement leveling compounds (minimum 3000 PSI), properly prepared gypsum (minimum 3000 PSI), and underlayment grade plywood/OSB/OFB board. For best product performance results installation on plywood over concrete is not recommended for this product.

RADIANT HEATED FLOORING: Flooring is only approved over hydronic (water) radiant heat systems. Radiant heated floors should never exceed 85 degrees Fahrenheit.

ADHESIVE RESIDUE: Never install over adhesive residue. All residue must be completely removed or properly encapsulated.

INTERIOR ONLY: This product is designed for interior climate controlled areas only.

VISUAL INSPECTION: All flooring must be inspected, in proper lighting, prior to installation. Installed material with visible defects is not covered under the flooring warranty.

ATTACHED PAD: If product comes with an attached pad, do not install an additional cushion beneath the flooring. This will void the manufacturer warranty.

PRODUCT DIRECTION: For best visual results install flooring in the same direction of direct sunlight. Use of suitable window coverings during the times of most direct sunlight is strongly recommended. Always work out of 3-5 cartons mixing products from several boxes. Always dry lay prior to final installation to insure best visual results.

CHAIR PADS AND LEG PROTECTORS: Chair pads are required under roller castors and leg protectors, a minimum of 1.5" diameter, are required under chair legs.

FLOOR PROTECTION: After installation floors must be protected from trade and other damage by a floor protection designed for this purpose.

2) Installer Responsibilities

It is the floor covering installers responsibility to:

- Make sure the latest installation instructions are followed. For the most current instructions go to the manufacturer website.
- Make sure the product is suitable for its intended use.
- Visually inspect all material and remove any visibly defective material. Visibly defective material installed will not be covered under warranty.
- Stop any project that does not meet installation guidelines and contact the flooring retailer it was purchased from.
- Work out of several boxes mixing product for visual appearance. Dry fit prior to installation is the recommended method.

3) Suitability of Product

This product is approved for climate controlled indoor applications only.

Approved for use in:

- Residential applications (exclusions: heavy rolling traffic such as hospital beds or electric wheelchairs)
- Multi-Family applications (exclusions: heavy rolling traffic such as hospital beds or electric wheelchairs)
- Light Commercial applications: Light commercial is defined as light traffic commercial areas such as business offices and boutique shops (exclusions: heavy rolling traffic such as hospital beds or electric wheelchairs)

Not approved for use in:

- Areas of heavy rolling loads (such as: hospital beds, electric wheelchairs)
- Heavier traffic areas, entry foyers, or any area where food is prepared or objects are rolled or dragged around
- Industrial Applications

IMPORTANT: Please read warranty for a more complete definition of acceptable use.

4) Site Condition Requirements (NRC)

Normal Room Conditions:

Normal Room Conditions (NRC) must be maintained prior to, during, and after installation.

The NRC are defined as:

- Ambient air temperature between 60-85 degrees Fahrenheit
- Surface temperature between 60-85 degrees Fahrenheit
- Ambient RH (Relative Humidity) between 35%-55%
- Substrate must be dry: concrete-less than 80% RH (Relative Humidity), wood - equal to moisture content of install location (average 8%) while not exceeding 10% moisture, and pH levels between 5-9

All flooring products are required to achieve NRC prior to installation.

5) Acclimation Requirements

All products must acclimate to the room conditions in which they are being installed.

Flooring products (including adhesive & trim) are designed to perform in normal room conditions (NRC). Flooring products must achieve and maintain NRC 24 hours prior to, during and after installation. Temperature and Relative Humidity readings must be taken and documented, including ambient room temperature and surface temperature.

Acclimate cartons laying flat, not on end or on side, stacked no more than 5 cartons high. Allow air movement between boxes. Avoid storing flooring in direct sunlight. Do not store on operational radiant in-floor heated areas. It is critical to take a surface temperature reading of the vinyl plank prior to installation, it must also be at NRC (Normal Room Conditions).

NRC (Normal Room Conditions) must be consistently maintained at:

- Room temperature between 60-85 degrees Fahrenheit
- Surface temperature between 60-85 degrees Fahrenheit
- Ambient RH (Relative Humidity) between 35%-55%, Moisture Content 6-10% dependent on region
- Flooring material must be maintained between 60-85 degrees Fahrenheit

6) Subfloor Flatness Requirements

Subfloor Flatness:

- Subfloor must be flat, with no undulation exceeding 3/16" in a 10' radius (or 1/8" in 6'). Grind high spots down and/or fill low spots with a quality cement patching compound. Allow patch to completely dry prior to installation. Follow patch manufacturers installation guidelines.
- Follow all local build regulations and OSHA procedures when grinding. Some substrates might contain harmful contaminants; such as silica sand or asbestos. It is critical that you determine prior to grinding if there are any harmful contaminants in the subfloor.

WARNING: Follow the Resilient Floor Covering Institute (RFCI) (rfci.com) recommended practices whenever grinding a substrate, existing flooring, or adhesive residue. These surfaces may contain Asbestos or other harmful contaminants.

7) Subfloor Construction Requirements

Subfloor Construction must meet all Local and Federal Building Codes:

Subfloors must be soundly constructed to eliminate vertical movement. Subfloors must be flat, not to exceed undulations exceeding 3/16" in 10' or 1/8" in 6 feet. It is the floor covering installers responsibility to ensure that subfloor conditions are suitable.

Approved Subfloors:

- Concrete, properly prepared concrete, cement patch and leveling compounds (minimum 3000 PSI). Must not exceed 80% RH (ASTM F2170), must not exceed MVER \leq 3lbs/1000 sf in 24 hours (ASTM F1869), and pH levels must be between 5-9.
- Gypsum, properly prepared gypsum (minimum 3000 PSI). Must be dry based on gypsum and adhesive manufacturer standards, maximum 80% RH (ASTM F2170).
- Wood, properly prepared wood (underlayment grade plywood, OSB & OFB). Joist spacing recommendation is glued & fastened at 16" on center (O.C.). Joists \geq 16" O.C. are required to be glued and fastened at joist (ASTM D3498). Subfloor must have a minimum 18" clearance between the bottom of the joist and the ground. Ground must be covered 100% with 6-mil poly film.
- Existing floor covering that is firmly bonded to the substrate; dense not cushioned, and only one layer thick.

Non-Approved Subfloors:

- Sleeper/Screeed type floor systems.
- Plywood installed directly over a concrete slab.
- Soft plywood, Luan, pressure treated, or plywood not approved as "Underlayment Grade" certified by the Plywood Association.
- Masonite or hardboard.
- Contaminated surfaces: abatement chemicals, paint, oil, mold, mildew, grease or any containments.
- Strip plank wood flooring.
- Uneven (3/16" in 10') or unstable substrates.

On Grade and Below Grade Substrates: Below grade substrates require a 6mil polyethylene film be applied to the substrate or a permanent moisture mitigation product must be applied. On grade substrates where moisture exceeds 80% RH must have a 6mil polyethylene film must be applied.

IMPORTANT: For any substrates not mentioned above check with the manufacturer before proceeding with the installation.

8) Radiant Heated Floors

Radiant Heated Substrates:

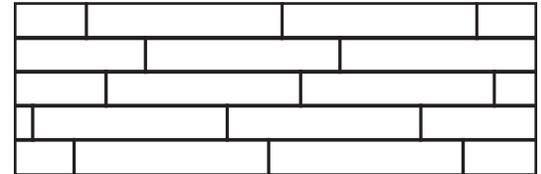
Installation over hydronic (water) radiant heat systems is acceptable, providing the substrate never exceeds 85 degrees Fahrenheit. Prior to installing over newly constructed radiant heat systems, operate the system at maximum capacity to force any residual moisture from the cementitious topping of the radiant heat system.

A substrate temperature between 60-85 degrees Fahrenheit must be achieved prior to, maintained during, and for 48 hours after the installation. It is recommended that the radiant heat be applied in a gradual manner after installing the Luxury Vinyl flooring. Refer to the radiant heat system manufacturer's recommendations for additional guidance.

IMPORTANT: Due to the speed of sudden temperature changes, which has potential to negatively affect vinyl flooring construction, it is not recommended to install over electrical radiant heating systems. This will not be covered by the manufacturer's warranty. Only radiant heating systems using water are acceptable.

9) Layout

- It is best to lay flooring parallel to light source (such as a window).
- Determine the center of the room by marking the center of each end wall. Snap a chalk line between these two points.
- Dry lay rows to wall, if the plank to the long wall will be less than 2" adjust the center line to make the long wall plank over 2". The goal is to have planks next to the wall to be a minimum of 2". Balance the cuts in the room.
- Stagger end joints by a minimum of 12" on a random basis.



Staggered Joint Design

10) Expansion Space and Transition Trim

Expansion Space:

Flooring expands and contracts with normal climate changes. This product must be allowed to freely float, to expand and contract monolithically.

- At all vertical surfaces in areas up to 50' x 50', a 1/4" expansion space is required.
- Undercut door jambs and other vertical surfaces to allow flooring to freely fit underneath.
- At vertical surfaces that will not be receiving wall base or other expansion trim (such as sliding glass doors); allow a minimum 1/4" expansion gap and caulk gap with a flexible caulking (Silicone).
- Do not fit flooring full or under compression.

Expansion Transition Trim:

Transition trim must be used in the following:

- Areas exceeding 50' width x 50' length or 2,500 sf and to rooms which do not join symmetrically.
- Between areas of uneven heating, where one areas temperature might be maintained differently than an adjoining area.
- At doorways and sliding glass doorways, use an end cap square edge transition.
- Use transition trim in adjoining areas of irregular shape, such as but not limited to: L-Shape, U-Shape, T-Shape.
- Do not nail or staple trim so that it restricts floor movement such as nailing into floor or too tightly against floor surface.

11) Trim



End Cap

Use at sliding glass doors, entry doors, fireplaces, carpet, etc .



T-Mold

Use between two products close in height.



Reducer

Use when transitioning to hard surface.



Stair Nose

Use at stair nose.



Quarter Round

Use at wall base to extend coverage.

Trim profiles are approximate and may change without notice. Trims are coordinating, color or graining may not be exact.

12) Installing on Stairs

- When installing on stairs, a stair nosing must be used.
- When adhering flooring to stairs use a permanent bonding adhesive (urethane adhesive or solvent-free construction adhesive).
- The attached pad must be removed.

13) Installation Instructions

STARTING YOUR INSTALLATION

Work from several open boxes of flooring and "dry lay" the floor before permanently laying the floor. This will allow you to select the varying grains & colors and to arrange them in a harmonious pattern. Remember, it is the installers' responsibility to determine the expectations of what the finished floor will look like with the end user first and then to cull out pieces that do not meet those expectations.

Inspection: Prior to installation, inspect planks in daylight for visible faults/damage. Check if subfloor/site conditions comply with the specifications described in these instructions. If you are not satisfied do not install, and contact your supplier.

Ensure the tongues on long edge joint and end joints are facing the wall. Begin installation next to an outside wall. This is usually the straightest and best reference for establishing a straight working line. Establish this line by measuring an equal distance from the wall at both ends and snapping a chalk line. The distance you measure from the wall should be the width of a plank. You may need to scribe cut the first row of planks to match the wall in order to make a straight working line if the wall is out of straight.

You may want to position a few rows before starting installation to confirm your layout decision and working line. When laying flooring, stagger end joints from row to row by at least 12". When cutting the last plank in a row to fit, you can use the cut-off end to begin the next row. If cut-off end is 12" in length or less, discard it and instead cut a new plank at a random length and use it to start the next row. Always begin each row from the same side of the room. When near a wall, you can use a pry bar to pry close the side and end joints.

Before laying: Measure the room at right angle to the direction of the planks. For best visual effect, planks in the final row should be at least 2 inches wide (half width of plank minimum). For this purpose, planks in the first row can be cut to smaller size. Shuffle planks in order to obtain a pleasant blend of shades. Lay planks preferably following the direction of the main source of light. We recommend laying on wooden floors crossways to the existing floorboard. Planks must not be nailed or screwed to the subfloor. Base boards and molding must not be fixed in a way which restricts the movement of the floor.

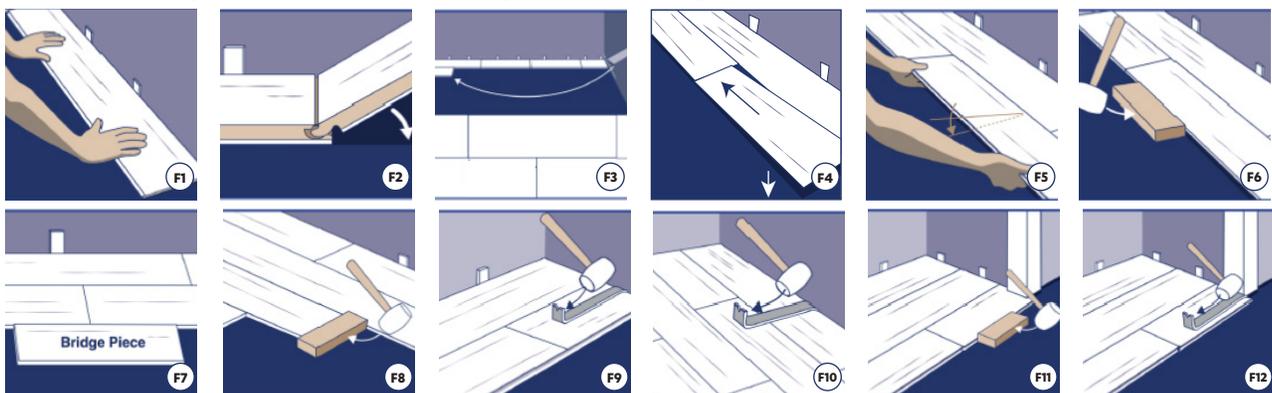
IMPORTANT - Do not restrict movement of the floor by placing heavy objects like kitchen islands or cabinets onto the flooring.

INSTALLING GUIDE

1. You will need to remove the tongue on the side of the panels that face the wall. This is to ensure that the decorative surface of the floor is well under the finished trim when installed. Use a utility knife to score through the tongue several times until it easily snaps off. Start in a corner by placing the first panel with the trimmed side facing the wall. Use spacers along each wall to maintain an expansion space of 1/4" between the wall and the flooring. Adjust row so end cut is not less than 12". **(F1) NOTE:** This product needs room to expand and contract. At no point should you attach the floor to any surface.
2. To attach second panel, lock short end of plank by inserting tongue into groove at an angle and drop in place. Continue to end of first row. **(F2)**
3. Continue connecting the first row until you reach the last full panel. Fit the last panel by rotating the panel 180° with the pattern side upward, place beside row, mark and saw off excess. Attach as described above. When using a handsaw, cut on the decorative surface. If you use a jig or circular saw, cut with the decorative side down to avoid chipping. Use leftover plank from first row as starter for second row. There must be at least 12 inches between plank end joints on adjacent rows. **(F3)**
4. Lock short edge of plank by inserting tongue into groove at an angle and drop in place. Slide plank toward end of previously installed row until the tongue just touches the groove. Lift plank and adjacent plank(s) to engage the long-end locking system. **(F4, F5)**
5. **IMPORTANT** - Use hammer and tapping block to lightly tap long and short edge of plank to ensure a tight fit. **ANY GAPPING CAN COMPROMISE THE LOCKING SYSTEM. (F6)**
6. Attach a scrap piece of floor to bridge the gap between ends of planks. **(F7)**
7. Lightly tap end of plank with hammer and tapping block to lock ends of planks together. Remove bridge and continue towards wall until installing the final plank in the row. **BE SURE TO TAP ON EDGE OF VINYL SO AS NOT TO DAMAGE LOCKING PROFILE. (F8)**
8. To fit the last row, lay a panel on the top of the previous row. With the tongue to the wall, lay another panel upside down on the one to be measured and use it as a ruler. Don't forget to allow room for 1/4" spacers. Cut the panel and attach into position. Use hammer and pull bar to lock final piece in row. Insert spacer at end of row. Continue installation to final row. **(F9)**
9. Use hammer and pull bar to lock long edges of planks on final row. **(F10)**
10. Installing under a door jamb, undercut space under door jamb to allow plank to slide freely. Tap long edge with hammer and tapping block to lock long edge **(F11)**, then do the same along short end of plank **(F12)**.
11. Holes for pipes: measure the diameter of the pipe and drill a hole that is 3/4" larger. Saw off a piece as shown in the figure and lay the board in place on the floor. Then lay the sawed-off piece in place.
12. Remove spacers and install finish moldings.

COMPLETION

1. Protect all exposed edges of the flooring by installing wall molding and/or transition strips. Make sure that no plank will be secured in any way to the subfloor.
2. For wet areas such as bathrooms caulk the perimeter of the floor with a flexible silicone caulk.
3. Protect the finished flooring from exposure to direct sunlight to reduce fading and thermal expansion.



14) Post Installation

Floor Protection:

- If other trades are working in the installation area, protect flooring with an approved breathable floor protection material such as a builder board or reinforced 60lb Kraft paper.
- Always use chair pads under rolling caster chairs and chair leg protectors, minimum of 1.5" diameter, under furniture legs.

15) Maintenance

Initial Maintenance

- Always use a neutral pH cleaner, such as WF Taylor Fresh Floors.
- Allow flooring to dry completely prior to foot traffic.

Daily & Weekly Maintenance

- Sweep, dust mop, or vacuum the floor as needed to remove loose dirt and grit. Do not use a vacuum with bristles or a beater bar.
- Recommend cleaning liquid spills immediately.
- Damp mop (do not flood floor) as needed.

Preventative Maintenance

- Chair pads are required under roller castor chairs.
- Furniture leg protectors, minimum 1.5" diameter, are required under all furniture legs.
- Use protective boards when sliding heavy furniture across flooring.
- Never apply rubber mats directly on top of vinyl flooring.
- Place walk off mats outside entry doors to prevent dirt and sand from entering into the installation.
- Protect flooring from direct sunlight with window and glass door coverings to prevent fading.
- Any additional floor finishes are not required and not approved. The application of any additional floor finishes will void all warranties.

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Product Data

SPECIFICATIONS	
Construction	Rigid Core multi-layer engineered vinyl click consisting of wear layer, film, 4mm rigid core, and 1mm EVA Pad
Classification	ASTM F3261, Class I, Type B, Grade 2, Class B
Finish	Matte Low Gloss, Polyurethane Finish
Texture	Embossed
Edge Profile	4-Sided Painted Bevel
Size (nominal)	12" wide x 24" length, 300mm x 600mm
Overall Thickness	5mm (4mm core plus 1mm EVA pad)
Wear Layer Thickness	12mil
Pieces Per Carton	8
Cartons Per Pallet	84
Coverage Per Carton	15.5 sf/ctn
Weight Per Carton	26.25 lbs
INSTALLATION CLICK	
Angle/Angle	
WARRANTIES	
25 Year Residential / 5 Year Light Commercial / 5 Year Multi-Family	

TESTING	
This product is designed and manufactured to meet or exceed ASTM F3261 Standards and Indoor Air Quality standards for Resilient Floor.	
Resilient Floor in Modular Format w/Rigid Polymeric Core	ASTM F3261
Thickness	ASTM F386/387
Wear Layer Thickness	ASTM F410
Stain/Chemical Resistance	ASTM F925
Resistance to Heat	ASTM F1514
Resistance to Light	ASTM F1515
Residual Indentation	ASTM F1914
Size & Squareness	ASTM F2055
Dimensional Stability	ASTM F2199
Dimensional Stability W/Exposure to Heat	ISO 23999
Determination of Geometrical Element	ISO 24337
Static Coefficient Polished Surface	ASTM D2047
Flammability/Radiant Flux	ASTM E648
Static Load	ASTM F970
Smoke Density	ASTM E662
Indoor Air Quality	FloorScore Certification
Ortho-Phthalate Free	

Benefits

- Waterproof core technology protects against spills
- Premium EVA pad attached reduces sound transfer
- Urethane finish provides extra scratch resistance
- Angle/Angle locking system for easy & fast installations
- No transitions required for rooms up to 2,500 sf

Product Colors



ALRC0301
Lookout Point



ALRC0302
Scenic Byway



ALRC0303
Ocean View



ALRC0304
Rattlesnake Ridge



Penny Lane Paint Information

Sherwin Williams Painters Edge Plus Flat Paint, PE450 7029 Agreeable Gray for all interior walls and ceilings

Sherwin Williams Cashmere MID18W151 7005 Pure White for all millwork, base, trim etc.

Exterior paint information differs between buildings, please email warranty@ichijousa.com for exact paint specifications and colors for each building

Fence Stain Sherwin Williams - WOODSCAPES 3542 - CHARWOOD

Penny Lane Ply Gem Windows Information

This first link is for Plygem's initial Warranty support page, with some helpful references for homeowners. -- <https://www.plygem.com/windows-doors/support/warranty/>

Further into that website you can find their Warranty Submission Page that homeowners can use to submit their own claims to the manufacturer (Direct Link here)

- <https://prtarrantyclaims.cornerstonebuildingbrands.com/warrantyDetail>



Limited Lifetime Warranty

West Pro 200, 400, 700, Pro Series, 1500, 5000, Classic & Select Series Windows & Patio Doors
West Pro 460, 960, 970 Series Patio Doors

Please read this document carefully, as it contains important information to protect your purchase, should you encounter a manufacturing-related defect.

Defined Terms

This "Agreement" is limited to these terms and conditions which form the entire agreement between the parties with respect to the Goods and the Warranty Program. Additional or different terms proposed by Customer or any attempt by Customer to vary in any degree any of the terms of this Warranty Program whether by invoice, quote, delivery tickets, payment or otherwise are hereby deemed a material alteration and notice of objection and rejection of such terms is hereby given.

"Customer" used hereinafter shall only include the initial Customer for Ply Gem Goods and the first consumer user of such Goods. The Warranty is not transferable beyond the first consumer user.

The term "Goods" used hereinafter shall mean and include all products, goods, materials, supplies, installation and equipment in connection therewith as identified in the Ply Gem Limited Lifetime Warranty. The "Goods" does not include (i) work performed by Customer or third parties, or (ii) any other products, goods, materials, supplies, equipment, and all installation services not performed by Ply Gem.

The "Purchase Date" is from the first date of invoice by Ply Gem for the Goods, unless the first consumer can provide a proof of purchase date of product.

"Specialty Goods" shall mean: special applications, including laminated, obscure, and decorative glass; simulated divided lites, and blinds between glass; laminated, painted, coextrusion, and cap stock vinyl colors; specialty units, including all bay/bow windows, garden windows, and hinged doors.

Registration

We encourage you to register your Ply Gem product shortly after installation. Should you need to file a warranty claim, this information will be needed to assist with a proper resolution. Please register via the website plygem.com/windows-doors/support/warranty/warranty-registration or by email to: registtermywarrantyusw@cornerstone-bb.com.

Coverage

To qualify for coverage under this warranty, the Goods must be installed in accordance with AAMA and local guidelines, and with Ply Gem installation instructions.

Frames and Sash.

The vinyl frame and sash are warranted to be free from blistering, peeling, flaking, and decaying, under normal environmental conditions, for the length of time the customer resides in the home in which the Goods are installed. The coverage for Specialty Goods is limited to 10 years from Purchase Date.

Insulating Glass Units.

The installed, sealed insulating glass unit is warranted to be free from material obstruction of vision on the internal surfaces of the insulating glass unit, for up to 15 years from Purchase Date. The coverage for Specialty Goods is limited to 10 years from Purchase Date. The insulating glass unit is also warranted to be free from stress cracks for up to one year from Purchase Date.

Components, Hardware, and other Mechanical Parts.

Components, hardware, and other mechanical parts are warranted against breaking, peeling, flaking, rusting, blistering, for a period of 5 years from Purchase Date under normal environmental conditions. Torn or loose screen mesh is not covered.

Commercial Applications

If Ply Gem products are installed in a non-owner, multi-family occupied dwelling or one used for commercial purposes, the coverage on frame, sash and insulating glass units is 10 years from Purchase Date. The coverage for components, hardware and other mechanical parts is 5 years from Purchase Date. For

commercial applications, only, as defined above, this warranty is transferable one time, from original developer to building owner.

Claim Procedure

All warranty claims must be made within sixty (60) days of the appearance of the defect and within the applicable warranty notice period. To initiate a claim, visit plygem.com/windows-doors/support/warranty/warranty-request.

Remedies

This Warranty is made as of the Purchase Date and is not a warranty of future performance. Warranty notice periods begin on the Purchase Date. If a covered defect is reported during the term of the applicable warranty notice period, and otherwise in accordance with the terms of the Warranty, the remedies for approved warranty claims, include replacing defective parts (color matching not guaranteed); or, Ply Gem, at its sole discretion, reserves the right to refund the amount paid by the original single-family homeowner for the product, excluding installation cost. Shipping and handling fees may apply. The remedies set forth in this Warranty are the sole and exclusive remedies available to Customer and sole and exclusive liability of Ply Gem for any claims arising out of or in connection with the Agreement, whether arising in contract, warranty, tort (including negligence), strict liability or otherwise. Removal of millwork, trim by others, finishing, refinishing, and disposal costs and services are not included.

General Conditions and Exclusions

The parties acknowledge that Ply Gem makes no guarantee or warranty as to the timely delivery of Goods or installation services.

If at any time, payment is not remitted to Ply Gem (regardless of whether Customer registered the Goods for the Warranty) when invoiced and due, Ply Gem may, at its sole discretion, at any time, suspend or void the Warranty, stop work, exercise any lien rights, offset any amounts owed by the Customer and enforce all other rights by contract, equity or law. Payment of the total purchase price is a condition precedent to Ply Gem's Warranty.

This Limited Lifetime Warranty is the only warranty, written or oral, express or implied, provided by Ply Gem. No dealer, employee, or agent of Ply Gem, nor any third party, may create or assume any other liability, obligation, or responsibility on behalf of Ply Gem. THE WARRANTIES SET FORTH IN THIS LIMITED LIFETIME WARRANTY ARE EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES, EITHER EXPRESS OR IMPLIED, WHETHER UNDER ANY FEDERAL OR STATE LAW. ALL OTHER EXPRESS AND ALL IMPLIED WARRANTIES, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY DISCLAIMED. Any implied warranty which cannot be disclaimed under applicable law will be limited in duration to the shortest permissible term and, in any event, will not exceed the term of the applicable express limited warranty; the requirements for presenting any claim so affected will be as provided in this Limited Lifetime Warranty. Any Goods or component not specifically subject to this Limited Lifetime Warranty is provided AS IS and without warranty. THIS WARRANTY IS NOT A WARRANTY OF FUTURE PERFORMANCE OR A STATEMENT OF THE USEFUL LIFE OF ANY GOODS, BUT ONLY A WARRANTY TO REPAIR, REPLACE, OR REFUND.

Ply Gem reserves the right to discontinue the model or models manufactured under these warranties. Any discontinued parts, components or materials may be replaced with an equivalent part at the sole discretion of Ply Gem. Ply Gem is not responsible for any color variation in the replacement part, component, or material.

Many standard Goods are labeled with the AAMA or Hurricane Impact Certifications. Certification is based on the performance of a sample(s) of the product at the time of manufacture. Many standard Goods are labeled with National Fenestration Rating Council (NFRC) ratings. NFRC ratings are based on a combination of computer simulations and physical testing of product samples. Certifications and ratings typically apply to single products only; however certain factory-mulled or combined product configurations may also be certified. Performance of individual Goods may vary and will change over time, depending

upon the conditions of use. Certifications and NFRC ratings are not performance warranties.

Ply Gem will not be liable for any problem or damage relating to inappropriate or faulty building design or construction, maintenance, installation, or selection of Goods. Windows and doors are only one element of a structure; Ply Gem does not warrant that third-party certification of a building or project to any specific standard will be achieved through the use of any Goods.

The Goods, including all products, goods, materials, supplies, equipment, windows and screens, are not designed, tested or certified to, and will not, prevent falls. Under no circumstances does Ply Gem represent or warrant that the Goods can be used for fall prevention; Ply Gem shall not be responsible or liable in any manner for damages or bodily injury associated with or related to the failure of the Goods to prevent falls.

NOTWITHSTANDING ANYTHING TO THE CONTRARY, IN NO EVENT WILL PLY GEM BE LIABLE FOR CONSEQUENTIAL DAMAGES, INCLUDING CLAIMS, LOSSES, DAMAGES, OR EXPENSES RELATED TO CUSTOMER'S INTERIOR EQUIPMENT, FURNISHING, OR PROPERTY INSIDE THE STRUCTURE, LOST PROFITS, LOSS OF INVESTMENT, BUSINESS INTERRUPTION OR OTHER SPECIAL, INCIDENTAL, CONSEQUENTIAL OR INDIRECT DAMAGES ARISING FROM OR IN RELATION TO THE AGREEMENT OR THE GOODS PROVIDED BY PLY GEM UNDER THE AGREEMENT WHETHER IN CONTRACT, WARRANTY, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY, PRODUCTS LIABILITY, INDEMNITY, CONTRIBUTION, OR ANY OTHER CAUSE OF ACTION.

In no event shall the liability of Ply Gem arising in connection with any Goods or activities provided under the Agreement exceed the actual amount paid by Customer to Ply Gem for the Goods or activities involved with any such claim.

Items NOT Covered by this Limited Warranty

This limited warranty is only applicable to Goods installed in the USA. This limited warranty gives the holder specific legal rights, which may vary, from state to state.

Ply Gem is not responsible for any costs incurred in the removal, replacement, installation, re-installation or repair of product or adjacent materials.

Damage, defects or failure of Goods resulting from causes outside of Ply Gem control are excluded from coverage under this Limited Lifetime Warranty, including, but not limited to the following:

- Storage, handling, installation by others, modifications by others, application or use of the Goods not in accordance with Ply Gem's instructions, specifications or building codes.
- The occurrence of accidents, vandalism, fire, floods, acts of God including, but not limited to, earthquakes and hurricanes; exposure of the Goods to excessive heat and/or cold beyond naturally occurring conditions; and use in applications exceeding design standards.
- The failure to perform reasonable and necessary maintenance on the Goods.
- Stresses caused by building defects, settlement, or movement of the structure in which the Goods are installed.
- The application of harmful cleaning solutions or products including, but not limited to, brick wash, acetone, petroleum products or abrasive compounds.
- Fading and/or color variations caused by normal aging or weathering.
- The rusting or corrosion of Goods installed in proximity to coastal environments, unless the product is composed of appropriate stainless steel or other non-corrosive hardware in which case such Goods are warranted to be free from manufacturing defects that result in abnormal deterioration of the finish for a period of five (5) years. Other hardware finishes are not warranted in coastal environments.
- Installation of the Goods outside of the United States.

- Minor blemishes in the glass that do not significantly impair the structure or vision through the glass, including glass curvature.
- Condensation on the external surfaces of the window and/or glass.
- Misalignment, bow, twist and warp of grilles/muntins of 1/8" or less from appropriate position shall be excluded from the Limited Lifetime Warranty.
- Damage due to the transportation or installation of the glass product or Goods at altitudes more than 5,000 feet above or below point of manufacture, unless equipped with capillary or breather tubes.
- The very gradual, natural migration of inert gas used in insulating glass units.
- Damage incurred by reflection of solar energy from the product surface.
- Misuse, abuse, alteration by others, accident or negligence.
- Goods installed in wall systems that do not allow for proper moisture management, such as exterior insulation and finish systems (EIFS) or "synthetic stucco" without effective engineered drainage systems, are not covered under the Warranty.

Ply Gem Window does not warrant the amount or percentage of argon or other inert gas present in insulating glass at any time after manufacture. Inert gas dissipates over time and may be ineffective in products manufactured with capillary tubes. Thermal efficiencies vary with the application of the Goods. Ply Gem does not warrant a specific level of thermal efficiency will be maintained by inert gas, low emissivity coatings, or other product features.

Thank you for choosing Ply Gem.

After your windows and/or doors are installed, be sure to register them online at plygem.com/windows-doors/support/warranty/warranty-registration.



Limited Lifetime Warranty

West Pro 200, 400, 700, Pro Series, 1500, 5000, Classic & Select Series Windows & Patio Doors
West Pro 460, 960, 970 Series Patio Doors

Please read this document carefully, as it contains important information to protect your purchase, should you encounter a manufacturing-related defect.

Defined Terms

This "Agreement" is limited to these terms and conditions which form the entire agreement between the parties with respect to the Goods and the Warranty Program. Additional or different terms proposed by Customer or any attempt by Customer to vary in any degree any of the terms of this Warranty Program whether by invoice, quote, delivery tickets, payment or otherwise are hereby deemed a material alteration and notice of objection and rejection of such terms is hereby given.

"Customer" used hereinafter shall only include the initial Customer for Ply Gem Goods and the first consumer user of such Goods. The Warranty is not transferable beyond the first consumer user.

The term "Goods" used hereinafter shall mean and include all products, goods, materials, supplies, installation and equipment in connection therewith as identified in the Ply Gem Limited Lifetime Warranty. The "Goods" does not include (i) work performed by Customer or third parties, or (ii) any other products, goods, materials, supplies, equipment, and all installation services not performed by Ply Gem.

The "Purchase Date" is from the first date of invoice by Ply Gem for the Goods, unless the first consumer can provide a proof of purchase date of product.

"Specialty Goods" shall mean: special applications, including laminated, obscure, and decorative glass; simulated divided lites, and blinds between glass; laminated, painted, coextrusion, and cap stock vinyl colors; specialty units, including all bay/bow windows, garden windows, and hinged doors.

Registration

We encourage you to register your Ply Gem product shortly after installation. Should you need to file a warranty claim, this information will be needed to assist with a proper resolution. Please register via the website plygem.com/windows-doors/support/warranty/warranty-registration or by email to: registtermywarrantyusw@cornerstone-bb.com.

Coverage

To qualify for coverage under this warranty, the Goods must be installed in accordance with AAMA and local guidelines, and with Ply Gem installation instructions.

Frames and Sash.

The vinyl frame and sash are warranted to be free from blistering, peeling, flaking, and decaying, under normal environmental conditions, for the length of time the customer resides in the home in which the Goods are installed. The coverage for Specialty Goods is limited to 10 years from Purchase Date.

Insulating Glass Units.

The installed, sealed insulating glass unit is warranted to be free from material obstruction of vision on the internal surfaces of the insulating glass unit, for up to 15 years from Purchase Date. The coverage for Specialty Goods is limited to 10 years from Purchase Date. The insulating glass unit is also warranted to be free from stress cracks for up to one year from Purchase Date.

Components, Hardware, and other Mechanical Parts.

Components, hardware, and other mechanical parts are warranted against breaking, peeling, flaking, rusting, blistering, for a period of 5 years from Purchase Date under normal environmental conditions. Torn or loose screen mesh is not covered.

Commercial Applications

If Ply Gem products are installed in a non-owner, multi-family occupied dwelling or one used for commercial purposes, the coverage on frame, sash and insulating glass units is 10 years from Purchase Date. The coverage for components, hardware and other mechanical parts is 5 years from Purchase Date. For

commercial applications, only, as defined above, this warranty is transferable one time, from original developer to building owner.

Claim Procedure

All warranty claims must be made within sixty (60) days of the appearance of the defect and within the applicable warranty notice period. To initiate a claim, visit plygem.com/windows-doors/support/warranty/warranty-request.

Remedies

This Warranty is made as of the Purchase Date and is not a warranty of future performance. Warranty notice periods begin on the Purchase Date. If a covered defect is reported during the term of the applicable warranty notice period, and otherwise in accordance with the terms of the Warranty, the remedies for approved warranty claims, include replacing defective parts (color matching not guaranteed); or, Ply Gem, at its sole discretion, reserves the right to refund the amount paid by the original single-family homeowner for the product, excluding installation cost. Shipping and handling fees may apply. The remedies set forth in this Warranty are the sole and exclusive remedies available to Customer and sole and exclusive liability of Ply Gem for any claims arising out of or in connection with the Agreement, whether arising in contract, warranty, tort (including negligence), strict liability or otherwise. Removal of millwork, trim by others, finishing, refinishing, and disposal costs and services are not included.

General Conditions and Exclusions

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If at any time, payment is not remitted to Ply Gem (regardless of whether Customer registered the Goods for the Warranty) when invoiced and due, Ply Gem may, at its sole discretion, at any time, suspend or void the Warranty, stop work, exercise any lien rights, offset any amounts owed by the Customer and enforce all other rights by contract, equity or law. Payment of the total purchase price is a condition precedent to Ply Gem's Warranty.

This Limited Lifetime Warranty is the only warranty, written or oral, express or implied, provided by Ply Gem. No dealer, employee, or agent of Ply Gem, nor any third party, may create or assume any other liability, obligation, or responsibility on behalf of Ply Gem. THE WARRANTIES SET FORTH IN THIS LIMITED LIFETIME WARRANTY ARE EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES, EITHER EXPRESS OR IMPLIED, WHETHER UNDER ANY FEDERAL OR STATE LAW. ALL OTHER EXPRESS AND ALL IMPLIED WARRANTIES, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY DISCLAIMED. Any implied warranty which cannot be disclaimed under applicable law will be limited in duration to the shortest permissible term and, in any event, will not exceed the term of the applicable express limited warranty; the requirements for presenting any claim so affected will be as provided in this Limited Lifetime Warranty. Any Goods or component not specifically subject to this Limited Lifetime Warranty is provided AS IS and without warranty. THIS WARRANTY IS NOT A WARRANTY OF FUTURE PERFORMANCE OR A STATEMENT OF THE USEFUL LIFE OF ANY GOODS, BUT ONLY A WARRANTY TO REPAIR, REPLACE, OR REFUND.

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The Goods, including all products, goods, materials, supplies, equipment, windows and screens, are not designed, tested or certified to, and will not, prevent falls. Under no circumstances does Ply Gem represent or warrant that the Goods can be used for fall prevention; Ply Gem shall not be responsible or liable in any manner for damages or bodily injury associated with or related to the failure of the Goods to prevent falls.

NOTWITHSTANDING ANYTHING TO THE CONTRARY, IN NO EVENT WILL PLY GEM BE LIABLE FOR CONSEQUENTIAL DAMAGES, INCLUDING CLAIMS, LOSSES, DAMAGES, OR EXPENSES RELATED TO CUSTOMER'S INTERIOR EQUIPMENT, FURNISHING, OR PROPERTY INSIDE THE STRUCTURE, LOST PROFITS, LOSS OF INVESTMENT, BUSINESS INTERRUPTION OR OTHER SPECIAL, INCIDENTAL, CONSEQUENTIAL OR INDIRECT DAMAGES ARISING FROM OR IN RELATION TO THE AGREEMENT OR THE GOODS PROVIDED BY PLY GEM UNDER THE AGREEMENT WHETHER IN CONTRACT, WARRANTY, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY, PRODUCTS LIABILITY, INDEMNITY, CONTRIBUTION, OR ANY OTHER CAUSE OF ACTION.

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Items NOT Covered by this Limited Warranty

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- Storage, handling, installation by others, modifications by others, application or use of the Goods not in accordance with Ply Gem's instructions, specifications or building codes.
- The occurrence of accidents, vandalism, fire, floods, acts of God including, but not limited to, earthquakes and hurricanes; exposure of the Goods to excessive heat and/or cold beyond naturally occurring conditions; and use in applications exceeding design standards.
- The failure to perform reasonable and necessary maintenance on the Goods.
- Stresses caused by building defects, settlement, or movement of the structure in which the Goods are installed.
- The application of harmful cleaning solutions or products including, but not limited to, brick wash, acetone, petroleum products or abrasive compounds.
- Fading and/or color variations caused by normal aging or weathering.
- The rusting or corrosion of Goods installed in proximity to coastal environments, unless the product is composed of appropriate stainless steel or other non-corrosive hardware in which case such Goods are warranted to be free from manufacturing defects that result in abnormal deterioration of the finish for a period of five (5) years. Other hardware finishes are not warranted in coastal environments.
- Installation of the Goods outside of the United States.

- Minor blemishes in the glass that do not significantly impair the structure or vision through the glass, including glass curvature.
- Condensation on the external surfaces of the window and/or glass.
- Misalignment, bow, twist and warp of grilles/muntins of 1/8" or less from appropriate position shall be excluded from the Limited Lifetime Warranty.
- Damage due to the transportation or installation of the glass product or Goods at altitudes more than 5,000 feet above or below point of manufacture, unless equipped with capillary or breather tubes.
- The very gradual, natural migration of inert gas used in insulating glass units.
- Damage incurred by reflection of solar energy from the product surface.
- Misuse, abuse, alteration by others, accident or negligence.
- Goods installed in wall systems that do not allow for proper moisture management, such as exterior insulation and finish systems (EIFS) or "synthetic stucco" without effective engineered drainage systems, are not covered under the Warranty.

Ply Gem Window does not warrant the amount or percentage of argon or other inert gas present in insulating glass at any time after manufacture. Inert gas dissipates over time and may be ineffective in products manufactured with capillary tubes. Thermal efficiencies vary with the application of the Goods. Ply Gem does not warrant a specific level of thermal efficiency will be maintained by inert gas, low emissivity coatings, or other product features.

Thank you for choosing Ply Gem.

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**Ichijo Homes
Pennylane Schemes
Updated 5.22.23**

Surface	Area	WARM SCHEME 1	COOL SCHEME 1	WORK ORDER NOTES
STANDARD COLOR SCHEMES				
CABINETS	Interior	Brown	White	
LVP	Kitchen, Nook, Living, Dining, Entry, Entry Hall, Powder (Include Laundry if on Main Floor)	Surface Art Targhee II Rigid Core Color: Crosscut Ash	Surface Art Targhee II Rigid Core Color: Auburn Wheat	**Run Plank lengthwise down longest hall on main floor; install end caps at all exterior doors; install t-molds where and LVP meets Tile;
LVT	All Upstairs Baths and Laundry (exclude any laundry rooms on main floor)	TAS Vista Tile Color: Ocean View	TAS Vista Tile Color: Ocean View	**install 30/70 offset parallel with LONG wall of shower
Quartz	Throughout Kitchen	3CM Pental Quartz Color: Seashell	3CM Pental Quartz Color: Seashell	LB300 Stainless Steel Sink Air Gap hole drilled 8" from center toward dishwasher side
Tile	Kitchen Full Height Backsplash	Emser Catch 4x16 Color: Grey Matte Schluter AE80 Grout: Mapei 77 Frost	Emser Catch 4x16 Color: White Gloss Schluter AE80 Grout: Mapei 77 Frost	Straight set full height to bottom of cabinets; AE80 schluter metal at exposed edges
	Primary Bath Shower Surround	Surface Art Massive 12x24 Color: Pewter Schluter AE100 Grout: Mapei 77 Frost	Surface Art Massive 12x24 Color: White Schluter AE100 Grout: Mapei 77 Frost	Horizontal Straight Set.
	Primary Bath Deco Tile	Z Collection Origami 12x24 Color: White Grout: Mapei 77 Frost	Z Collection Origami 12x24 Color: White Grout: Mapei 77 Frost	Install one row. Vertically on Back Wall Only. Grout lines to match with field tile.
	Primary Bath Floors	Surface Art Massive 12x24 Color: Pewter Grout: Mapei 77 Frost	Surface Art Massive 12x24 Color: White Grout: Mapei 77 Frost	Horizontal Straight Set.
Surface	Area	WARM SCHEME 1	COOL SCHEME 1	
OPTIONAL AREAS				
LVP	Throughout Entire House	Surface Art Targhee II Rigid Core Color: Crosscut Ash	Surface Art Targhee II Rigid Core Color: Auburn Wheat	***Match flooring direction from first floor; leave 3/8" expansion at all vertical walls; install on all stair treads and risers. Install in all bathrooms and laundry; do not install in crawl access space
	Throughout House (Carpet @ Bedrooms)	Surface Art Targhee II Rigid Core Color: Crosscut Ash	Surface Art Targhee II Rigid Core Color: Auburn Wheat	***Match flooring direction from first floor; leave 3/8" expansion at all vertical walls; install on all stair treads and risers. Install in all bathrooms and laundry; DO NOT INSTALL AT ANY <u>UPSTAIRS</u> BEDROOMS OR Master on Main Floor; do not install in crawl access space
LVT OPTION	All Upstairs Baths and Laundry (exclude any laundry rooms on main floor)	TAS Vista Tile Color: Lookout Point	TAS Vista Tile Color: Lookout Point	**install 30/70 offset parallel with LONG wall of shower
Tile	Powder Feature Wall	Z Collection Origami 12x24 Color: White Grout: Mapei 77 Frost	Z Collection Origami 12x24 Color: White Grout: Mapei 77 Frost	Install on one wall only

General Guidelines

A general rule of thumb for cleaning all CrystaLite products is to use a water solution that is the same temperature as the glazing surface with mild soap or detergents. A mild soap mix would be one that would be gentle on your hand if submerged without a protective glove. Using a dish soap such as Joy® or Palmolive® is recommended as they are effective in cutting grease yet do not contain irritants that could harm you and/or your CrystaLite product. Warm water is important because cold water may cause a sun heated glass surface to crack due to thermal shock. Avoid cleaning in the hot sun.



DO NOT USE A SCRAPER OR BLADE

It is important to avoid using any scraper and/or blade on a glazing surface such as glass, acrylic, and polycarbonate sheeting. Squeegees should be avoided for all plastic products as well. It is extremely possible that a blade will damage any UV, reflective, or solar control coating that may exist on the surface of the material. Solar protective coatings are very thin and hard to detect with the naked eye. Glass units typically have these coatings on the inside surfaces of the glass, but not always. On our polycarbonate sheeting, the UV coating is applied to an outer surface of the sheet which should be installed on the side facing the sun.

Recommended Cleaners

Products such as Windex® are safe to use, but not recommended for best results as they may leave streaks. Skylights absorb more direct sunlight and heat than vertical windows which makes it difficult to use a liquid product. We have available a Foam Glass Cleaner when a gentle soap solution alone is not effective. Automotive windshield foam cleaners are recommended as well.

For the removal of adhesive residue - Naphtha VM&P grade, Kerosene, or Isopropyl Alcohol may be used with a soft cloth. Wash immediately with soap and warm water and rinse thoroughly with clean water. Never apply such products on a hot glazing surface.

Recommended Products for Acrylic, Polycarbonates, and other Plastics

We use and recommend the use of Novus Polishes for cleaning and scratch removal of acrylic, polycarbonate, and other plastic surfaces. For more information on Novus products: www.novuspolish.com





SKYLITES • SUNROOMS • RAILINGS

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Everett, WA 98201
phone: 425-259-6000
fax: 425-258-6734
1-800-666-6065

Spokane Distribution
3020 N. Sullivan Rd. Bldg. S6
Spokane Valley, WA 99216
phone: 509-291-9585
fax: 509-921-2137
1-800-382-5403

Salem Distribution
1452 McDonald St. NE
Salem, OR 97301
phone: 503-391-6000
fax: 503-391-0974
1-800-664-1257

CrystaLite Skylight Standard Warranty

Glass Glazed Skylights:

CrystaLite glass skylights are warranted against manufacturer's defects for a period of ten (10) years from date of purchase. Insulated glass units shall carry a ten (10) year warranty against delaminating, seal failure and deterioration of low-e coatings. Where field glazed, the installer shall be responsible for glass to frame seal.

Excluded from this warranty is all other forms of glass breakage or failure.

A minimum pitch of 2/12 is required for all glass skylights. Any modification and/ or changes to our skylight system without the written consent of CrystaLite, Inc. will render the warranty null and void.

Skylights are not warranted against thermal damage caused from dark or reflective surfaces directly below the unit. Such dark or reflective surfaces could be, but not limited to, curb tape, curbs, screens/blinds or other accessory hardware.

Skylights are not warranted against VOC emissions from tapes and sealants, not provided by CrystaLite.

Plastic Glazed Skylights:

CrystaLite thermoformed plastic skylights are warranted against manufacturer's defects for a period of five (5) years from date of purchase.

CrystaLite skylights glazed with Lexan polycarbonate multiwall sheet shall have a ten (10) year prorated warranty from date of purchase.

Skylights are not warranted against thermal damage caused from dark or reflective surfaces directly below the unit. Such dark or reflective surfaces could be, but not limited to, curb tape, curbs, screens/blinds or other accessory hardware.

Skylights are not warranted against VOC emissions from tapes and sealants, not provided by CrystaLite.

Stipulations

Warranty replacement units will be remanufactured in the same size and description as the original units only and does not include removal of defective unit or installation of replacement unit. Warranty period will remain in effect from the original date of delivery. Warranty orders will be chargeable items with proper credit given upon return and inspection of original item.

Operator Hardware

Solar Smart products are warranted against defect in materials and workmanship for a period of two (2) years from date of purchase. All Truth Hardware manual hardware are warranted against defect in materials and workmanship for a period of ten (10) years from date of purchase.

Finishes

Included in this warranty is the standard anodized finish. Excluded from this warranty are all custom paint and finishes.