

# Caring For Your Home

Gateway has constructed your home with quality materials and the labor of experienced craftsmen. Before 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 for your investment.

A home is one of the last hand-built products left in the world. Once we have assembled the natural and manufactured materials, 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 require no care or maintenance. A home, like an automobile, requires care and attention from day one. General homeowner maintenance is essential to providing a quality home for a lifetime.

## Homeowner Use and Maintenance Guidelines

We are proud of the homes 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 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 also affect your home.

Many times a minor adjustment or repair done immediately saves a more serious, time-consuming, and sometimes costly repair later. Note also that neglect of routine maintenance can void applicable limited warranty coverage on all or part of your home. By caring for your new home attentively, you ensure your enjoyment of it for years. The attention provided by each homeowner contributes significantly to the overall desirability of the community.

We recognize that it is impossible to anticipate and describe every attention needed for good home care, but 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 maintenance followed by Gateway's limited warranty guidelines. This manual may discuss some components that 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. The information contained in that material is not repeated here. Although much of the information may be familiar to you, some points may differ significantly from homes you have had in the past.

We make every effort to keep our information current and accurate. However, if any detail in our discussion conflicts with the manufacturer's recommendations, you should follow the manufacturer's recommendations. Activate specific manufacturer's warranties by completing and mailing any registration cards included with their materials. **In some cases, manufacturer's**

warranties may extend beyond the first year and it is in your best interests to be apprised of such coverages.

## **Gateway Homes Limited Warranty Guidelines**

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 necessary corrections. In support of this commitment, Gateway Homes provides you with a ***limited one-year warranty***. In addition to the information contained in the limited warranty itself, this manual includes details about one-year material and workmanship standards. The purpose is to let you know what our quality standard is for the typical concerns that can come up in a new home. The manual describes our standards for each item and what we will do to remedy items that do not meet our standards.

Our criteria for qualifying warranty repairs are based on typical industry practices in our region and meet or exceed those practices for the components of your home. However, we reserve the right to exceed these guidelines if common sense or individual circumstances dictate, without being obligated to exceed all guidelines to a similar degree or for all homeowners.

You will receive the signed limited warranty document at your closing. We include a specimen copy at the end of this section for your review. Please read through this information, as well as the service procedures discussed on the following pages. If you have any questions regarding the standards or procedures, contact our office.

***Our warranty service system is designed to accept written reports of non-emergency items. This provides you with the maximum protection and allows us to operate efficiently, thereby providing faster service to all homeowners. Emergency reports are the only reports accepted by phone.***

## **Reporting Procedures**

All service requests should be put in writing.

# Air Conditioning

**\*\*Please study carefully\*\***

## Homeowner Use and Maintenance Guidelines

### DETAILED INFORMATION ABOUT YOUR HEATING & AIR CONDITIONING SYSTEM

Comfort is defined differently by many people. Some like a home very cool and some like it more temperate. We have sized your air conditioning system to comply with the latest requirements of the Air Conditioning Contractors Association of America using their Manual “J” (which assumes draped on all windows, not mini blinds, etc.) as the standard, along with the requirements of the Department of Energy and the specifications of the manufacturer of your equipment.

Your air conditioning system removes humidity first, then removes the heat from within the home. The more heat and humidity in the home from showers, cooking, windows not covered with drapes (especially on the sunny sides), and activity in the home, the more running time for the air conditioner. As outside temperatures get above 90 degrees, the running time becomes long and off time becomes long and off time becomes very short. On 94 to 96 degree-days, the unit will probably run continuously from late morning until late evening with no stops or almost no stops. This is not bad. This is the design criteria and is the most efficient method of cooling. Think of it like cruising at 55 mph on the freeway as compared to stop and go traffic.

Short run time for an air conditioner creates stress to the parts and does very little to remove humidity. Long run times remove the most humidity. Please keep in mind that high humidity even in cool air is uncomfortable.

Once the temperature outside reaches 95 degrees, the temperature inside will start to exceed 75 degrees and will increase at approximately 1.5 degrees for each one (1) degree rise in outside temperature. At 100 degrees outside, you can expect 80 to 84 degrees inside.

Air conditioning systems are sized with factors that include drapes on all windows. Uncovered windows or windows with mini blinds add tremendously to the heat in the home. Mini blinds take the light rays from the sun and convert them to radiated heated waves within the living space. They are solar radiators. They are not acceptable window covering for air-conditioned spaces. We recommend lined drapes or multi-cell pleated shades. Fabric or wood blinds are also acceptable.

Homes with two air conditioning systems must have both systems operating to achieve optimum performance. Having one unit off will not save energy but will cause stress to the other unit and discomfort within the home. The heat that enters the home cannot be removed by a single system when the systems are sized with the combined capacity equal to the required capacity. Running only one system also causes a humidity build-up in the unconditioned area that will deteriorate the structure of the home.

An air conditioning system in the coastal Texas area runs enough hours each year (approximately 2400 hours) to equal the equivalent of your car being driven 132,000 miles (2400 hrs x 55 mph). Would you drive your car that many miles without changing fluid and filters and replacing tires, shocks, etc.? Fortunately, your air conditioning system is designed and installed

better than that. But, you must take an active role in maintaining your system. Change filters at least once monthly, clean the outdoor unit two or three times each year and have a licensed air conditioning contractor properly service your unit every year. Maintenance is the secret to good performance and longer life.

You are fortunate enough to have purchased a home with a high efficiency air conditioning system. Proper care should be taken to keep it at peak performance. We can provide you with proper maintenance and repairs by factory authorized servicemen. ***We are happy to service your system while under warranty.*** You are covered by a limited warranty. A copy may be obtained by a written request sent to our office. In general, you are covered against defects in material or workmanship for one (1) year. The compressor (part only, no labor or incidentals) is warranted by the manufacturer for an additional four (4) years. Abuse, damage, acts of God, etc., are not covered. Your new air conditioning system requires an active maintenance effort on your part to reduce the likelihood of damage due to neglect, improper maintenance or abnormal use. We also maintain the system as stated in the "Home of Texas" booklet provided by Gateway Homes. Certain systems we provide have enhanced warranties. Ask your sales counselor to explain your warranty.

Test your air conditioning system early each Spring on a warm day. Set the thermostat to "cool" and the temperature to 3 to 5 degrees lower than the actual room temperature. This will allow you to feel if it is cooling. If any repairs are necessary, they can be completed before the hot weather begins.

Set the thermostat to a reasonable comfort level rather than to an exact number. You cannot have maximum energy savings and maximum comfort at the same time. Thermostats are designed with a 3 to 5 degree variation.

In addition, if the outside temperature is 20 degrees higher than the thermostat setting inside your home, do not expect the unit to cycle off. Also, there is lag time in the evening when heat in the attic and walls affects the inside temperature even though the air outside has cooled.

*Programmable thermostats* - they are helpful in saving energy, but have a number of limitations. In the Summer season, the temperature should not be set to rise more than 6 degrees above normal cooling temperature and in no situation should the high setting be above 83 degrees. Allow *at least* two (2) hours for recovery to normal setting. If the "Set Up" temperature is not for at least eight (8) hours, the energy to cool the home down will offset any saving you may have.

### ***Special Notes:***

Drain Lines must be cleaned each Spring. Check them often. The drain is properly installed if it works the first 30 days of the first cooling season after installation. Mishandling or neglect causes any failure after that time. We recommend that Clorox be poured into the drain each Spring, Midsummer, and Fall to kill natural algae that forms in drain lines.

Drains Noises are usually not the fault of the air conditioning but originate in the plumber's pipe at the "P" trap below the batch tub or under a sink. You should insulate the plumber's "P" trap and overflow pipe if you have drain noise.

Electrostatic Air Filters - we do not recommend them. If you install them in your home you must increase the number of filter grills in your home to at least double the filter area. You can seriously damage your system with electrostatic filters. Air balance cannot be properly completed unless the specified filter area is installed.

Air Balance is the responsibility of homeowner. We are happy to assist you with instruction on air balance and will have a technician assist you if necessary. All windows must be covered with drapes or insulated shades before air can be balanced. Mini blinds are of no benefit to the temperature in a home. In fact, they convert light energy to radiated heat inside the living area. We discourage their use. A 3-degree variation between rooms is allowed by specifications. It is often necessary to readjust the grills in the ductwork as the seasons change, especially in the two-story homes. Adjust the grill to change air volume. "Air Balance" is just another word for "air flow control" to any room.

Keep the doors to bedrooms open or partially open to allow air to leave the rooms. *Closed doors* prevent air from entering through the duct. Without good airflow the temperature cannot be maintained. Drapes on windows are necessary prior to balancing the air. Turning the thermostat fan switch to "on" will keep air moving in the home, which creates comfort and evens the temperature throughout the conditioned space. It also filters the air better. The fan operates at a lower (economical) speed in the "on" position. It is normal for room temperature to vary by 3 degrees from room to room.

**Before you call for service, be sure you have completed the following.**

1. Check all operating conditions described above.
2. Be sure your *filter* is clean. This should be checked and cleaned or replaced every three weeks. ***ANY SERVICE CALLS MADE THAT ARE FOUND TO BE CAUSED BY A DIRTY FILTER WILL BE BILLED AT OUR REGULAR SERVICE CALL CHARGE.***
3. You *must* double the area of your filters if you install Electrostatic Air Filters.
4. Be sure your thermostat is set properly for the desired results. For example, selector switch should be in "cool" position and temperature indicator set to desired inside temperature.
5. You can expect a 3 to 5 degree variation in your thermostat. The thermostat keeps the indoor fan running from 1 to 3 minutes after air conditioning or heat cycled off. This increases efficiency and comfort.
6. Do not turn the unit off and on in rapid succession. It could seriously damage your compressor. Wait three (3) minutes before restarting.

7. Check to see if the outside unit is running. If not, turn the thermostat to “off” position and throw your condenser circuit breaker to “off” position. Wait 20 minutes, and then firmly return the breaker to “on” position and the thermostat to “cool” position. This should return your air conditioning unit to normal operation. ***ANY SERVICE CALL THAT IS ONLY A TRIPPED BREAKER WILL BE BILLED A REGULAR SERVICE CALL CHARGE.*** If compressor is off due to rapid “off/on” of the thermostat, turn breaker off for two (2) hours before restart. Breakers are often tripped during thunderstorms. If your unit does not cool after an electrical storm, the breakers are probably off.

You should turn your system off at the thermostat during electrical storms and time of power failure. Wait a minimum of 20 minutes after power returns to normal before turning thermostat back on.

8. Be sure the *electrical switch* to the *furnace*, near access in attic or closet, is “on”. ***IF THE SERVICE MAN FINDS THIS SWITCH OFF, YOU WILL BE BILLED A REGULAR SERVICE CALL CHARGE.***

Check and clean condenser coil (outside unit) each Spring and periodically during the Summer to insure it is clean. Trim back grass, weeds and bushes; pick up paper, etc., to keep them from interfering with airflow.

Lubricate blower motors each Spring and Fall for longer life. Use SAE 20W non-detergent oil only.

Do not expect your system to give you adequate performance without running 15 to 20 hours each day, especially in hot weather. This much running time is necessary to keep humidity and temperature under control.

For additional efficiency, ventilate your attic with continuous ridge and soffit vents or electric attic exhaust fans. They are not normally supplied by builders but are an effective means of reducing attic temperatures. Attic temperatures should not exceed 100 to 105 degrees on a hot day (improper or poor venting = 120 to 140 degree attics).

### ***Heating Operations***

When Fall weather *first* appears, open your window and turn the system switch to heat. This will allow you to verify that the heater is working and to “burn off” the dust on the heat exchanger. Do not store any items within three feet of a furnace. If heat does not come on, check to see that the valve on the gas line is open *and* the internal gas valve in the furnace is turned to “on”.

Remember when using the *heating system*, the fan does not come on immediately when the thermostat is turned up. It takes time {as immediately as five (5) minutes} for the heater to reach the temperature necessary to turn the fan on. Also, when you turn the furnace off it must cool before the fan will shut off. The fan will run continually if the fan switch is in the “on” position.

The indoor fan will come on automatically even if no flame is present in the heat exchanger.

The new high efficiency gas furnace has an electronic ignition, which lights the burners each time heat is called for by the thermostat. If there is air in the natural gas line the furnace will attempt to purge the line by three (3) attempts to ignite. It then locks out for one (1) hour. You may override the lock out by switching the thermostat to “off”, then back to heat. It will make three (3) attempts to ignite each time you override the lockout. Once your home is two (2) years old have your furnace checked by a qualified technician and serviced each Fall. A faulty furnace can kill members of your family. A faulty furnace can cause fires. Do not risk lives!!

Visually check your entire system twice each year to see that the equipment and ductwork are intact and no defects are present.

### ***Utility Costs***

Your home has a basic cost of electricity for appliances, lighting, TVs, swimming pool pumps, etc. Usually this is \$60.00 to \$90.00 per month in the Winter and \$80.00 to \$110.00 of your electrical bill in the Summer. You can determine your Winter basic cost by averaging December, January and February utility bills. When Summer comes, so do the higher utility bills. To give you some criteria so you can anticipate your cooling cost, it is usually about \$50.00 to \$60.00 per month, per ton of air conditioning. The tonnage of air conditioning in your home is sized not on square footage but on total heat gain from all areas with windows and doors having the greatest heat gain. On average, a home with 4 tons of air conditioning would then have a basic cost of approximately \$90.00 base plus 4 tons multiplied by \$60.00 per ton  $\{90 + (4 \times 60)\}$  or \$330.00 per month. A home with 7 tons of air conditioning would then have a basic cost of approximately \$110.00 base plus 7 tons multiplied by \$60.00 per ton  $\{110 + (7 \times 60)\}$  or \$530.00 per month. These are only estimates, will vary with individual use, and are calculated assuming maintaining 78 degrees inside. Utility bills are now very high and getting higher. In an average home, the utility use could go up by over 60% if you attempt to cool your home to 75 degrees as compared to 80 degrees. The means from \$150.00 to \$500.00 per month, or more, extra cost depending on the size of our home.

### **Gateway Homes Limited Warranty Guidelines**

We are not responsible for any utility bills or consequential damages. We are not responsible for inconveniences or damage caused if the system should fail. We will not pay for or accept work done by others not authorized by Gateway Homes Inc.

### ***Compressor***

The air conditioning compressor must be in a level position to operate correctly. If it settles during the warranty period, Gateway will correct this.

### ***Coolant***

The outside temperature must be 70 degrees F or higher for the contractor to add coolant to the system. If your home was completed during winter months, this charging of the system is unlikely to be complete and will need to be performed in the spring. Although we check and document this at your New Home Introduction, your call to remind us is welcome in the spring.

### ***Non-emergency***

Lack of air conditioning service is not an emergency. Heating and air conditioning contractors in our region respond to air conditioning service requests in the order received.

## **Alarm System**

### **Homeowner Use and Maintenance Guidelines**

If your home selections included prewire for an alarm system, you will arrange for the final connection after your move-in. The alarm company will demonstrate the system and instruct you in its use. We recommend that you test the system each month.

## **Appliances**

### **Homeowner Use and Maintenance Guidelines**

Read and follow all manufacturers' instructions for the use and maintenance of each appliance in your home and keep them available for reference.

### ***Manufacturer's Service***

If a problem arises with an appliance, call the customer service number listed in the manufacturer's warranty. When reporting warranty items to the appliance manufacturer, be prepared to supply the following details:

- Date of purchase (your closing date)
- Serial and model numbers, found on a metal plate or sticker on the side or bottom of each appliance
- Description of the problem

### ***Registration***

Mail warranty registration cards directly to the manufacturer.

### **Gateway Homes Limited Warranty Guidelines**

We confirm that all appliance surfaces are in acceptable condition during your New Home Introduction. We assign all appliance warranties to you, effective on the date of closing. The appliance manufacturers warrant their products directly to you according to the terms and conditions of these written warranties.

# Appliance Serial Numbers

For warranty service on an appliance, contact the appropriate manufacturer directly at the service number provided in the appliance literature. You will need to supply the model and serial number (usually located on a small metal plate or seal attached to the appliance in an inconspicuous location), and the date of purchase (your closing date).

Closing Date

<i>Appliance</i>	<i>Manufacturer</i>	<i>Model #</i>	<i>Serial #</i>	<i>Service Phone #</i>
Range				
Range Hood				
Cooktop				
Oven				
Microwave				
Dishwasher				
Disposal				
Refrigerator				
Washer				
Dryer				

# Attic Access

## Homeowner Use and Maintenance Guidelines

The attic space is neither designed nor intended for storage. We provide access to this area for maintenance of mechanical equipment that may traverse the attic space. When you perform needed tasks in the attic, use caution and avoid stepping off wood members onto the drywall. This can result in personal injury or damage to the ceiling below. Your limited warranty does not cover such injury or damage.

## Gateway Homes Limited Warranty Guidelines

Gateway and the local building department inspect the attic before your closing to confirm insulation is correct.

# Brass Fixtures

## Homeowner Use and Maintenance Guidelines

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

### *Cleaning*

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

### *Corrosion*

Unless you have ordered solid brass fixtures, the brass on your fixtures is a coating on top of a base metal. Water having a high mineral content is corrosive to any brass—coated or solid.

### *Polish*

When peeling, spotting, or discoloration occurs, you can sometimes restore the beauty of the metal by completely removing the remaining coating and hand polishing the item with a suitable brass polish. Applying a light coat of wax and buffing with a soft cloth helps maintain the gloss.

### ***Tarnish***

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

## **Gateway Homes Limited Warranty Guidelines**

During the New Home Introduction we will confirm that brass fixtures are in acceptable condition. Gateway does not warrant against corrosion damage to the external surfaces or internal workings of plumbing fixtures. This limitation includes solid brass or brass-coated fixtures.

# **Brick**

## **Homeowner Use and Maintenance Guidelines**

Brick is one of the most durable and lowest maintenance finishes for a home's exterior. A record of your brick color is included in your selection sheets.

### ***Efflorescence***

The white, powdery substance that sometimes accumulates on brick surfaces is called efflorescence. This is a natural phenomenon and cannot be prevented. In some cases, you can remove it by scrubbing with a stiff brush and vinegar. Consult your home center or hardware store for commercial products to remove efflorescence.

### ***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. These holes allow moisture that has accumulated behind the brick to escape. Do not fill these weep holes or permit landscaping materials to cover them.

## **Gateway Homes Limited Warranty Guidelines**

We check the brickwork during the New Home Introduction to confirm correct installation of designated materials.

### *Cracks*

One time during the warranty period, we repair masonry cracks that exceed 3/8 inch.

## **Cabinets**

### **Homeowner Use and Maintenance Guidelines**

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

### *Cleaning*

Products such as lemon oil or polishes that include scratch cover are suggested for wood cabinet care. Follow container directions. Use such products a maximum of once every 3 to 6 months to avoid excessive build-up. Avoid paraffin-based spray waxes and washing cabinets with water, as both will damage the luster of the finish.

### *Hinges*

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

### *Moisture*

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

### **Gateway Homes Limited Warranty Guidelines**

During the New Home Introduction we will confirm that all cabinet parts are installed and that their surfaces are in acceptable condition.

### *Alignment*

Doors, drawer fronts, and handles should be level and even.

### *Operation*

Cabinets should operate properly under normal use.

### ***Separations***

We will correct gaps between cabinets and the ceiling or cabinets and the walls by caulking or other means if the gap exceeds 3/8 inch (locations behind appliances are excepted from this repair).

### ***Warping***

If doors or drawer fronts warp in excess of 3/8 inch, we will correct this by adjustment or replacement.

### ***Wood Grain***

Readily noticeable variations in wood grain and color are normal in all wood or wood veneer selections. Replacements are not made due to such variations.

## **Carpentry/Framing**

Framing or rough carpentry provides the skeletal structure of the home and includes fabrication of wood portions of the floor systems, exterior walls, interior partitions and roof which are built on and supported by the foundation.

The exterior wall framing is designed to support the vertical load from the floors and roof and to resist lateral loads resulting from winds. Interior partitions may or may not be load bearing. The roof is designed to support its own weight plus that of anticipated loads from snow, ice, and wind. The framing is quality controlled by the building codes and subject to building inspection when the entire framed structure can be viewed.

As a natural product, wood will respond to humidity and temperature conditions, which can cause shrinking, twisting or warping of the framing material. Some of these conditions can be controlled or minimized; others are due to the nature of wood itself.

In single-family construction lumber type; grade, span, spacing and load bearing capacities are tightly controlled by code, while the builder uses his own judgement in determining the layout. Hence, the accumulation of tolerances of several inches in overall dimension is not unusual. For example, framing can overhang concrete foundation walls in attempts to square the building.

### **Gateway Homes Limited Warranty Guidelines**

Some floor and stair squeaks are unavoidable. Although Gateway does not warrant against floor squeaks, a reasonable effort will be made to correct them.

### ***Floor Deflection***

Floors will deflect (bend) when walked on. This will be more noticeable next to hutches, bookcases, pianos, chairs, and other heavy furniture. This is not a structural deficiency and Gateway will take no action for this occurrence.

### ***Floor Level***

Floors will be level to within 1/4 inch within any 32-inch distance as measured perpendicular to any ridge or indentation.

### ***Plumb Walls***

Gateway will correct walls that are out of plumb more than 3/4 inch in an 8-foot distance or walls that are bowed more than 1/4 inch in any 32-inch measurement.

## **Carpet**

### **Homeowner Use and Maintenance Guidelines**

Your selection sheets provide a record of the brand, style, and color of floor coverings in your home. Please retain this information for future reference. Refer to the various manufacturers' recommendations for additional information on the care of your floor coverings.

### ***Cleaning***

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

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

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

Some problem conditions that may occur with your new carpet and our suggested remedies are presented below.

### ***Burns***

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

### ***Crushing***

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

### ***Fading***

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

### ***Filtration***

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

### ***Fuzzing***

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

### ***Pilling***

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

### ***Rippling***

With wall-to-wall carpeting, high humidity may cause rippling. If the carpet remains rippled

after the humidity has left, have a professional restretch the carpeting using a power stretcher, not a knee-kicker.

### ***Seams***

Carpet usually comes in 12-foot widths, making seams necessary in most rooms. Visible seams are not a defect unless they have been improperly made or unless the material has a defect, making the seam appears more pronounced than normal. The more dense and uniform the carpet texture, the more visible the seams will be. Carpet styles with low, tight naps result in the most visible seams. Seams are never more visible than when the carpet is first installed. Usually with time, use, and vacuuming the seams become less visible. You can see examples of how carpet seams diminish after they have been vacuumed and have experienced traffic in the model homes.

### ***Shading***

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

### ***Shedding***

New carpeting, especially pile, sheds bits of fiber for a period of time. Eventually these loose fibers are removed by vacuuming. Shedding usually occurs more with wool carpeting than with nylon or other synthetics.

### ***Snags***

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

### ***Sprouting***

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

### ***Stains***

No carpet is stainproof. Although your carpet manufacturer designates your carpet as stain-resistant, some substances may still cause permanent staining. These include hair dyes, shoe polish, paints, and India ink. Some substances destroy or change the color of carpets, including bleaches, acne medications, drain cleaners, plant food, insecticides, and food or beverages with strongly colored natural dyes as found in some brands of mustard and herbal tea.

Refer to your care and maintenance brochures for recommended cleaning procedures for your particular fiber. Pretest any spot-removal solution in an inconspicuous area before using it in a

large area. Apply several drops of the solution, hold a white tissue on the area, and count to ten. Examine both tissue and carpet for dye transfer and check for carpet damage.

### ***Static***

Cooler temperatures outside often contribute to static electricity inside. To avoid the problem, look for carpets made with anti-static. You can also install a humidifier to help control static build-up.

## **Gateway Homes Limited Warranty Guidelines**

During your New Home Introduction, we will confirm that your carpet is in acceptable condition. We will correct stains or spots noted at this time by cleaning, patching, or replacement. Gateway will not be responsible for dye lot variations if replacements are made.

### ***Edges***

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.

### ***Seams***

Carpet seams will be visible. Gateway will repair any gaps or fraying.

# **Caulking**

## **Homeowner Use and Maintenance Guidelines**

Time and weather will shrink and dry caulking so that it no longer provides a good seal. As routine maintenance, check the caulking and make needed repairs. Caulking compounds and dispenser guns are available at hardware stores. Read the manufacturer's instructions carefully to be certain that you select an appropriate caulk for the intended purpose.

### ***Colored Caulk***

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

### ***Latex Caulk***

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

### ***Silicone Caulk***

Caulking that contains silicone will not accept paint; it works best where water is present, for example, where tub meets tile or a sink meets a countertop.

## **Gateway Homes Limited Warranty Guidelines**

During the New Home Introduction we confirm that appropriate areas are adequately caulked.

### ***One-Time Repair***

Gateway will touch up caulking one time during your materials and workmanship period.

*See also Countertops, Expansion and Contraction, Stairs, and Wood Trim.*

# **Ceramic Tile**

## **Homeowner Use and Maintenance Guidelines**

Your selection sheets include the brand and color of your ceramic tile.

### ***Cleaning***

Ceramic tile is one of the easiest floor coverings to maintain. Simply vacuum when needed. Occasionally, a wet mopping with warm water may be appropriate. Avoid adding detergent to the water. If you feel a cleaning agent is required, use a mild solution of warm water and dishwasher crystals (they will not result in a heavy, difficult-to-remove lather on the grout). Rinse thoroughly.

The ceramic tile installed on walls or countertops in your home may be washed with any nonabrasive soap, detergent, or tile cleaner. Abrasive cleaners will dull the finish.

### ***Grout Discoloration***

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

### ***Sealing Grout***

Sealing grout is your decision and responsibility. Once grout has been sealed, ongoing maintenance of that seal is necessary and limited warranty coverage on grout that has been

sealed is void.

### ***Separations***

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

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

## **Gateway Homes Limited Warranty Guidelines**

During the New Home Introduction we confirm that tile and grout areas are in acceptable condition. We will repair or replace cracked, badly chipped, or loose tiles noted at that time. Gateway is not responsible for variations in color or discontinued patterns. New grout may vary in color from the original.

### ***One-Time Repair***

Cracks appearing in grouting of ceramic tiles at joints or junctions with other materials are commonly due to shrinkage. Gateway will repair grouting, if necessary, one time during the first year. We are not responsible for color variations in grout or discontinued colored grout. Any grouting or caulking that is needed after that time is your responsibility.

# **Concrete Flatwork**

## **Homeowner Use and Maintenance Guidelines**

By maintaining good drainage, you protect your home's foundation and the concrete flatwork: porch, patio, driveway, garage floor, and sidewalks.

Concrete slabs are floating—they are not attached to the home's foundation walls. These are not a structural (load-bearing) element of the home and are not covered by the structural warranty.

### ***Cleaning***

Avoid washing exterior concrete slabs with cold water from an outside faucet when temperatures are high and the sun has been shining on the concrete. The abrupt change in temperature can

damage the surface bond of the concrete. We recommend sweeping for keeping exterior concrete clean. If washing is necessary, do this when temperatures are moderate.

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

### ***Cracks***

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

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

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

### ***Expansion Joints***

We install expansion joints to help control expansion. However, as the concrete shrinks during the curing process, moisture can penetrate under the concrete and lift the expansion joint. When this occurs, fill the resulting gap with a gray silicone sealant, which you can purchase at most hardware stores.

### ***Heavy Vehicles***

Do not permit heavy vehicles such as moving vans or concrete trucks to drive on your concrete work. We design and install this concrete for residential use only.

### ***Chemicals***

Protect concrete from abuse by chemical agents such as pet urine, fertilizers, radiator overflow, repeated hosing. All of these items can cause spalling (chipping of the surface) of concrete.

### ***Sealer***

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

## **Gateway Homes Limited Warranty Guidelines**

Concrete slabs are floating—they are not attached to the home's foundation walls. These are not a structural (load-bearing) element of the home and are not covered by the structural warranty. The limited warranty coverage is for one year unless the requirements of your loan state

otherwise.

***Color***

Concrete slabs vary in color. No correction is provided for this condition.

***Cracks***

If concrete cracks reach 3/16 inches in width or vertical displacement, Gateway will patch or repair them one time during the warranty year. Subsequently, concrete slab maintenance is your responsibility.

***Finished Floors***

Gateway will correct cracks, settling, or heaving that rupture finish floor materials that we installed as part of the home as you originally purchased it.

***Level Floors***

Concrete floors in the habitable areas of the home will be level to within 1/4 inch within any 32-inch measurement with the exception of an area specifically designed to slope toward a floor drain.

***Separation***

Gateway will correct separation of concrete slabs from the home if separation exceeds one inch.

***Standing Water***

Water may stand on exterior concrete slabs for several hours after precipitation or from roof run-off. Gateway will correct conditions that cause water to remain longer than 12 hours unless it is from roof run-off of melting snow or ice.

## **Countertops**

### **Homeowner Use and Maintenance Guidelines**

Use a cutting board to protect your counters when you cut or chop. Protect the counter from heat and from extremely hot pans. If you cannot put your hand on it, do not put it on the counter. Do not use countertops as ironing boards and do not set lighted cigarettes on the edge of the counter.

***Caulking***

The caulking between the countertop and the wall, along the joint at the backsplash and around the sink may shrink, leaving a slight gap. Maintaining a good seal in these locations is important to keep moisture from reaching the wood under the laminates and to prevent warping.

### ***Cleaning***

Avoid abrasive cleaners that will damage the luster of the surface.

### ***Mats***

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

### ***Wax***

Wax is not necessary, but it can be used to make counters gleam.

*See also Ceramic Tile.*

## **Gateway Homes Limited Warranty Guidelines**

During your New Home Introduction we confirm that all countertops are in acceptable condition. We repair noticeable surface damage such as chips, cracks, and scratches noted on the New Home Introduction list. Repair of surface damage that occurs during or after your move-in is one of your home maintenance responsibilities.

### ***Laminates***

Laminated countertops will have one or more discernible seams. Gateway will repair gaps or differential at the seams that exceed 1/16 inch.

### ***Manufactured Marble***

Edges should be smooth and even. Where backsplash joints occur at corners, the top edges should be even within 1/16 inch.

### ***Separation from Wall***

Separation of countertops from walls, backsplash, and around sinks results from normal shrinkage of materials. Gateway will recaulk these areas one time during the materials and workmanship warranty. Subsequently caulking will be your home maintenance responsibility.

## **Doors and Locks**

## **Homeowner Use and Maintenance Guidelines**

The doors installed in your home are wood products subject to such natural characteristics of wood as shrinkage and warpage. Due to natural fluctuations of humidity and the use of forced air furnaces, showers, and dishwashers, interior doors may occasionally require minor adjustments. Gateway recommends allowing a 6-month settlement period.

### ***Bifold Doors***

Interior bifolds sometimes stick or warp due to weather conditions. Apply a silicone lubricant to the tracks to minimize this inconvenience.

### ***Exterior Finish***

***To ensure longer life for your exterior wood doors, plan to refinish them at least once a year.*** Stained exterior doors with clear finishes tend to weather faster than painted doors. Treat the finish with a wood preserver every three months to preserve the varnish and prevent the door from drying and cracking. Reseal stained exterior doors whenever the finish begins cracking or crazing.

### ***Failure to Latch***

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

### ***Hinges***

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

### ***Keys***

Keep a duplicate privacy lock key where children cannot reach it in the event a youngster locks him or herself in a room. The top edge of the door casing is often used as a place to keep the key. A small screwdriver or similarly shaped device can open some types of privacy locks.

### ***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 works loose the hardware and causes the door to sag.

### ***Shrinkage***

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

### ***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.

Before planing a door because of 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. If planing is necessary even after these measures, use sandpaper to smooth the door and paint the sanded area to seal against moisture.

### ***Warping***

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

### ***Weather Stripping***

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

## **Gateway Homes Limited Warranty Guidelines**

During the New Home Introduction we confirm that all doors are in acceptable condition and correctly adjusted. Gateway will repair construction damage to doors noted on the New Home Introduction list.

### ***Adjustments***

Due to normal settling of the home, doors may require adjustment for proper fit. Gateway will make such adjustments.

### ***Panel Shrinkage***

Panels of wood doors shrink and expand in response to changes in temperature and humidity.

Although touching up the paint or stain on unfinished exposed areas is your home maintenance responsibility, Gateway will repair split panels that allow light to be visible.

### ***Warping***

Gateway will repair doors that warp in excess of 1/4 inch.

## **Electrical Systems**

### **Homeowner Use and Maintenance Guidelines**

Know the location of the breaker panel; it includes a main shut-off that controls all the electrical power to the home. Individual breakers control the separate circuits. Each breaker is marked to help you identify which breaker is connected to which major appliances, outlets, or other service. Should a failure occur in any part of your home, always check the breakers in the main panel box.

### ***Breakers***

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

### ***Breaker Tripping***

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

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

### ***Buzzing***

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

### ***Fixture Location***

We install light fixtures in the locations indicated on the plans. Moving fixtures to accommodate specific furniture arrangements or room use is your responsibility.

### ***GFCI (Ground-Fault Circuit-Interrupters)***

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

*Do not plug a refrigerator or food freezer into a GFCI-controlled outlet. The likelihood of the contents being ruined is high and the limited warranty does not cover such damage.*

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 use, it may indicate a faulty appliance and you will need to investigate the problem. 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 burned-out bulbs other than those noted during your New Home Introduction.

### ***Modifications***

If you wish to make any modifications, contact the electrician listed on the Emergency Phone Numbers you receive at your New Home Introduction Meeting. Having another electrician modify your electrical system during the warranty period can void that portion of your limited warranty.

### ***Outlets***

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

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

### ***Underground Cables***

Before digging, check the location of buried service leads by calling the local utility locating 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.

## **Gateway Homes Limited Warranty Guidelines**

During the New Home Introduction Meeting we confirm that light fixtures are in acceptable condition and that all bulbs are working. Gateway's limited warranty excludes any fixture you supplied.

### ***Designed Load***

Gateway will repair any electrical wiring that fails to carry its designed load to meet specifications. If electrical outlets, switches, or fixtures do not function as intended, Gateway will repair or replace them.

### ***GFCI (Ground-Fault Circuit-Interrupters)***

Gateway is not responsible for food spoilage that results from your plugging refrigerators or freezers into a GFCI outlet.

### ***Power Surge***

Power surges are the result of local conditions beyond the control of Gateway Homes and are excluded from limited warranty coverage. These can result in burned-out bulbs or damage to sensitive electronic equipment such as TVs, alarm systems, and computers. Damage resulting from lightning strikes is excluded from limited warranty coverage.

# **Expansion and Contraction**

## **Homeowner Use and Maintenance Guidelines**

Changes in temperature and humidity cause all building materials to expand and contract. Dissimilar materials expand or contract at different rates. This movement results in separation between materials, particularly dissimilar ones. You will see the effects in small cracks in drywall and in paint, especially where moldings meet drywall, at mitered corners, and where tile grout meets tub or sink. While this may concern an uninformed homeowner, it is normal.

Shrinkage of the wood members of your home is inevitable and occurs in every new home. Although this is most noticeable during the first year, it may continue beyond that time. In most cases, caulk and paint are all that you need to conceal this minor evidence of a natural phenomenon. Even though properly installed, caulking shrinks and cracks. Maintenance of caulking is your responsibility.

## **Gateway Homes Limited Warranty Guidelines**

Gateway provides one-time repairs to many of the effects of expansion and contraction. See individual categories for details.

# **Fireplace**

## **Homeowner Use and Maintenance Guidelines**

Most of us feel a fireplace is an excellent way to create a warm, cozy atmosphere. However, without sufficient information, your use of the fireplace can result in heat (and dollars) being wasted. To help prevent that, consider the following points.

Look upon burning a fire as a luxury that adds much to the atmosphere but just a little to the heat in a home. About 10 percent of the heat produced by a fire is radiated into the house. In many older homes, the air used by the fireplace for combustion is replaced with cold outside air drawn in through cracks around doors and windows. However, your home is constructed so tightly that this does not happen. We install a fresh air vent to supply the fireplace with combustion air and reduce the amount of heated air the fire draws from your house. Open this vent before starting the fire as you do the damper.

Close the damper and cold air vent when not in use. Leaving these open is equivalent to having an open window in the house. If the fire is still burning, but you are finished enjoying it, use glass doors to prevent heated air from being drawn up the chimney until your damper can be closed.

One caution on the use of glass doors: do not close them over a roaring fire, especially if you are burning hard woods (such as oak or hickory) because this could break the glass. Also, when closing the doors over a burning fire, open the mesh screens first. This prevents excessive heat build-up on the mesh, which might result in warping or discoloration.

Your objective in building a fire should be a clean, steady, slow-burning fire. Begin with a small fire to allow the components of the fireplace to heat up slowly. Failure to do so may damage the fireplace and can void the warranty. Start the fire by burning kindling and newspaper under the grate; two to three layers of logs stacked with air space between, largest logs to the rear, works

best. One sheet of paper burned on top of the stack will help the chimney start to draw. Any logs 6 inches in diameter or larger should be split.

*Do not burn trash in the fireplace and never use any type of liquid fire starter.*

Remove old ashes and coals from under the grate when completely cool. A light layer is desirable as an insulator and will help to reflect heat.

### ***Chimney Cleaning***

Creosote and other wood-burning by-products accumulate inside the flue over a period of time. This build-up can be a fire hazard. The way you use your fireplace and the type of wood you burn determine the frequency of your chimney cleanings. For instance, burning soft woods or improperly seasoned woods necessitates more frequent cleaning. Hire a qualified chimney sweep for this cleaning.

### ***Spark Arrester***

If the spark arrester becomes clogged, the diminished airflow will affect the performance of the fireplace and may be a fire hazard. Have the arrester cleaned professionally when needed.

### ***Gas Fireplace***

Gateway offers direct-vent gas fireplaces. If you ordered this type of fireplace, it is demonstrated during the New Home Introduction. Read and follow all manufacturer directions.

A slight delay between turning the switch on and flame ignition is normal. The flames should ignite gently and silently. If you notice any deviation from this and any gas smell, immediately shut off the switch and report it to the gas company.

Excessive winds can cause a downdraft, which can blow out the pilot, requiring you to relight it before using the fireplace.

*The exterior vent cover for a direct-vent gas fireplace becomes extremely hot when the fireplace is operating.*

## **Gateway Homes Limited Warranty Guidelines**

Fireplaces are not intended to be the sole heat source in the home. The fireplace should function properly when Gateway's and the manufacturer's directions are followed.

### ***Chimney Separation***

Separation of a brick chimney from a newly constructed home may occur. Gateway will repair separation from the main structure in excess of 1/2 inch in 10 feet. Caulking is acceptable in most cases.

### ***Cracks***

Normal shrinkage of mortar results in hairline cracks in masonry. Gateway will repair cracks that exceed 1/8 inch in width. The repair consists of pointing or patching and the mortar color will be matched as closely as possible, but expect some variation.

Exterior masonry may have chips, irregular surfaces, and color variations, which occur during manufacturing, shipping, or handling. Unless such conditions affect the structural integrity of the home, no repair is provided.

### ***Discoloration***

Discoloration of the firebox or brick is a normal result of use and requires no corrective action. Mortar-style fireplaces may develop cracks due to temperature changes and other factors.

### ***Downdraft***

Although extremely high winds can result in a downdraft, this condition should be temporary and occasional. We will determine and correct continuous malfunction if caused by a construction or design defect.

### ***Glass Doors***

During the New Home Introduction we confirm that glass fireplace doors when included with the home, are in acceptable condition.

### ***Water Infiltration***

In unusually heavy or prolonged precipitation, especially when accompanied by high winds, some water can enter the home through the chimney. The limited warranty excludes this occurrence.

## **Foundation**

### **Homeowner Use and Maintenance Guidelines**

The foundation of a home transfers all weight and load of the structure of the home to the ground and is supported by the soil underneath and surrounding it. You, or one of your friends, have probably heard a story or two concerning foundation problems in someone's home. Although it is not important that homeowners understand how a foundation works, it is important to know that a foundation's strength and ability to perform its intended purpose can rely directly on some simple maintenance items that the homeowner can control.

In the Greater Houston area, the soil that supports the foundation shrinks and swells during extreme rainfall and dry weather associated with seasonal changes. In order to reduce the shrinking and swelling of the supporting soils, it is recommended that a homeowner maintain a consistent moisture level around the home. To help you accomplish this, here are some simple guidelines for care and maintenance of your home's foundation:

The grade on your home provides one of the most vital aspects of your foundation's soundness. The grade of the home is intended to direct water away from the slab to the street. You will notice that the slab of your home is exposed around the entire periphery. Grading requirements specify that the slope away from your home is to fall six inches in the first ten feet of runaway from your home. Many homes have only five feet of distance between the home and the side yard property line or fence; therefore, the six inches of fall required has to be established in the five feet available. This is the reason you may see a steep slope on the side of our house.

Swales behind and along both sides of the home are established when a home is completed. These swales are the troughs or ditches you generally see formed around the back and side yards of your home to help direct water away from the slab. The swales need to be maintained in order for water to continue moving away from the foundation. Many new homes do not have grass in the back or side yards when they are first occupied. Subsequently, heavy rainfall will usually cause silt to form in the swales. This silt will need to be removed from the swales to allow proper water flow, and can be used to fill low areas that erode.

It is recommended that you establish your yard in the back and side yards as quickly as possible. Sodding the yard, sprigging the yard, or even spreading grass seed can accomplish this. Ground cover (grass) not only holds your grade and swales intact, but also helps retain moisture in the soil beneath it, giving more consistency to the soil surrounding the foundation. If you sprig your yard, you may want to strip sod areas around your swales to minimize the erosion or silt deposits.

Another consideration for a home's grade is animals. Dog often dig holes during hot summer days in search of cooler ground. It is important to fill these areas in so that water doesn't pond around your foundation. If the problem persists, there are products on the market that you can spray on your yard to deter dogs from digging.

### ***Cracks***

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

the structural integrity of your home. If a crack develops in a foundation wall that allows water to come through, follow the procedures for submitting a warranty claim. Shrinkage or backfill cracks are not unusual in foundation walls. Gateway will seal cracks that exceed 1/8 inch in width.

### ***Cosmetic Imperfections***

Slight cosmetic imperfections in foundation walls, such as a visible seam where two pours meet or slight honeycombing (aggregate visible), are possible and require no repair unless they permit water to enter.

## **Garage Overhead Door**

### **Homeowner Use and Maintenance Guidelines**

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

#### ***30-Weight Oil***

Every six months, apply a 30-weight automobile oil or similar lubricant to all moving parts: track, rollers, hinges, pulleys, and springs. At the same time, check to see that all hardware is tight and operating as intended without binding or scraping. Avoid over-lubricating to prevent drips on vehicles or the concrete floor.

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

If Gateway installed a door opener as one of your selections, during New Home Introduction we demonstrate the electric eye that provides a safety stop in the event someone crosses through the opening while the overhead door is in motion. Use care not to place tools or other stored items where they interfere with the function of the electric eye.

#### ***Painting***

Repaint the garage door when you repaint your home, or more often if needed to maintain a satisfactory appearance.

### ***Safety***

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

For your safety, after the expiration of the one-year 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 servicing. Have the door inspected by a professional garage door technician after any significant impact to the door.

### **Gateway Homes Limited Warranty Guidelines**

The garage door should operate smoothly and with reasonable ease. The door can become misaligned and require adjustment, which Gateway will provide unless the problem is caused by the installation of a garage door opener subsequent to closing on the home.

### ***Light Visible***

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

## **Gas Shut-Off**

### **Homeowner Use and Maintenance Guidelines**

You will find shut-off on gas lines near their connection to each item that operates on gas. In addition, there is a main shut-off at the meter. We point these out during the New Home Introduction. If you suspect a gas leak, leave the home and call the gas company, immediately for emergency service.

### **Gateway Homes Limited Warranty Guidelines**

The gas company is responsible for leaks up to the meter. Gateway will correct leaks from the meter into the home.

# Gas Water Heater

## Homeowner Use and Maintenance Guidelines

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

### *Condensation*

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

### *Drain Tank*

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

### *Pilot*

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

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

While depressing the red button, hold a match at the pilot. Once the pilot lights continue to hold the red button down for 30 to 60 seconds. When you release the red button, the pilot should stay lit. If it does not, wait several minutes to allow the gas to dissipate from the tank and repeat the entire process. If it stays lit, rotate the on-off pilot knob to the on position.

Reinstall the cover panel and then adjust the temperature setting with the regulating knob on the front of the tank.

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

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

### *Safety*

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

### ***Temperature***

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

### ***No Hot Water***

If you discover that 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 troubleshooting information.

## **Gateway Homes Limited Warranty Guidelines**

Refer to the manufacturer's limited warranty for information regarding coverage of the water heater. *See also Plumbing.*

# **Grading and Drainage**

## **Homeowner Use and Maintenance Guidelines**

The final grades around your home have been inspected and approved for proper drainage of your lot. Our surveyor completes a drainage certification and then the local building authorities as well

as Gateway inspect the site.

### ***Drainage***

Typically, the grade around your home should slope 1 ¼” per foot from the backyard to the front yard. Maintain the slopes around your home to permit the water to drain away from the home as rapidly as possible. This is essential to protect your foundation. **Failure to do so can result in major structural damage and will void your warranty.**

### ***Roof Water***

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

### ***Rototilling***

Rototilling can significantly change drainage swales. You can minimize this by rototilling parallel to the swales rather than across them.

*See also Landscaping.*

## **Gateway Homes Limited Warranty Guidelines**

We established the final grade to ensure adequate drainage away from the home. Maintaining this drainage is your responsibility. If you alter the drainage pattern after closing, or if changes in drainage occur due to lack of maintenance, the limited warranty is void.

### ***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 during the first year, Gateway will fill the areas one time and subsequently will provide you with fill dirt to maintain positive drainage.

### ***Erosion***

Gateway is not responsible for weather-caused damage to unlandscaped yards after the final grade has been established or the closing date, whichever occurs last.

### ***New Sod***

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

### ***Recommendations***

Gateway documents the grades that exist at the time of delivery of your home or as soon thereafter as possible. The ground must be dry and free of frost to make these determinations. Once final grades are set, Gateway will inspect drainage problems reported in writing during the warranty period, compare grades to those originally established, and advise you on corrective actions you might take.

### ***Soil Information***

We provide soil information when the purchase agreement is written or as soon thereafter as it becomes available. Landscaping recommendations are designed based on soils and engineering reports and thus may vary slightly.

### ***Swales***

Gateway does not alter drainage patterns to suit individual landscape plans. Typically, a lot receives water from and passes water on to other lots, so changes in grade often affect adjacent or nearby lots. Gateway advises against making such changes. After heavy rain, water may stand in swales up to 48 hours.

### ***Under Concrete***

Gateway will fill visible sunken areas under concrete during the first year.

### ***Winter Grading***

Due to weather conditions, especially during winter and early spring, the final grade may not have been established at the time of closing. We document the status of your grading at the time of delivery. When conditions permit, grading work will continue. Confirm that we have completed your grading before beginning landscaping.

## **Gutters and Downspouts**

### **Homeowner Use and Maintenance Guidelines**

Check gutters periodically removing leaves or other debris. Materials that accumulate in gutters can slow water drainage from the roof, cause overflows, and clog the downspouts.

### ***Extensions or Splash Blocks***

Extensions should discharge outside of 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 gutter drips, caulk the inside joint using a commercial gutter caulking compound available at hardware stores.

### ***Paint***

Gutters and downspouts are color-coordinated to match your home. You should repaint them when you repaint your home.

## **Gateway Homes Limited Warranty Guidelines**

Gutters over 3 feet long are installed with a slight slope so that roof water will flow to the downspouts.

### ***Leaks***

We correct leaks that occur during the warranty period.

### ***Overflow***

Gutters may overflow during periods of excessively heavy rain. This is expected and requires no repair.

### ***Standing Water***

Small amounts of water (up to one inch) will stand for short periods of time in gutters immediately after rain. No correction is required for these conditions.

# **Hardware**

## **Homeowner Use and Maintenance Guidelines**

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

## **Gateway Homes Limited Warranty Guidelines**

We confirm that all hardware is in acceptable condition during your New Home Introduction Meeting. The limited warranty excludes repairs for cosmetic damage subsequent to the New Home Introduction. Gateway will repair hardware items that do not function as intended.

# Hardwood Floors

## Homeowner Use and Maintenance Guidelines

In daily care of hardwood floor, preventive maintenance is the primary goal.

### *Cleaning*

Sweep on a daily basis or as needed. Never wet mop a hardwood floor. Excessive water causes wood to expand and can possibly damage the floor. When polyurethane finishes become soiled, damp-mop with a mixture of one-cup vinegar to one gallon of warm water. When damp-mopping, remove all excess water from the mop. Check with the hardwood company if your floor has a water-based finish.

### *Dimples*

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

### *Filmy Appearance*

A white, filmy appearance can result from moisture, often from wet shoes or boots.

### *Furniture Legs*

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

### *Humidity*

Wood floors respond noticeably to changes in humidity in your home. Especially during winter months the individual planks or pieces expand and contract as water content changes. A humidifier helps but does not eliminate this reaction.

### *Mats and Area Rugs*

Use protective mats at the exterior doors to help prevent sand and grit from getting on the floor. Gritty sand is wood flooring's worst enemy. However, be aware that rubber backing on area rugs or mats can cause yellowing and warping of the floor surface.

### *Separation*

Expect some shrinkage around heat vents or any heat-producing appliances, or during seasonal weather changes.

*See also Warping in this section.*

### ***Shoes***

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

### ***Spills***

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

### ***Splinters***

When floors are new, small splinters of wood can appear.

### ***Sun Exposure***

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

### ***Traffic Paths***

A dulling of the finish in heavy traffic areas is likely.

### ***Warping***

Warping will occur if the floor repeatedly becomes wet or is thoroughly soaked even once. Slight warping in the area of heat vents or heat-producing appliances is also typical.

### ***Wax***

Waxing and the use of products like oil soap are neither necessary nor recommended. Once you wax a polyurethane finish floor, recoating is difficult because the new finish will not bond to the wax. The preferred maintenance is preventive cleaning and recoating annually or as needed to maintain the desired luster.

## **Gateway Homes Limited Warranty Guidelines**

During the New Home Introduction we will confirm that hardwood floors are in acceptable condition. We will correct any readily noticeable cosmetic defects listed during the New Home Introduction. You are responsible for routine maintenance of hardwood floors.

### *Separations*

Shrinkage will result in separations between the members of hardwood floors. If these exceed 1/8 inch, Gateway will fill them one time. Gateway is not responsible for removing excess filler that appears on the surface if the boards expand due to subsequent changes in humidity and expel the filler.

## **Insulation**

### **Homeowner Use and Maintenance Guidelines**

The effectiveness of blown insulation is diminished if it is uneven. As the last step in any work done in your attic (for example, the installation of a TV antenna), you should confirm that the insulation lays smooth and even. Do not step on drywall ceilings, because this can result in personal injury or damage to the drywall.

Electrical outlets normally emit noticeable amounts of cold air when outside temperatures are low.

### **Gateway Homes Limited Warranty Guidelines**

Gateway will install insulation to meet or exceed the building codes applicable at the time of construction and outlined as part of your purchase agreement.

## **Landscaping**

### **Lawn Drainage:**

The grading of your home site and drainage have been approved and certified by a licensed surveyor. Any alteration of this drainage could nullify your warranty. A few helpful tips are listed below:

- Flowerbeds should not be built above the slab line. In times of heavy rain, water can drain from flowerbeds into the home if the beds are too high. Any water damage caused above these circumstances is not warrantable.
- Tree should not be planted within 5 feet of your home.
- Drainage around your home should run away from the house. After a heavy rain, water may accumulate in the yard and take as long as 24 hours to drain away. It may take as long 72 hours in the swales.

### **Homeowner Use and Maintenance Guidelines**

Plan to install the basic components of your landscaping as soon after closing as weather permits. In addition to meeting your homeowner's association requirements to landscape in a timely manner, well-designed landscaping prevents erosion and protects the foundation of your home.

### ***Additions***

Before installing patio additions or other permanent improvements, consider soil conditions in the design and engineering of your addition.

### ***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. You can use a nonwoven landscape fabric between the soil and rock or bark to restrict weed growth while still permitting normal evaporation of ground moisture.

### ***Contractors***

You are responsible for changes to the drainage pattern made by any landscape, concrete, deck, or pool contractor. Discuss drainage with any company you hire to do an installation in your yard. Do not permit them to tie into existing drainage pipes without approval from Gateway Homes.

### ***First 5 Feet***

Place no trees of any type or sprinkler heads within 5 feet of your home.

### ***Irrigation***

Make provisions for efficient irrigation. Conduct weekly operational checks to ensure proper performance of the system. Direct sprinkler heads away from the home. Trickler or bubbler type irrigation systems are not recommended for use adjacent to the structure. Regularly drain and service sprinkler systems.

### ***Planning***

Locate plants and irrigation heads out of the way of pedestrian or bicycle traffic and car bumpers.

Space groves of trees or single trees to allow for efficient mowing and growth. Group plants with similar water, sun, and space requirements together.

### ***Utility Lines***

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

*Waiting to Landscape*

**If you leave ground unlandscaped, it erodes. Correcting erosion that occurs after closing is your responsibility.**

## **Mildew**

### **Gateway Homes Limited Warranty Guidelines**

We will remove any mildew noted during your New Home Introduction Meeting. Gateway's warranty excludes mildew. Mildew is the visible result of a type of fungus growth. All fungi propagate microscopic spores, which float through the air and after landing on a hospitable surface, germinate. Fungi feed on organic matter – wood, paper, leather plastic, or paint to mention a few – and in the process, decompose and eventually destroy the surface on which they are growing. Mildew will also feed on superficial films of dirt, grease or other organic matter frequently found on inorganic surfaces such as metal or porcelain enamel. Often, mildew is thought to be growing on paint, but is actually growing on a surface film which has collected on the paint, instead of on the paint film itself.

There are many species of molding differing in color, growth habits and other characteristics. They develop in warm humid or shady locations. Many species of mildew (mold) are black and are frequently confused with dirt. To identify mildew, dampen a cloth or sponge with common household bleach and apply it to the discolored surface. If the bleach causes the surface to lose its dark appearance, mildew is probably growing on the surface. If the surface retains its color, dirt collection is the likelier contaminate. In either case, when there is

extensive discoloration, a good cleaning is in order.

The recommended method of removing the mildew is to scrub the affected area with a household bleach and detergent solution, mixed as follow:

1 quart	Jonax
1 gallon	5% sodium hypochlorite (Clorox or Purex, for example)
3 gallons	Warm Water

There are many prepared mildew removers available in the market. Jonax is probably the most popular and, in our opinion, the most effective. These chemicals are usually concentrated and easy to mix. Follow the package instructions, mixing the water and bleach first and adding the concentrate last. Treatment material should be applied with a low pressure sprayer (e.g. Hudson, plastic type). High-pressure application is not required.

Usually, the discoloration will disappear in a few minutes. In severe cases, additional applications may be required. Remember, chlorine bleach kills existing mildew but does not prevent future contamination and growth. After all traces of discoloration have vanished, **RINSE THE AREA THOROUGHLY.**

Our paints are formulated for the Texas climate and contain a high level of mildewcide.

However, there is no guarantee that mildew will not appear if the conditions are favorable for its growth. Because mildew is not caused by paint, we cannot be responsible for damage or unsightly appearance resulting from mildew growth on our products.

## **Mirrors**

### **Homeowner Use and Maintenance Guidelines**

To clean your mirrors, use any reliable liquid glass cleaner or polisher available at most hardware or grocery stores. Avoid acidic cleaners and splashing water under the mirror; either can cause the silvering to deteriorate. Avoid getting glass cleaners on plumbing fixtures as some formulas can deteriorate the finish.

### **Gateway Homes Limited Warranty Guidelines**

We will confirm that all mirrors are in acceptable condition during the New Home Introduction Meeting. Gateway will correct scratches, chips, or other damage to mirrors noted during the New Home Introduction.

## **Paint and Stain**

### **Homeowner Use and Maintenance Guidelines**

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

#### ***Colors***

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

#### ***Exterior***

Regular attention will preserve the beauty and value of your home. Check the painted and

stained surfaces of your home's exterior annually. Repaint before much chipping or wearing away of the original finish occurs; this will save the cost of extensive surface preparation. Plan on refinishing the exterior surface of your home approximately every two to three years or as often as your paint manufacturer suggests for your area and climate. Climatic conditions control the chemical structure of the paint used on the exterior. Over time, this finish will fade and dull a bit.

When you repaint the exterior of your home, begin by resetting popped nails and removing blistered or peeling portions of paint with a wire brush or putty knife. Sand, spot with primer, and then paint the entire area. Use a quality exterior paint formulated for local climate conditions.

Avoid having sprinklers spray water on the exterior walls of your home. This will cause blistering, peeling, splintering, and other damage to the home.

### ***Severe Weather***

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

### ***Stain***

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

### ***Touch-Up***

When doing paint touch-ups, use a small brush, applying paint only to the damaged spot. Touch-up may not match the surrounding area exactly, even if the same paint mix is used. When it is time to repaint a room, prepare the wall surfaces first by cleaning with a mild soap and water mixture or a reliable cleaning product.

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

### ***Wall Cracks***

We suggest that you wait until after the first heating season to repair drywall cracks or other separations due to shrinkage.

*See also Sheetrock/Drywall.*

## **Gateway Homes Limited Warranty Guidelines**

During your New Home Introduction Meeting we will confirm that all painted or stained surfaces are in acceptable condition. Gateway will touch up paint as indicated on the New Home Introduction list. You are responsible for all subsequent touch-up, except painting we perform as part of another warranty repair.

### ***Cracking***

As it ages, exterior wood trim will develop minor cracks and raised grain. Much of this will occur during the first year. Raised grain permits moisture to get under the paint and can result in peeling. This is not a defect in materials or workmanship. Paint maintenance of wood trim and gutters is your responsibility.

### ***Fading***

Expect fading of exterior paint or stain due to the effects of sun and weather. Gateway's limited warranty excludes this occurrence.

### ***Touch-Up Visible***

Paint touch-up is visible under certain lighting conditions.

### ***Wood Grain***

Due to wood characteristics, color variations will result when stain is applied to wood. This is natural and requires no repair. Today's water-base paints often make wood grain visible on painted trim. Gateway does not provide corrections for this condition.

## **Phone Jacks**

### **Homeowner Use and Maintenance Guidelines**

Your home is equipped with telephone jacks as shown on the blueprints and selection sheets. Initiating phone service, additions to phone service, and moving phone outlets for decorating purposes or convenience are your responsibility.

### **Gateway Homes Limited Warranty Guidelines**

Gateway will repair wiring that does not perform as intended from the phone service box into the home. From the service box outward, care of the wiring is the responsibility of the local telephone service company.

## **Plumbing**

## **Homeowner Use and Maintenance Guidelines**

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

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

### ***Aerators***

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

*See also Dripping Faucet in this section.*

### ***Cleaning***

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

### ***Clogs***

The main causes of toilet clogs are domestic items such as disposable diapers, excessive amounts of toilet paper, sanitary supplies, Q-tips, dental floss, and children's toys. Improper garbage disposal use also causes many plumbing clogs. Always use plenty of cold water when running the disposal. This recommendation also applies to grease; supplied with a steady flow of cold water, the grease congeals and is cut up by the blades. If you use hot water, the grease remains a liquid, then cools and solidifies in the sewer line. Allow the water to run 10 to 15 seconds after shutting off the disposal.

You can usually clear clogged traps with a plumber's helper (plunger). If you use chemical

agents, follow directions carefully to avoid personal injury or damage to the fixtures.

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

### ***Dripping Faucet***

You can repair a dripping faucet by shutting off the water at the valve directly under the sink, then removing the faucet stem, changing the washer, and reinstalling the faucet stem. The showerhead is repaired the same way. 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. (Please note that some manufacturers do not use rubber washers.)

### ***Extended Absence***

If you plan to be away for an extended period, you should drain your water supply lines. To do this, shut off the main supply line and open the faucets to relieve pressure in the lines. If you leave the tank full, keep the pilot on and set the temperature to its lowest or "vacation" setting. Check manufacturer's directions for additional hints and instructions.

### ***Freezing Pipes***

Provided the home is heated at a normal level, pipes should not freeze at temperatures above 0 degrees F. Set the heat at 65 degrees F if you are away during winter months. Keep garage doors closed to protect plumbing lines running through this area from freezing temperatures.

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

### ***Gold or Brass Finish***

Avoid using any abrasive cleaners on gold or antique brass fixtures. Use only mild detergent and water or a cleaning product recommended by the manufacturer. **Polished brass fixtures will dull with normal usage.**

### ***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.

### ***Low Pressure***

Occasional cleaning of the aerators on your faucets (normally every three to four months) will

allow proper flow of water. The water department controls the overall water pressure.

### ***Marble or Manufactured Marble***

Marble and manufactured marble will not chip as readily as porcelain enamel but can be damaged by a sharp blow. Avoid abrasive cleansers or razor blades on manufactured marble; both damage the surface. Always mix hot and cold water at manufactured marble sinks; running only hot water can damage the sink. Car wax is also a good product to use for this type of maintenance.

### ***Outside Faucets***

Outside faucets are freeze-proof, but in order for this feature to be effective, you must remove hoses during cold weather, even if the faucet is located in your garage. If a hose is left attached, the water that remains in the hose can freeze and expand back into the pipe, causing a break in the line. Repair of a broken line that feeds an exterior faucet is a maintenance item. Note that Gateway does not warrant hose bib against freezing.

### ***Porcelain***

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

### ***Running Toilet***

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, gently bend the float rod down until it stops the water at the correct level. The float should be free and not rub the side of the tank or any other parts. Also check the chain on the flush handle. If it is too tight, it will prevent the rubber stopper at the bottom of the tank from sealing, resulting in running water.

### ***Shut-Off***

Your main water shut-off is located near your meter. You use this shut-off for major water emergencies such as a water line break or when you install a sprinkler system or build an addition to your home. Each toilet has a shut-off on the water line under the tank. Hot and cold shut-offs for each sink are on the water lines under the sink.

### ***Sprinklers***

You should routinely inspect sprinkler heads and provide seasonal service to maintain proper

functioning.

### ***Stainless Steel***

Clean stainless steel sinks 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 Care***

Avoid exposing the toilet to blows from sharp or heavy objects, which can cause chipping or cracking. Avoid abnormal pressures against the sides of the tank. It is possible to crack the tank at the points where it is attached to the bowl.

## **Gateway Homes Limited Warranty Guidelines**

During the New Home Introduction we will confirm that all plumbing fixtures are in acceptable condition and that all faucets and drains operate freely. Gateway will correct clogged drains that occur during the first 72 hours after closing. If a household item is removed from a clogged drain during this time, we will bill you for the drain service. After the first 72 hours, you are responsible for correcting clogged drains.

### ***Cosmetic Damage***

Gateway will correct any fixture damage noted on the New Home Introduction list. Repairing chips, scratches, or other surface damage noted subsequent to the New Home Introduction list is your responsibility.

### ***Exterior Faucets***

Gateway will repair leaks at exterior faucets noted on the New Home Introduction list. Subsequent to your New Home Introduction Meeting, repair of a broken line to an exterior faucet is your responsibility.

### ***Freezing Pipes***

Provided the home is heated at a normal level, pipes should not freeze. Set heat at 65 degrees F if you are away during winter months. Keep garage doors closed to protect plumbing lines that run through this area.

### ***Leaks***

Gateway will repair leaks in the plumbing system. If a plumbing leak caused by a warranted item results in drywall or floor covering damage, Gateway will repair or replace items that were part of the home as originally purchased. We do not make adjustments for secondary damages (for

example, damage to wallpaper, drapes, and personal belongings). Insurance should cover these items.

### ***Noise***

Changes in temperature or the flow of the water itself will cause some noise in the pipes. This is normal and requires no repair. Gateway will repair persistent water hammer. Expect temperatures to vary if water is used in more than one location in the home.

## **Roof**

### **Homeowner Use and Maintenance Guidelines**

The shingles on your roof do not require any treatment or sealer.

#### ***Clean Gutters***

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

#### ***Leaks***

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

#### ***Limit Walking***

Limit walking on your roof. Your weight and movement can loosen the roofing material and in turn result in leaks. Never walk on the roof of your home when the shingles are wet—they are slippery.

#### ***Severe Weather***

After severe storms, do a visual inspection of the roof for damages. Notify your insurance company if you find pieces of shingle in the yard or shingle edges lifted on the roof.

### **Gateway Homes Limited Warranty Guidelines**

**Gateway will repair roof leaks other than those caused by severe weather, such as hail damage, or some action you have taken, such as walking on the roof.** Roof repairs are made only when the roof is dry.

#### ***Ice Build-Up***

Ice build-up may develop in the eaves during extended periods of cold and snow. Damage that results from this is excluded from warranty coverage. Your insurance may cover this damage.

### ***Incident Weather***

Storm damage is excluded from warranty coverage. Notify your homeowner insurance company if storm damage is discovered.

## **Sheetrock/Drywall**

### **Homeowner Use and Maintenance Guidelines**

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

### ***Repairs***

With the exception of the one-time repair service provided by Gateway, care of drywall is your maintenance responsibility. Most drywall repairs can be easily made. This work is best done when you redecorate the room.

Repair hairline cracks with a coat of paint. You can repair slightly larger cracks with *light spackle* or caulk. To correct a nail pop, reset the nail with a hammer and punch. Cover it with *light spackle*, which is available at paint and hardware stores. Apply two or three thin coats. When dry, sand the surface with fine-grain sandpaper, and then paint. You can fill indentations caused by sharp objects in the same manner.

### **Gateway Homes Limited Warranty Guidelines**

During the New Home Introduction Meeting, we confirm that drywall surfaces are in acceptable condition. One time during the materials and workmanship warranty, Gateway will repair drywall shrinkage cracks and nail pops and touch-up the repaired area using the same paint color that was on the surface when the home was delivered. Touch-ups will be visible.

Repainting the entire wall or the entire room to correct this is your choice and responsibility. You are also responsible for custom paint colors or wallpaper that has been applied subsequent to closing. Due to the effects of time on paint and wallpaper, as well as possible dye lot variations, touch-ups are unlikely to match the surrounding area.

### ***Lighting Conditions***

Gateway does not repair drywall flaws that are only visible under particular lighting conditions.

### ***Related Warranty Repairs***

If a drywall repair is needed as a result of poor workmanship (such as blisters in tape) or other warranty-based repair (such as a plumbing leak), Gateway completes the repair by touching up the repaired area with the same paint that was on the surface when the home was delivered. If more than one-third of the wall is involved, we will repaint the wall corner to corner. You are responsible for custom paint colors or wallpaper that has been applied subsequent to closing. Due to the effects of time on paint and wallpaper, as well as possible dye lot variations, touch-up may not match the surrounding area.

## **Siding**

### **Homeowner Use and Maintenance Guidelines**

Siding expands and contracts in response to changes in humidity and temperature. Slight waves are visible in siding under certain weather conditions; this cannot be entirely eliminated.

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

*See also Paint and Wood Trim.*

### **Gateway Homes Limited Warranty Guidelines**

Gateway will caulk and apply touch-up paint to cracks that exceed 3/16 inch. We provide this repair one time only near the end of the first year. Paint or stain touch-up will not match.

We will correct any separation at joints or where siding meets another material if the separation allows water to enter the home. Gateway will correct delaminating siding.

## **Smoke Detectors**

### **Homeowner Use and Maintenance Guidelines**

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

### ***Cleaning***

For your safety, clean each smoke detector monthly to prevent a false alarm or lack of response

in a fire. After cleaning, push the test button to confirm the alarm is working.

## **Gateway Homes Limited Warranty Guidelines**

Gateway does not represent that the smoke detectors will provide the protection for which they are installed or intended. We will test smoke detectors during the New Home Introduction to confirm that they are working and to familiarize you with the alarm. **You are responsible for battery replacement.** You are also responsible for obtaining fire insurance.

# **Stairs**

## **Homeowner Use and Maintenance Guidelines**

No known method of installation prevents all vibration or squeaks in a staircase. A shrinkage crack will develop where the stairs meet the wall. When this occurs, apply a thin bead of latex caulk and, when dry, touch up with paint.

## **Gateway Homes Limited Warranty Guidelines**

Although Gateway does not warrant against stair vibration and squeaks, a reasonable effort will be made to correct them.

# **Stucco**

## **Homeowner Use and Maintenance Guidelines**

Stucco is a brittle cement product that is subject to expansion and contraction. Minor hairline cracks will develop in the outer layer of stucco. This is normal and does not reduce the function of the stucco in any way.

### ***Drainage***

To ensure proper drainage, keep dirt and concrete flatwork a minimum of 6 inches below the stucco screed (mesh underneath final coat of stucco). Do not pour concrete or masonry over the stucco screed or right up to the foundation.

### ***Efflorescence***

The white, powdery substance that sometimes accumulates on stucco surfaces is called efflorescence. This is a natural phenomenon and cannot be prevented. In some cases, you can

remove it by scrubbing with a stiff brush and vinegar. Consult your home center or hardware store for commercial products to remove efflorescence.

### ***Sprinklers***

Since stucco is not a water barrier, avoid spraying water from irrigation or watering systems on stucco surfaces to avoid possible leaks. Check the spray from the lawn and plant irrigation system frequently to make certain that water is not spraying or accumulating on stucco surfaces.

## **Gateway Homes Limited Warranty Guidelines**

One time during the warranty period, Gateway will repair stucco cracks. The repair will not exactly match the surrounding area.

# **Ventilation**

## **Homeowner Use and Maintenance Guidelines**

Homes today are built more tightly than ever. This saves energy dollars but creates a potential concern. Condensation, cooking odors, indoor pollutants, radon, and carbon monoxide may all accumulate. We provide mechanical and passive methods for ventilating homes. Your attention to ventilation is important to health and safety.

Building codes require attic and crawl space vents to minimize accumulation of moisture. Attic ventilation occurs through vents in the soffit (the underside of the overhangs) or on gable ends. Driving rain or snow sometimes enters the attic through these vents. Do not cover them to prevent this. Instead, cover the insulation in front of the vent. When you do this, precipitation that blows in safely evaporates and ventilation can still occur.

Your daily habits can help keep your home well ventilated:

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

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

## **Gateway Homes Limited Warranty Guidelines**

Gateway warranty guidelines for active components (for example, exhaust fans) are discussed under the appropriate headings (such as electrical systems, heating system, and so on).

# Vinyl Flooring

## **Homeowner Use and Maintenance Guidelines**

Although vinyl floors are designed for minimum care, they do have maintenance needs. Follow any manufacturer's specific recommendations for care and cleaning. Some vinyl floors require regular application of a good floor finish. This assures you of retaining a high gloss. However, avoid using cleaning or finishing agents on the new floor until the adhesive has thoroughly set. This will take about two weeks.

### ***Color and Pattern***

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

### ***Limit Water***

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

### ***Moving Furniture***

Moving appliances across vinyl floor covering can result in tears and wrinkles. Install coasters on furniture legs to prevent permanent damage. If you damage the vinyl flooring, you can have it successfully patched by professionals.

### ***No Wax***

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

### ***Raised Nail Heads***

Raised nail heads are the result of movements of the floor joist caused by natural shrinkage and deflection. We have used special nails and glued the subfloor to help minimize this movement. If a nail head becomes visible through vinyl flooring, place a block of wood over it and hit the

block with a hammer to reset the nail.

### ***Scrubbing and Buffing***

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

### ***Seams***

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

## **Gateway Homes Limited Warranty Guidelines**

We will confirm that vinyl floor covering is in acceptable condition during your your New Home Introduction Meeting. Gateway's limited warranty does not cover damage to vinyl floors caused by moving furniture or appliances into the home. We can assist you in contacting professionals who can repair such damage if it occurs in your home. Gateway is not responsible for discontinued selections.

### ***Adhesion***

Vinyl floor covering should adhere. Gateway will repair lifting or bubbling and nail pops that appear on the surface.

### ***Ridges***

Gateway has sanded and filled the joints of underlayment to minimize the possibility of ridges showing through vinyl floor coverings. Ridging is measured by centering a 6-inch straight edge perpendicular to the ridge with one end tight to the floor. If the opposite end of the straight edge is 1/8 inch or more from the floor, Gateway will repair this condition.

### ***Seams***

Seams will occur and are sealed at the time of installation. Gateway will correct gaps in excess of 1/16 inch where vinyl-flooring pieces meet or 1/8 inch where vinyl flooring meets another material. Gateway will correct curling at seams unless caused by excessive water.

# Water Heater

## Homeowner Care and Maintenance

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

### *Drain Tank*

Review and follow the manufacturer's timetable and instructions for draining several gallons of water from the bottom of the water heater. This reduces build-up of chemical deposits from the water, thereby prolonging the life of the tank as well as saving energy dollars. Also drain the tank if it is being shut down during periods of freezing temperatures. Carefully follow the instructions in the manufacturer's literature.

### *Element Cleaning or Replacement*

The heating elements in the water heater will require periodic cleaning. The frequency is determined in part by the quality of the water in your area. Again, refer to the manufacturer's literature for step-by-step instructions and drawings, or contact an authorized service company.

### *No Hot Water*

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

### *Pressure Relief Valve*

At least once each year, manually operate the pressure relief valve. Stay clear of the discharge line to avoid injury. See manufacturer's literature for diagrams and detailed instructions.

### *Safety*

Keep the area around a water heater clear of stored household items. Never use the top of the water heater as a storage shelf.

### *Temperature*

Temperature settings on an electric water heater will produce approximately the temperatures listed below:

Hot	120 degrees F
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A	130 degrees F
B	140 degrees F
C	150 degrees F
Very Hot	160 degrees F

The recommended setting for operation of a dishwasher is B, or 140 degrees. Higher settings can waste energy dollars and increase the danger of injury from scalding. Hot water will take longer to arrive at sinks, tubs, and showers that are farther from the water heater.

### **Gateway Homes Limited Warranty**

Refer to the manufacturer's limited warranty for complete information regarding warranty coverage on your water heater.

## **Windows, Screens, and Patio Doors**

### **Homeowner Use and Maintenance Guidelines**

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

#### ***Cleaning***

Clean aluminum metal surfaces with warm, clear water. Do not use powdered cleaner. After each cleaning, apply a silicone lubricant. Clean glass as needed with vinegar and water, a commercial glass cleaner, or the product recommended by the window manufacturer.

#### ***Condensation***

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

***Please refer to Condensation Letter and Home of Texas Limited Warranty.***

#### ***Door Locks***

Acquaint yourself with the operation of patio door hardware for maximum security.

#### ***Door Tracks***

Keep patio door tracks clean for smooth operation and to prevent damage to the doorframe. Silicone lubricants work well for these tracks.

### ***Invisible Glass***

Under certain lighting conditions, door glass may be hard to see. If you keep the screen fully closed when the glass door is open, your family will be accustomed to opening something before going through.

### ***Sticking Windows***

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

### ***Storing Screens***

Many homeowners remove and store screens for the winter to allow more light into the home. To make re-installation more convenient, label each screen as you remove it. Use caution: screens perforate easily and the frames bend if they are not handled with care.

### ***Weep Holes***

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

## **Gateway Homes Limited Warranty Guidelines**

We will confirm that all windows and screens are in acceptable condition during the New Home Introduction. Gateway will repair or replace broken windows or damaged screens noted on the New Home Introduction list. Windows should operate with reasonable ease and locks should perform as designed.

### ***Condensation***

Condensation on interior surfaces of the window and frame is the result of high humidity within the home and low outside temperatures. You influence the humidity level within your home; Gateway provides no corrective measure for this condition.

Condensation that accumulates between the panes of glass in dual-glazed windows indicates a broken seal. Gateway will replace the window if this occurs during the warranty period.

### ***Infiltration***

Some air and dust will infiltrate around windows, especially before the installation of landscaping in the general area. Gateway's warranty excludes this occurrence.

### ***Scratches***

Gateway confirms that all window glass is in acceptable condition at the your New Home Introduction Meeting. Minor scratches on windows can result from delivery, handling, and other construction activities. Gateway will replace windows that have scratches readily visible from a distance of 4 feet. Gateway does not replace windows that have scratches visible only under certain lighting conditions.

### ***Tinting***

If you add tinting to dual-glazed windows, all warranties are voided. Damage can result from condensation or excessive heat build-up between the panes of glass. Refer to the manufacturer's literature for additional information.

*See also Ventilation.*

## **Wood Trim**

### **Homeowner Use and Maintenance Guidelines**

Shrinkage of wood trim occurs during the first two years or longer, depending on temperature and humidity. All lumber is more vulnerable to shrinkage during the heating season. Maintaining a moderate and stable temperature helps to minimize the effects of shrinkage. Wood will shrink less lengthwise than across the grain. Wood shrinkage can result in separation at joints of trim pieces. You can usually correct this with caulking and touch-up painting.

Shrinkage may also cause a piece of trim to pull away from the wall. If this occurs, drive in another comparable nail close to, but not exactly in, the existing nail hole. Fill the old nail hole with putty and touch up with paint as needed. If the base shoe (small trim between base molding and the floor) appears to be lifting from the floor, this is probably due to slight shrinkage of the floor joists below. Again, you can correct this condition by removing the old nails and re-nailing. You may prefer to wait until after the first heating season to make any needed repairs at one time when redecorating.

*See also Expansion and Contraction.*

### **Gateway Homes Limited Warranty Guidelines**

During your New Home Introduction we will confirm that wood trim is in acceptable condition. Minor imperfections in wood materials will be visible and will require no action. Gateway will

correct readily noticeable construction damage such as chips and gouges listed during the New Home Introduction.

***Exterior***

Gateway will caulk and apply touch-up paint to cracks in exterior trim components that exceed 3/8 inch. ***We provide this repair one time only near the end of the first year.*** Paint or stain touch-up will not match. We will correct any separation at joints that allows water to enter the home.

***Raised Grain***

Because of the effects of weather on natural wood, you should expect raised grain to develop. This is normal and not a defect in the wood or paint. Warranty coverage excludes this condition.

Gateway Homes Inc.  
1770 St. James Place, Suite 300  
Houston, Texas 77056

## WARRANTY REQUEST

We provide two repairs during the first year, one at approximately thirty days and one at approximately at eleven months. Your Gateway Homes Homeowner Guidebook lists these under individual headings such as Sheetrock/Drywall in the Caring for Your Home section. We provide this service as a courtesy and to give you an opportunity to observe methods and materials needed for ongoing maintenance of your home.

Please use this form, the requests in the front pocket of this manual or simply e-mail them to [warranty@gatewayhomes.com](mailto:warranty@gatewayhomes.com). Thank you!

Name \_\_\_\_\_ Date \_\_\_\_\_

Address \_\_\_\_\_ Community \_\_\_\_\_

Phone/Home \_\_\_\_\_

Phone/Work \_\_\_\_\_ Plan \_\_\_\_\_

Phone/Work \_\_\_\_\_ Closing Date \_\_\_\_\_

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Homeowner's Signature \_\_\_\_\_

## Sample Maintenance Schedule

ITEM	MONTHLY	QUARTERLY	SEMIANNUALLY	ANNUALLY	COMMENT
Clean and test smoke alarms	X				
Test and reset all GFCIs	X				
Clean and change furnace filter	X				
Operate heat system			X		early in the fall
Operate air conditioning system			X		early in the spring
Inspect drainage			X		
Seal concrete cracks			X		
Inspect exterior paint or stain			X		
Touch up caulk			X		
Touch up grout			X		
Lube garage overhead door and tighten bolts			X		
Drain some water from bottom of water heater				X	or as directed by the manufacturer's literature
Clean gutters			X		
Operate pressure relief valve on water heater				X	
Clean window weep holes				X	or as needed
Chimney cleaning				X	or as needed

**Gateway Homes  
Maintenance Suggestions**

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ITEM	MONTHLY	QUARTERLY	SEMIANNUALLY	ANNUALLY	COMMENT