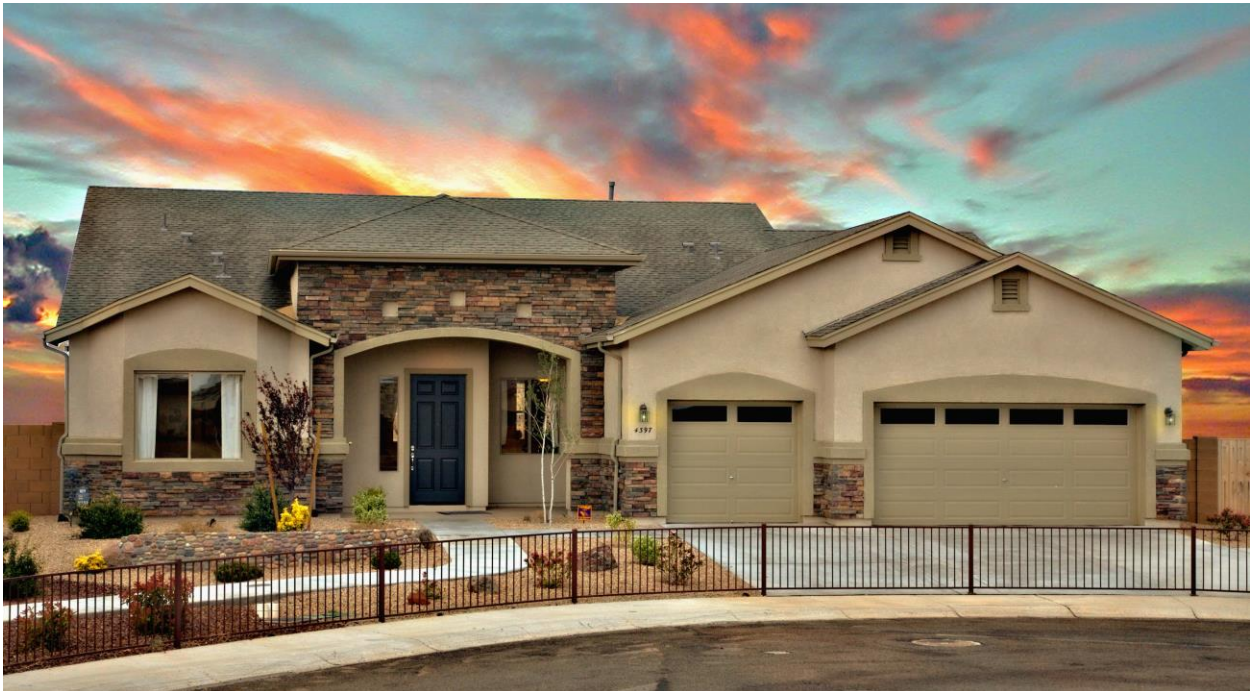




GRANVILLE



Homebuyer's Guide

UNIVERSAL HOMES

Universal Homes, L.L.C. Limited Warranty

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EMERGENCY CALL LIST

Appliances:

Whirlpool Business Phone: 1-800-545-9086

Electrical Systems:

Haskins Electric, Inc. Business Phone 623-937-3999

Garage Door:

Lodi Door Business Phone 602-269-0888

Windows:

The Door & Window Store Business Phone 928-778-6400

Heating & Air Conditioning:

Goettl's High Desert Business Phone 928-567-2200
After Hours 928-239-0357

Fireplace Care:

Eric & Sons Business Phone 928-775-2880

Landscaping:

High Desert Landscaping Business Phone 928-899-5051

Plumbing:

RED Plumbing Business Phone 928-772-9296

Roofing:

Barros Roofing Business Phone 928-237-0983

Termite Pretreat:

SOS Exterminating Business Phone 928-772-7474

Utilities:

Sparklight Business Phone 855-692-4113

APS Business Phone 928-646-8412

Town of Prescott Valley Business Phone 928-759-3020

UniSource Energy Business Phone 877-837-4968

Universal Homes Customer Service 928-775-7985

GAS AND ELECTRIC NOTICE ABOUT UTILITY CONNECTIONS

In connection with obtaining final inspection and a Certificate of Occupancy from the Town of Prescott Valley, Universal Homes, L.L.C. may have ordered gas and electric meters for your new home. The Town requires both gas and electric service to your home on the date of their final inspection.

Universal Homes, L.L.C. will notify both APS and UniSource within 5 (five) days of the close of escrow on your new home, to disconnect service in Universal's name.

If you wish to avoid an additional turn on charge, we suggest you notify both of these utility companies immediately to transfer the billing into your name before they are disconnected. The utility companies will request your escrow number from Pioneer Title Agency, Inc. Please contact the Title Company or see your settlement statement for your escrow number.

TERMITE PROTECTION NOTICE

The ground under your home and around the immediate perimeter of the foundation has been treated with a chemical to establish a barrier against termites. **THIS BARRIER CAN BE BROKEN**, which could result in a termite infestation. In order to maintain the integrity of the termite protection around your home, please be aware of the following situations that can break or bypass this barrier.

Digging	Any digging within one foot of the foundation (such as for sprinkler plumbing or planting of shrubs, etc.)
Construction	Any work (such as a room addition or sidewalk, etc.) which involves pouring of concrete against the original foundation.
Planters	A planter built against the side of a house can bypass the existing chemical barrier.
Moisture	Any consistent moisture source near the foundation can attract termites and may cause the chemical to break down faster. Planters next to the foundation, or faulty grade, which does not allow water to flow away from the house, can both contribute to this problem.

In the event your chemical barrier is disturbed in any way, it is imperative that it be re-established. This work must be performed by the original pre-treatment company at the homeowner's expense, or risk cancellation of the guarantee.

Refer to the Emergency Call List in the front of this manual for the company to contact. If you have questions any of the above, please call Universal's Customer Service.

GRADING AND DRAINAGE NOTICE

If you should be considering any additions or improvements to your home, we wish to advise you as follows: Your lot has been designed and graded according to plans and specifications prepared by licensed soils and civil engineers. The grading has been inspected and approved by these engineers as well as the governmental entity (Town, county, etc.) in which your lot is located. In cases where special soil conditions may dictate, that area of the lot supporting your home has been graded according to a special structural section designed by the engineers. In such cases, the concrete foundation and floors of your home may also have been specially designed by the engineers with additional steel reinforcements and other measures where required.

Additionally, your lot has been carefully graded to drain. This grading has been inspected and approved by the civil engineer, building inspector and, where applicable, V.A. or F.H.A

If you should decide to install patios, fences, swimming pools, walks, landscaping or additions to your home properly, it is imperative that you:

1. Maintain the integrity of the drainage system installed for your lot. Improper drainage or standing water next to your home can cause serious damage to the foundation or structure. Your grading was a minimum of 6 to 8 inches below the framing when the home was completed. Maintain this grade as it will help keep insects out and prevent water from entering your home. Failure to maintain this grade may void the structural warranty on your home.
2. Consult a competent engineer to determine if any special measures might be required for structural soundness. A copy of the soils report covering your property is available from our main office and will be furnished upon request.
3. Obtain necessary building permits as required.
4. Submit request to the Architectural Control Committee for review and approval prior to the start of construction.

If you have any questions, please don't hesitate to call our Customer Service Department.

BLUE STAKE NOTICE

BEFORE YOU DIG...

If you're planning to dig a hole in your yard for a new tree, sprinkler system, fence posts, pool or other home-improvement project, first find the location of your underground utilities. Finding the location of the underground utilities will save you time and money, and will prevent damage and interruptions of utility services and construction delays.

All you need to do is make one phone call to the Arizona Blue Stake Center (800-782-5348) at least two days before you dig. The center is a free service offered by all utilities, including Arizona Public Service, Co. and Century Link. The Center representatives will ask where you are going to dig then contact the utility via computer.

Within two days, the companies will send someone to mark the location of any lines. The marks, done in water-soluble paint, are color-coded: Electrical lines are done in red; gas is yellow; cable and telephone, orange; water, blue; and sewer green. The latter two markings are only on the main and tap lines; any sprinkler systems or lines to the taps belong to the homeowner and will not be marked by the utilities.

The name "blue stake" is derived from the blue-painted wooden stakes used for years to mark waterlines. State law and regulations of the Occupational Safety and Health Act require that underground utilities be located before digging in public streets, utility easements and other rights of way.

The center also has a booklet describing its services and requirements. To receive one, call 800-782-5348.

DISCLOSURE, DISCLAIMER, AND WAIVER REGARDING MOLD CONDITIONS

What You Need to Know about Mold. According to the United States Environmental Protection Agency, mold can be found almost everywhere. Molds are microscopic organisms that are part of the fungi family, and are an essential part of the world's ecological system. Outdoors, many molds live in soil and are key to the natural breakdown and recycling of organic material, such as leaves, wood and plant debris. Lumber used in the construction of homes typically contains some level of molds, fungi, and/or spores. Because it may be impossible or impracticable to eliminate all indoor mold, indoor mold is an important topic about which you should become informed.

Mold spores are airborne and travel in and out of buildings as air is exchanged and with the movement of people and their belongings. When excessive moisture or water accumulation occurs indoors, mold growth will likely occur, especially if the moisture problem is not discovered. There is no practical method to eliminate all molds and mold spores in an indoor environment. The primary method to control indoor mold growth is to control moisture. The best course of action for any homeowner is to keep the indoor environment as "clean and dry" and free from dust and dirt as reasonably possible.

All mold is not necessarily harmful, but certain strains of mold have been alleged to have adverse health effects in susceptible persons. The most commonly reported effects are allergic reactions, including skin irritation, watery eyes, runny nose, coughing, sneezing, congestion, sore throat and headache. Individuals with suppressed immune systems may risk infections. Although experts disagree as to whether, and to what extent, mold may cause health problems, the Center for Disease Control states that a causal link between the presence of toxic mold and serious health conditions has not been proven.

Limiting mold growth. A practical approach to limiting mold growth is early detection and prompt resolution of excessive moisture. If you can see mold or detect an earthy or musty odor, you can assume you have a moisture problem. Any moisture problem must be solved in order to control and eliminate mold growth. Part of the control of the indoor environment is controlling air moisture. Watch for water condensation on interior surfaces such as walls, windows and areas near air conditioning registers. Uses that have the potential of increasing relative air humidity are such things as bathing, cooking, plants, washing, and humidifiers, especially if not vented. Other moisture sources, which sometimes can go unnoticed, are water leaks from pipes in walls and rainwater leakage through windows and roofs. Controlling air moisture is the most important action in controlling mold growth. Therefore, keep drip pans from refrigerators and air conditioners clean and dry; use exhaust fans or open windows when cooking, washing, drying clothes, and bathing. Report or fix water leaks promptly. Any indication of water leaks or resulting mold at roofs, windows, floors, carpets, etc., should be reported immediately (within 24 hours) to our Warranty Department. Our Warranty Department will determine if the condition is covered by our limited warranty. The prompt reporting of any water leak or intrusion to our Warranty Department is critical to the containment and minimization of mold growth. By signing below you acknowledge that we will not be responsible for mold resulting from a water leak or water intrusion, which is not promptly reported to our Warranty Department.

Information Available to You. For additional information, you should contact the United States Environmental Protection Agency (“EPA”), applicable state agencies, or other governmental authorities. The EPA web site contains information and publications regarding mold and other biological pollutants that may be of interest to you. For example, see “Biological Pollutants in Your Home” and “Mold Resources” on the EPA web site (www.epa.gov). Additional mold-related information is available on the Centers for Disease Control and Prevention web site (www.cdc.gov).

Disclaimer and Waiver

As you can see from the discussion above, whether or not you as a homeowner experience mold growth in your home depends largely on how you manage and maintain your home. Our responsibility as a homebuilder must be limited to things that we can control. As explained in our written limited warranty, which is included herein, we will repair or replace defects in our construction as and to the extent provided in such limited warranty. We will not, however, be responsible for any damages caused by mold, or by some other agent, including, without limitation, property damage, personal injury, loss of income, emotional distress, death, loss of use, loss of value and adverse health effects. **To the extent permitted by law and except as provided in the written limited warranty that has been separately provided to you, all other warranties, express or implied, including but not limited to any implied warranty of condition, good and workmanlike manner, merchantability, or fitness for a particular purpose, are hereby expressly disclaimed and negated.**



INTRODUCTION

Introduction

Universal Homes, L.L.C. is committed to building every home using the highest quality materials and workmanship. This commitment is as important to us after you move in as it is the day you purchased your home. The Universal Homes Customer Service Representative is responsible for administering the terms of our Limited Warranty program and ensuring your satisfaction. Our Customer Service Representatives are trained to respond to your needs promptly and professionally.

During the walk through orientation, our representative should have discussed our Limited Warranty program. Complete details are included in the Warranty section of this Guide. Please review the Warranty information and direct any questions to your Customer Service Representative.

To assist us in handling your requests efficiently, we ask that you review this section of the Homeowner Guide carefully. If you do have questions, please direct them to the Customer Service Representative, **Customer Service at (928) 775-7985**. However, before you contact Customer Service, refer to the subject of your call in this guide. In many cases the answers to your questions are in this Guide.

The Trade Contractors will make morning or afternoon appointments and Customer Service will arrange with you, the homeowner, for the Trade Contractor to do work with you present at all times. We will attempt to schedule the repairs at your convenience, according to the times indicated below.

We will contact you to let you know the day we would like to enter your home to do the necessary repairs.

SERVICE CALLS ARE PROVIDED BETWEEN 8 A.M. AND 5 P.M. MONDAY THROUGH FRIDAY



CUSTOMER SERVICE POLICY

Customer Service Policy

It is our policy that Customer Service responds to all warranty service claims as quickly and efficiently as possible. Request for repairs or replacements that are noted during your walk through will be scheduled for completion within 30 days after the close of your escrow.

If any subsequent repairs arise during the warranty period, they will be scheduled for completion within 15 days of our receipt of your written request. Occasionally, due to circumstances beyond our control, this process may take more than 15 days. Delays can be caused by shortage of materials, back ordered parts from manufacturers, labor problems or weather. We will keep you informed of the completion date.

Some service calls will need to be scheduled according to the jobs that are to be done. For example, drywall repairs might be done at one time and repairs to doors and cabinets might be done at another time. This enables Customer Service to complete repairs efficiently.

If you believe that you have a warranty claim, we suggest that you review the Limited Warranty section of this Guide before you request service. This will help you to decide if the claim is covered by the Universal Homes, L.L.C. Limited Warranty, one of our Trade Contractors, or is considered your responsibility.

PRIOR TO CALLING US ON A WARRANTY ITEM, PLEASE TAKE TIME TO READ THE WARRANTY SECTION OF THIS GUIDE. THANK YOU.

If you believe you have an emergency requiring immediate attention, please refer to the Emergency section in this Guide. If your situation is not an emergency, please follow the steps below for requesting service:

Requesting Service

For your protection, to assure quality and so that we may maintain a complete file on your home, requests for service **MUST BE SUBMITTED ONLINE THROUGH THE UNIVERSAL HOMES WEBSITE**. Please fill out a Service Request form completely, including your lot number, name of your development, address, and work and home phone numbers. Provide a brief description of the work requested and its location in your home. For example, please indicate the room, the location in the room and a general description of the problem on the "**Service Request**" form online.

Please indicate the time and date, according to our normal service hours, that are the most convenient for the work to be scheduled. Then contact Customer Service. This allows us to maintain complete records of all repairs and make sure that all work is completed in a timely manner.

FOR YOUR PROTECTION, AND TO ASSURE QUALITY, ALL REQUESTS FOR SERVICE MUST BE SUBMITTED THROUGH THE UNIVERSAL HOMES WEBSITE OR IN WRITING.

VISIT THE UNIVERSAL HOMES WEBSITE AND CLICK ON THE "CUSTOMER SERVICE" TAB TO FILL OUT THE FORM:

www.universalhomesaz.com

When we receive your request for service, we will make a determination if the item is covered by the Universal Homes, L.L.C. Limited Warranty, if it is the responsibility of a Trade Contractor or manufacturer, or if it is your responsibility. Occasionally, we must inspect the problem to have a complete understanding of the request.

Building industry standards will be used to select the materials and the workmanship practices that are employed in warranty service repairs and replacements. The care and attention to detail that went into the original construction of your home will be used in subsequent repairs.

Trade Contractor Service

Service claims (such as appliance problems, water leaks, etc.) that are the responsibility of Trade Contractors should be brought to the attention of the appropriate Trade Contractor by telephone. The Trade Contractors and their telephone numbers are listed at the end of this Guide. Before you call, please have in mind a time when the service call will be convenient for you. Also, please alert Customer Service.

Universal Homes, L.L.C. will not be responsible for expenses that you incur for work that is done by others unless the work is authorized, in writing, by our Customer Service Department. Our Customer Service Representatives in the field do not have permission to authorize repair work by others, and they do not have the authority to extend or alter the original Limited Warranty in any way.

We take pride in the Trade Contractors who have been selected by Universal Homes, L.L.C. If you are dissatisfied with the quality of work or the level of professionalism displayed by one of our Trade Contractors, please contact Customer Service in writing. Your comments help us to maintain the high level of service that you expect.

Definition and Precautions

We define emergencies as problems that require immediate attention to protect you and your family from harm and to avoid damage to your property, your home or your lot. These problems include but are not limited to:

- A total stoppage of the plumbing drain system. If your plumbing system ceases to work, none of your sinks, tubs or toilets will function properly. Also, stoppage of a particular toilet or drain may constitute an emergency when caused by construction debris, or because of the work of Universal Homes, L.L.C. or one of our Trade Contractors.
- A water leak, which requires that the water supply to your home be shut off to avoid serious water damage. The main shutoff is usually located behind the curb or the entry sidewalk in a ground level box. The exact location will be shown to you during the pre-closing orientation. A leak, which can be isolated by the shutoffs under the cabinet or plumbing fixture is not an emergency. PLEASE NOTE that the failure of your water heater does not constitute an emergency.
- A total electrical failure within your home. An electrical failure of many houses indicates a neighborhood power failure and should be reported to the appropriate electrical utility for your area (refer to listing at the end of this Guide). Also, refer to the Troubleshooting Section for more details on electrical outages.
- Loss of heating or air conditioning (cooling) during extreme weather conditions.
- Smell of gas. Report a gas leakage to UniSource Gas (877-837-4968).

DO NOT DELAY IN REPORTING AN EMERGENCY

In case of an emergency, your first step should be to protect your family from harm. Once you are sure of their safety, and if your safety will not be jeopardized, you should take steps to correct or lessen the effects of the emergency. Damage from a water leak can be minimized by turning off the water to a particular fixture or turning off the water main to your home.

In the case of an emergency, please call the Universal Homes, L.L.C. Customer Service listed below.

IN EMERGENCIES REFER TO YOUR SERVICE PHONE NUMBER LIST PROVIDED AT WALK THROUGH

Do not delay in reporting an emergency. Subsequent damage caused by a delay will not be the responsibility of Universal Homes, L.L.C. Damage to personal property is not covered by this Limited Warranty.

If your situation does not fall within the emergency guidelines, you should use the procedures outlined for requesting routine warranty service. If you believe that a delay in responding to your claim could result in further damage, then again, call Customer Service.

EMERGENCY NUMBERS

<u>Service</u>	<u>Company</u>	<u>Phone</u>
Appliances	Whirlpool	800/545-9086
Electrical	Haskins Electric	623/937-3999
Garage Door	Lodi Doors	602/269-0888
Heating/Air Conditioning	Goettl's High Desert Mechanical	928/567-2200
Plumbing	RED Plumbing	928/772-9296
Roofing	Barros	928/237-0983
Customer Service	Universal Homes, L.L.C.	928/775-7985

SERVICE NUMBERS

<u>Service</u>	<u>Company</u>	<u>Phone</u>
Electrical	APS	928/646-8412
Water	Town of Prescott Valley	928/759-3020
Telephone	Century Link	800/244-1111
Gas	UniSource	877/837-4968



GRANVILLE COMMUNITY ASSOCIATION
5643 Granville Parkway
Prescott Valley, AZ 86314

P: (928) 277-4923 F: (928)772-2439

ARCHITECTURAL REVIEW COMMITTEE SUBMITTAL FORM

This form must be completed, submitted and approved by the Architectural Review Committee (ARC) prior to beginning any work. Please review Community Documents to ensure your submittal is complete and in compliance with adopted guidelines. ARC requests will be approved, rejected or returned for additional information. If the ARC fails to provide written notice of acceptance or rejection within 60 days, the request shall be considered to have been approved.

Homeowner Name: _____ Account #: _____

Property Address: _____

Telephone Number: _____ Email address: _____

Submittal: _____

Type of Material (attach samples/pictures/brochures): _____

Color to be used (attach samples/pictures/brochures): _____

Contractor Name (if applicable) _____

Contractor Telephone Number: _____

Please include a plot plan indicating location of submittal along with applicable measurements and dimensions. Incomplete submittals may be rejected.

Homeowner agrees to comply with all applicable city and state laws, and to obtain all necessary permits. Approval by the ARC shall not be deemed a warranty or representation as to the quality of such construction, installation, addition, alteration, repair, change or other work, including any work that conforms to applicable building codes or other federal, state, local law, statute, ordinance rule or regulation.

Homeowner Signature _____ Date _____



*Prescott Valley Police Department
7601 E. Civic Circle
Prescott Valley, Arizona 86314
(928) 772-9261*

BLOCK WATCH

WHAT IS IT?

The Block Watch program is the cornerstone of all crime prevention programs. It entails the active participation of citizens in cooperation with law enforcement to reduce burglaries and other neighborhood crimes. Its primary purpose is the protection of property; yours and your neighbors.

Most home burglaries occur during the day and early evening hours, when alert neighbors could spot the thieves and call police. Concerned citizens are doing just that. They are part of a Block Watch program. Neighbors looking out for neighbors.

Block Watch crime prevention programs are a proven and effective means to substantially reduce not only the incidence of residential burglaries in a specified geographical area, but the incidence of other crimes. *A good neighbor is one of the most effective crime prevention tools ever invented.*

Block Watch teaches you the steps that you can take to help protect your own home. It also organizes a neighborhood group which can make crime prevention part of every person's daily routine, just by watching out for each other. Your job is to report suspicious activity to the police. Let the police handle apprehending the crooks!

The Prescott Valley Police Department continues to actively support the Block Watch program. It is one vehicle by which we hope to conduct a sustained attack on crime through innovative crime prevention techniques.

IT INVOLVES:

Fifty percent of the homes in the designated area must participate. Block Watch neighborhoods can be as small as a cul-de-sac or as large as a development. The police department provides the Block Watch street signs after the first initial meeting. The criteria to maintain your area as a registered Block Watch neighborhood and to keep the Block Watch street signs is to have at least one meeting per year. This can often be done during the annual National Night Out event that is held on the first Tuesday in August. We do require that each Block Watch neighborhood have at least one Block Watch Captain, although having a Co-Captain as well is preferred. A Block Watch Captain is the person who organizes the first meeting and serves as the liaison between the police department and the Block Watch group.

Once fifty percent or more of the homes are organized for the Block Watch, the Prescott Valley Police Departments Neighborhood Block Watch Coordinator will come out to your neighborhood and give a presentation on the Block Watch program and provide a variety of helpful hints in recognizing suspicious activity.

- (1) *Becoming a neighborhood "watcher" is easy. If you see a crime occurring or suspicious activity in your neighborhood, immediately report what you have seen or heard to the police.*



- (2) *Utilize crime prevention measures to make it more difficult for criminals to perpetrate a crime in your neighborhood and your home.*



HOW TO START A BLOCK WATCH PROGRAM

First get organized.....

You have already started by reading this easy step-by-step process. You can also call the Prescott Valley Police Department and ask for the Neighborhood Block Watch Coordinator to speak with you regarding some questions you may have.

Canvas your neighborhood for interest. Discuss crime problems/concerns in your area and how neighbors working together can help prevent and reduce crime.

Be sure to mention that:

- *Block Watch does not require frequent meetings.*
- *It does not ask that anyone take any personal risk to prevent crime.*
- *Block Watch leaves the responsibility for apprehension of the criminals where it belongs...with the police.*
- *A Block Watch sign will be posted at the entrance/exit of your neighborhood, alerting visitors that your neighborhood is proactive in preventing crime.*

When talking to your neighbors, try to get an idea of what would be a convenient time to set up a meeting that would allow for the Prescott Valley Police Departments Neighborhood Block Watch Coordinator to meet with your group. Generally, weekday evenings work out best for everyone. Plan the meeting far enough in advance to give everyone adequate notice. Because the first meeting is considered a working/organizational meeting, we ask that no small children attend if possible.

THE FIRST BLOCK WATCH MEETING



PRIOR TO THE MEETING....

Send out flyers in your neighborhood reminding people of the Block Watch meeting date, time and place. Generally, 2 or 3 days before the meeting is helpful to remind everyone of the meeting.

THE DAY OF THE MEETING....

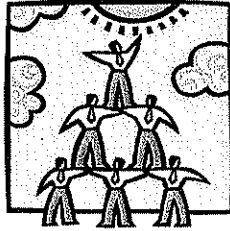
Prepare and distribute nametags. Maybe even have a Block Watch meeting sign posted in front of your home. Although not required, it is often a great idea to have refreshments available. Sometimes it can be part of the Block Watch meeting that everyone brings a “potluck” refreshment item.

DURING THE MEETING....

- Ensure that everyone has signed (in print) the Block Watch roster.
- Introduce the Neighborhood Block Watch Coordinator to your neighborhood guests.

The Neighborhood Block Watch Coordinator will explain and discuss the following information:

- (1) The Block Watch program
- (2) Effective crime prevention techniques for home and neighborhood safety
- (3) How to report a crime.
- (4) Information about specific crime problems in your neighborhood. Do not be disappointed if everyone cannot attend. 100% attendance is desired, but is NOT a requirement for the program to work.



YOU ARE ON YOUR WAY!

Once your Block Watch program is established be sure everyone understands and observes the following general guidelines:

- **BE SUSPICIOUS.** Report any unusual suspicious behavior to the Prescott Valley Police Department. For emergencies dial 911. The non-emergency telephone number is #772-9267.
- Keep a trusted neighbor informed if your home will be unoccupied for a long period. Also, you can always call the Prescott Valley Police Department and have your house placed on our free “Vacation Watch” program. Either way, it is important to leave someone a way to contact you in case of an emergency.
- Look after your neighbor’s house when they are away. Be sure to keep mail and newspapers from piling up at the residence.
- Above all, be concerned. One of the reasons we live here in Prescott Valley is to experience a quality life style. One of those key elements towards that is having safe neighborhoods. Often times, just a few extra seconds watching strangers walking or driving through your neighborhood is enough to prevent many crimes. Across the nation, neighborhoods that actively participate in a Block Watch program enjoy up to a 70% reduction in property related crimes.
- And remember...your job is to report crime. The responsibility for apprehending the criminals belongs to the police.

If you have any further questions, please contact the Prescott Valley Police Departments Neighborhood Block Watch Coordinator at #772-9261.



BLOCK WATCH ROSTER

PLEASE PRINT

Name

Address

Phone number

1. _____

2. _____

3. _____

4. _____

5. _____

6. _____

7. _____

8. _____

9. _____

10. _____

11. _____

12. _____

13. _____

14. _____

15. _____

16. _____

17. _____

18. _____

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20. _____

21. _____

22. _____

23. _____

24. _____

25. _____



LIMITED WARRANTY

Universal Homes, L.L.C. Limited Warranty

Introduction

A new home is one of the most important purchases that most people ever make. The following is intended to make certain you have a clear understanding of the Limited Warranty, its coverage, limitations, exceptions and the procedures for requesting warranty service.

This Limited Warranty specifies limits for responsibility and conditions under which it is called or applicable. Our Employees, Sales Associates, Trade Contractors, Vendors or other agents are not authorized to make any warranty representation other than this one, nor can they extend or in any way alter this warranty.

This Limited Warranty gives you specific legal rights, and you may also have other legal rights which vary from state to state. Some states do not allow the exclusion or limitation of incidental or consequential damages or even a limitation on how long an implied warranty lasts, and therefore, the limitation and exclusions contained herein may not apply to you.

OUR EMPLOYEES, SALES ASSOCIATES, TRADE CONTRACTORS, VENDORS OR OTHER AGENTS ARE NOT AUTHORIZED TO MAKE ANY WARRANTY REPRESENTATION OTHER THAN THOSE CONTAINED IN THIS GUIDE.

We assign and pass through to you the manufacturer's warranties, if available, on all appliances and certain other manufactured items furnished with your home, and we do not warrant, expressly or implied, any of these appliances or items ourselves.

This section of your Homeowners Guide is an expressed warranty, which means that it gives the details of coverage for specific items, the warranty period, any limitations and/or exceptions and, lastly, how to make warranty claims. It consists of several warranties on specific parts of your new home and it shows how long each warranty remains in effect, who has responsibility and how warranty claims are to be presented.

Who Is Covered

This Limited Warranty is offered to the original purchaser, and automatically transfers to subsequent owners of the home during the life of the warranty period.

General Warranty Information

The coverage of this Limited Warranty begins on the date in which you close escrow. That date is referred to in this Limited Warranty as the Closing. With the exceptions stated in this section, the coverage of this Limited Warranty generally ends TWO YEARS after Closing. Implied warranties, whether of merchantability or fitness for a particular purpose of habitability or otherwise, if they exist, will last only as long as the term of the specific warranty periods set forth below.

Warranty coverage ends automatically when each warranty period expires. Work done to correct defects or workmanship does not extend warranty coverage beyond the specified warranty period.

What is Covered

Major Structural Defects

Your new home is warranted to be free of major structural defects. A major structural defect is actual physical damage to the following designated load-bearing portions of the home which affect their load-bearing functions to the extent that the home becomes unsafe, unsanitary or otherwise not suitable for occupancy. Arizona law (12-552) provides that you have the right for 8 years after completion of your home to discover any latent structural defect and an additional one year after discovery to notify your builder. In no event, may any action be taken against Universal Homes more than nine years after completion.

The following issues describe Major Structural Defects:

- Beams – The original horizontal wood and steel support members that provide the basic support for the structure.
- Columns - The original vertical wood and steel support members that provide support for the structure.
- Floor Systems - The flooring structure that provides support for upper floors. This does not include decorative flooring such as carpeting, tiles and other flooring materials.
- Foundation Systems and Footings - This includes the original concrete slab and integral components of the slab and the concrete support systems.
- Roof Framing Systems - The trusses and roofing structural components.
- Walls and Partitions - The original interior and exterior walls and dividers of the structure.

Warranty Period - Two Years After Closing

Warranty Is Limited To:

The repair of damage to the load-bearing elements to restore their function;

The repair of components of the home damaged by the major structural defect which make the home unsafe, unsanitary or otherwise unsuitable for occupancy. Personal property is not included.

Concrete and Masonry

Universal Homes, LLC. warrants all stucco, concrete, brick, stone and other masonry in your home against substantial defect. Substantial defects means cracks - in house and garage slabs, driveways, walks and other masonry - which significantly interrupt the surface of which materially reduce the required structural strength of the part.

Warranty Period - Two Years After Closing

Exceptions: We will not repair hairline cracks in concrete, stucco or other masonry or repair minor separation of grouting. Minor cracking in stucco, concrete and other masonry materials is normal. Universal Homes, L.L.C. will not be responsible for minor cracking that falls within accepted industry standards.

**MINOR HAIRLINE CRACKS IN MASONRY ARE NORMAL.
DO NOT BE ALARMED.**

Drains, Toilets and Faucets

Universal Homes, LLC. warrants that the faucets and toilets will function normally and that the drains will flow properly.

Warranty Period - Thirty Days After Closing for Toilets And Faucets; Seven Days For Drains.

Exceptions: Universal Homes, LLC. or their Trade Contractors, are not responsible for repairs of damage to drains, faucets and toilets that are caused by the homeowner or others in the home and are not due to defects in materials and workmanship.

Caution: Never use a chlorine or bleach-based product in the toilet tanks or bowls - it will damage rubber and plastic components.

Driveway

Universal Homes, L.L.C. warrants that the driveway will be free of defects in materials and workmanship under normal use. The driveway is intended for use by family automobiles or by vehicles of similar weight.

Warranty Period - Two Years After Closing.

Exceptions: Universal Homes, L.L.C. will not repair damage that is caused by heavy machinery, heavy trucks or unusual loads on the driveway or adjacent soil. Minor cracking in concrete and other masonry materials is normal. Universal Homes, L.L.C. will not be responsible for minor cracking that falls within accepted industry standards. If concrete is replaced, we, or our Trade Contractors, will not be responsible for matching original colors.

Electrical System

Universal Homes, L.L.C. warrants the electrical system, including all wiring, connections and electrical boxes. Changes to your electrical system can void your warranty. Consult a licensed electrician for any changes or additions to your electrical system.

Warranty Period- One Year After Closing

Exceptions: The warranty does not cover light bulbs. This warranty is void if the homeowner or anyone other than a licensed electrician performs work on the electrical system.

ALWAYS USE A LICENSED ELECTRICIAN FOR ANY CHANGES OR MODIFICATIONS TO YOUR ELECTRICAL SYSTEM.

Heating and Air Conditioning

Universal Homes, L.L.C. warrants that the heating and air conditioning systems that are included in the selling price of the home were installed in accordance with good heating and air conditioning practices. We also warrant that they meet inspection standards and that they will operate properly in the original finished rooms of the home, considering its architectural style and other design features.

Warranty Period - Two Years After Closing.

Exceptions: We do not cover the Heat Pump, gas fired furnace, air conditioning (cooling) unit or any other portion of the heating or cooling systems which are not part of the structural components of your home or which carry express warranties by the manufacturer.

Plumbing System

Universal Homes, L.L.C. warrants the structural components of the plumbing systems - all pipes and their fittings - to be free of defects in materials and workmanship.

Warranty Period - One Year After Closing.

Exceptions: This warranty does not cover the water heater or any other part of the plumbing system which is not a part of the structural component of the home or which is warranted by its manufacturer. Universal Homes, L.L.C. is not responsible for repairs of damages to the plumbing systems which are found to be caused by the homeowner or others in the home that are not due to defects in materials or workmanship.

Caution: Re-adjusting the preset water heater temperatures by the homeowner could possibly void the water heater warranty - consult Universal Homes, L.L.C. or a plumber first.

Roof

Universal Homes, L.L.C. warrants that the roof covering and flashing will be free from leaks and defects.

Warranty Period -Two Years After Closing.

Exception: This warranty does not cover defects which happen because of acts or circumstances beyond our control. For example, damage caused by the homeowner in attaching holiday lights and damages to the roof by winds in excess of normal for the area or by blown or falling objects are not covered under this warranty.

What Is Not Covered

This section identifies items that are not covered by this Limited Warranty. Generally, these are minor problems that do not affect the structural integrity of the home or are caused by circumstances that are beyond our control.

Owners' Routine Usage, Repairs or Alterations

Universal Homes, L.L.C. is not responsible for repairing damage that is caused by the owners or by agents of the owners, including attempted repairs to items that might otherwise be covered by the Limited Warranty.

Ordinary Wear and Tear

Day to day living in a home can result in damages due to ordinary wear and tear on the components. Universal Homes, L.L.C. is not responsible for such damages.

Catastrophes

Universal Homes, L.L.C. is not responsible for damages that are caused by Acts of God, natural catastrophes, acts of war and other circumstances that are beyond our control.

Lack of Timely Maintenance

Universal Homes, L.L.C. is not responsible for damages that result from the lack of normal maintenance to the home and its components.

TIPS TO PRESERVE WARRANTIES:

- **MAINTAIN YOUR HOME**
- **DO NOT MAKE ANY ALTERATIONS**
- **DO NOT ABUSE YOUR HOME**

Alterations

Universal Homes, L.L.C. will not be responsible for alterations, changes or additions by the homeowner and/or Trade Contractors chosen by the homeowner, and any damage resulting from the same.

Abuse

Universal Homes, L.L.C. will not repair damages that are caused by abuse or by any use for which the damaged part is not intended.

Imperfections in Wood

Universal Homes, L.L.C. will not repair cracks in wood or the minor separation or opening of wooden joints such as those in paneled doors, mitered casings or solid paneling that are caused by the normal shrinkage of the wood during the drying process of your home. In addition, Universal Homes, L.L.C. is not responsible for cracking, checking, twisting or turning of wood beams unless such a condition prevents the beam from meeting industry structural standards.

External Painting

Universal Homes, L.L.C. is not responsible for normal fading, chalking or checking of outside paint. If Universal Homes, L.L.C. does paint touch up, the perfect match of colors is not guaranteed. The homeowner should do touch up painting annually or as needed. Please refer to the paint samples given to you at the pre-closing orientation and refer to the "Paint Information Sheet" at the end of this Guide for names and brands of colors.

PAINT TOUCH-UPS: UNIVERSAL HOMES, L.L.C. CANNOT GUARANTEE A PERFECT COLOR MATCH

Defective Appliances

Appliances, equipment and other consumer products that are in the home are not covered by this Limited Warranty. Most are covered by specific warranties from their manufacturers. Please follow the guidelines in the manufacturers warranty publications to request service.

**MANY APPLIANCES WILL CARRY A MANUFACTURER'S WARRANTY.
PLEASE CONTACT THE APPROPRIATE MANUFACTURER DIRECTLY.
THANK YOU.**

Other Items

The Following is a partial list of items that are considered consumer products or are not part of the structural components of the home and are not, therefore, covered by this Limited Warranty:

Air Conditioning	Barbecue Grill	Central Vacuum	Dishwasher
Doorbell Chimes	Exhaust Fan	Electric Meter	Fire Alarm
Fire Extinguisher	Furnace	Gas Meter	Garage Door Opener
Garbage Disposal	Heat Pump	Ice Maker	Intercom
Landscaping	Oven & Hood	Range	Refrigerator
Security System	Smoke Detector	Swimming Pool	Thermostat
Trash Compactor	Washer/Dryer	Water Heater	Water Meter
Water Softener	Whirlpool Bath		

WHEN TO MAKE A WARRANTY CLAIM

- In an emergency
- 60 day service request
- 1 year service request (must receive by 1 year anniversary date)

**In the case of other service concerns please contact Customer Service at
(623) 879-8888**

HOW TO MAKE A WARRANTY CLAIM

If your home has a component which is covered by this Limited Warranty, please notify Universal Homes, L.L.C. Customer Service Department in writing on a **Customer Service Request Form**. It is important that you notify us as soon as possible when you discover any problem.

Once we receive your written notice on the appropriate form, we will determine if the item is covered by this Limited Warranty. An inspection visit to your home may be necessary to decide if the claim is within the specifications of the Limited Warranty. If your claim is valid, we will attempt to replace or repair the item at our sole discretion and at no charge to you within 30 days from the date of the closing. The work will be done by Universal Homes, L.L.C. or by a Trade Contractor of our choice. Weather conditions, problems with labor, and material shortages can extend the time that is needed to complete the repair or replacement.

**ALL WARRANTY ITEMS MUST BE PROMPTLY REPORTED ON THE
CUSTOMER SERVICE FORM AND ARE SUBJECT TO APPROVAL BY
UNIVERSAL HOMES, L.L.C.**

Unless we have made other arrangements in writing, we will not provide reimbursement for any repairs, replacements or work that is done by the homeowner, agents of the homeowner or others who are not specifically authorized by Universal Homes, L.L.C.

As stated above, Universal Homes, L.L.C. will not be responsible for delays in repairs and replacements due to litigation, weather conditions, material shortages, labor disputes and/or other circumstances beyond our control. Universal Homes, L.L.C. will not be responsible for the warranties of Trade Contractors and manufacturers.



MAINTENANCE AND CARE

MAINTENANCE AND CARE

Introduction

Your new home has been built with modern materials by professional craftspeople. It was designed with the needs of your family in mind. It will require preventive maintenance by you to preserve its beauty and value. An understanding of how to care for each feature in your new home will prevent costly repairs and replacements later.

Preventive maintenance on your new home should begin when you move in. Read the following sections of this Guide to become familiar with the procedures for maintenance.

Your new home is located in a high desert environment. This accounts for the changes in temperature that we experience each day. These temperature variations combined with expansive soils that are common in the area affect our building practices and your home.

Natural building materials such as wood and concrete are subjected to constant expansion and contraction from day to day. This can result in minor warping of wood materials and hairline cracking of drywall, stucco, concrete and mortar. These effects are particularly obvious in the first year after a new home has been built.

You can minimize these effects by maintaining a constant temperature in your home during the first year. This allows the wood to dry at an even rate and may eliminate larger settlement cracks. Minor cracks and displacement of wood are a normal part of the aging process of your home and do not affect its structural integrity.

REMINDER: NATURAL BUILDING MATERIALS SUCH AS WOOD AND CONCRETE ARE SUBJECT TO EXPANSION AND CONTRACTION AS THE TEMPERATURE VARIES.

Before you do maintenance such as repainting and replacing exterior items, please consult your Homeowner's Association, if appropriate. This will assure the work that you do meets the regulations and guidelines that have been established for your neighborhood. Be especially careful when you repaint with a different color, erect new structures or fences, add to or change your landscaping and when you install window coverings that are visible from the outside the home.

Description of Maintainable Items

We have provided an overview of the features and materials that may exist in your new home. Please study each section carefully so that you become familiar with the routine maintenance that your home requires.

Aluminum Window and Sliding Glass Door Frames

Aluminum is made to last for years, but it does require routine maintenance. Perhaps the most important step is to keep the window and door tracks free of dirt and debris. The aluminum tracks are soft and can become damaged if they are not kept clean. Use a broom or a brush to loosen collected debris. Vacuum thoroughly as a part of your regular cleaning routine, then use a silicone spray. Avoid using abrasive cleaners as they may scratch the aluminum. After cleaning, apply paraffin (wax) to the locks and rollers to prevent corrosion. If windows and doors do not slide freely, an oil-free silicon lubricant can be used on the tracks. Do not use an oil-based lubricant. Oil attracts dust and dirt which become embedded in the lubricant and may damage the aluminum.

DO NOT USE OIL-BASED LUBRICANTS ON ALUMINUM WINDOW AND DOOR TRACKS.

Aluminum window and door frames have small weep holes at the bottom to permit water to drain from the track. Keep the weep holes open and free of debris. While cleaning, avoid flooding window and door frame tracks. Excessive water can overflow the track and back up into your home.

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

During high winds, air will penetrate your windows, especially around the sashes. This is normal. The small amount of infiltration is desirable for proper ventilation.

French doors should be examined frequently for signs of paint chipping and peeling. The paint on south and west facing wood surfaces, including doors, are particularly subject to damage by the sun. We recommend frequent inspection and prompt attention to damaged paint. Use touch up paint as needed and repaint French doors at least annually. Be sure to paint the side, top and bottom of the door.

Appliances

The appliances in your new home were selected for their durability, ease of use, and appearance. Information about each appliance can be found in the literature that is supplied by the manufacturers. Copies of these booklets are provided during your orientation. Fill out and mail the warranty cards provided with each appliance. Please read the manufacturer's instructions on usage and care before you use your appliances. Your appliances are covered by warranties from the manufacturers. Contact the appropriate manufacturer or distributor for service or questions about the use and care of the appliances.

Balconies and Decks

Your new home may feature balconies or decks. They require proper care and are designed to last for many years. Do not install heavy equipment or nail anything to your balcony or deck. The hole caused by the installation could allow water to enter your home and cause damage. The damage is your responsibility. In addition, the flat surface of your deck has been treated with a water sealant to prevent water penetration. It will require periodic application of a sealant to maintain its durability, such as Thompson's Water Sealer or a general purpose wood sealer.

If your balcony or deck has roof drains, they should be kept free of debris. This allows proper water flow from the balcony. After rain, water may stand in small puddles for a short time before evaporating. This is to be expected of any flat surface and is normal. Water can be trapped under potted plants and trays on your balcony. We suggest that you do not install outdoor carpeting or tile on your balconies or decks as it will inhibit the drainage of water and will void that part of your warranty.

Consult your Homeowner's Association or architectural review committee, if appropriate, before you make any structural or cosmetic changes to your balcony or deck.

**CONSULT THE HOMEOWNER'S ASSOCIATION OR ARCHITECTURAL
REVIEW COMMITTEE PRIOR TO MAKING ANY MODIFICATIONS TO
. YOUR BALCONY OR DECK.**

Cabinets

Your cabinets are made of finished hardwoods. With proper care, the beauty and utility of your cabinets will last for many years. Remove splashes and splatters promptly to avoid permanent stains. We recommend that you do not place a coffee pot under the cabinets. The steam from the coffee pot will deteriorate the finish of the cabinets and is not covered by your Limited Warranty.

The beauty of the wood can be preserved by using a Homer Formby product or lemon oil every two months. The wood in your cabinets is a natural product. It is subject to drying and can warp. This could cause drawers to stick and prevent doors from closing properly. If you notice sticking drawers and cabinet doors that do not close properly during the first 30 days, please notify Universal Homes, Customer Service in writing. After that, maintenance of cabinet drawers and doors is the responsibility of the homeowner.

Minor scratches can be covered with a putty stick that matches the finish of your cabinets. Putty sticks can be purchased at paint or hardware stores.

The hinges on your cabinet doors can be lubricated, if necessary, with an oil based lubricant. Apply a very small drop of oil to the top of the hinge and work the door back and forth several times so the oil will penetrate into the hinge. Wipe the excess oil with a dry paper towel.

Caulking

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

Ceilings

The ceilings in your home are easy to maintain. They do not require special attention other than an occasional cleaning and periodic painting. Remove dust or cobwebs as part of your routine cleaning.

If your ceiling consists of luminous light fixtures, you should follow these tips. Do not use cleaning solvents or other strong chemicals on the plastic panels or aluminum grid. We recommend that you wash the panels in a mild solution of dishwashing liquid and water. Use a soft cloth to wipe the grids using only warm water. Towel dry the panels and grids to remove any soap residue and water spotting. Over time the grids may yellow and become brittle. This is to be expected and the grids can be replaced inexpensively from a hardware or home center.

Concrete

Concrete is a major structural material in your new home. It provides strength and durability for the foundation, driveway and walkways. While concrete requires minimal care, it should be kept free of accumulated dirt and debris. Oil and grease stains and standing water should be removed promptly. Concrete cleaners are available at home centers and hardware stores.

In the extreme variations of temperature in this area, minor cracks and surface color variations in concrete are normal and unavoidable. Small cracks, which are the result of contraction and expansion of the concrete are characteristic of concrete and do not affect its performance or durability.

The driveways and walkways in your new home are designed for residential use. Do not permit large trucks and delivery vans to use your driveway. Do not install outdoor carpeting or tile on your concrete walks as it inhibits the drainage of water and voids that part of your warranty.

Remove plant growth from the expansion joints when they appear. Left to grow, the roots of small plants expand and could crack or otherwise damage your concrete. If this happens, obtain patching cement from a hardware store or home center and follow the directions on the package for proper repair. Patches in concrete will vary in color from the original material. This is normal and cannot be avoided.

TIPS ON CONCRETE CARE:

- **REMOVE ALL PLANT GROWTH**
- **DON'T PARK HEAVY VEHICLES**
- **DON'T COVER WITH CARPETING**
- **DRAIN WATER AWAY FROM CONCRETE**

Countertops

The countertops in your home may be constructed of glazed ceramic tile, cultured marble, laminate, engineered stone, granite or Corian®. They are designed to provide years of use. Any flaws or damage to your countertops must be noted during your pre-closing orientation so as to be covered by the Universal Homes, L.L.C. Limited Warranty. After you have moved in, the care of your countertops is your responsibility.

We offer the following instructions to assure that your countertops remain beautiful and functional for years:

- Always use a cutting board to protect your countertops when you prepare food. While minor scratches that can result from cutting food may not be noticeable at first, in time they will dull and mar the luster of the finish. This can happen to even the hardest ceramic tile.
- Never place hot objects (e.g. pots/pans from stove) directly on a laminate countertop.
- Wipe up spills immediately. Some liquids, particularly hot ones, can cause almost imperceptible stains on ceramic tile grout, laminate and cultured marble. In time, the stains can accumulate and become unsightly.
- Be careful to avoid dropping pots and pans and other kitchen items on your countertops. This can break or chip the counter's surface.
- Keep all joints well sealed.

SPECIFIC COMMENTS FOR FREQUENTLY USED MATERIALS FOR COUNTERTOPS:

Ceramic Tile

Glazed ceramic tile is known for its durability and the variety of colors and designs. Ceramic tiles are purchased in lots that have the same texture and color. Because an exact replacement match of ceramic tile is virtually impossible to obtain, we urge you to take special care to avoid breaking or damaging the ceramic tile on your countertops. **SAVE ANY UNUSED TILE THAT YOU MAY HAVE FOR FUTURE REPAIRS.**

Ceramic tile is also brittle and can be broken by a sharp blow from a heavy object. As mentioned above, the best way to avoid broken tiles is to use a cutting board and other protection for your ceramic tiles when you are at work in your kitchen. Wipe spills away promptly to avoid staining the grout. Soapy warm water, a detergent or a commercial tile cleaner can be used to keep your tile bright and shiny.

Because the grout between the tiles is porous, you should wipe up spills immediately. Routine scrubbing of the grout with warm, soapy water will keep it clean and fresh. Strong cleaners such as Lysol can stain the grout.

Grout and tile cleaners can be found at your local hardware store. **PLEASE BE AWARE THAT ANY SEALING OF THE GROUT WILL VOID ITS WARRANTY.** You should also be aware that sealing will sometimes cause discoloring and/or cracking of the grout.

Engineered Stone

Engineered Stone's advanced stone technology makes its surfaces extremely resistant to damaging chemicals. Although, products containing oils or powders may leave a residue, repetitive use of abrasive scrubs/cleaners may dull Engineered Stone's finish and use of oven and grill cleaners may discolor Engineered Stone and should be avoided. When necessary, it is permissible to use the following chemicals and products to remove special stains or spills: acetate, ammonia, Formula 409, lacquer thinner, mineral spirits, paint thinner, rubbing alcohol and vinegar. Caution should be exercised in the handling and storage of any of the above chemicals/products. Polished and honed Engineered Stone surfaces should be wiped or scrubbed down with a daily cleaner (e.g. dish soap, Windex) and a sponge and clean water.

Granite

There are several different types of natural stone and each has its own level of porosity. The more porous the stone, the more easily it can stain. Therefore, the more protection you will want to help guard your investment. Depending on your lifestyle, you may want to consider sealing your stone on a regular basis. Sealing will help slow down the staining process. Manufacturers recommend sealing once every one to three years depending on the amount of usage the stone area receives. Your Design Consultant can offer you recommendations about sealing.

Manufacturers can recommend specialty products designed specifically for their stone countertops. If these are not available you can use a neutral pH detergent or pure soap, such as Liquid Ivory, for spills or periodic cleaning. Make sure to rinse thoroughly and buff dry with a clean soft cloth. Too much cleaner or soap may leave a film and cause streaks.

Do not use products that contain vinegar, abrasives or any ammonia-based cleaners, such as Windex. These products will dull the luster of your stone. Additionally, do not use retail grout cleaners or bathroom cleaners on your stone.

Acidic foods, such as lemons, tomatoes and soda can cause potential damage by changing the color of your stone. Also, protect your stone from oil-based products such as olive oil, cooking oil and oil-based cosmetics which can stain your countertop.

Also, please remember, it is the responsibility of the homeowner to maintain all caulked areas.

If cared for properly and routinely maintained, your new stone countertop and wall tile will bring your household lasting beauty.

Corian®

Corian® is a durable, manmade product designed especially for use in countertops. However, it can be stained and damaged, and it requires regular cleaning to maintain its beauty. Corian® is susceptible to burns, so do not place a hot pan or a cigarette directly on the counter. Like any surface, it is best to clean up spills immediately. As it tends to scratch easily, use non-abrasive cleaners and dry with a soft cloth to enhance the luster.

Cultured Marble

Cultured marble is a modern product which adds style to your bathrooms. Proper maintenance of cultured marble is similar to the maintenance needs of fine wood. Remove spills immediately to avoid using a Denatured alcohol for hard-to-remove spots and a Gel-Gloss wax for luster. Do not use abrasive cleansers on your cultured marble countertops. Most food and drinks are acidic and can etch the finish on the marble. Do not place any items which may scratch the surface directly onto the countertop. Routine care of cultured marble countertops requires warm water and a soft cloth or sponge.

Laminate

Laminate is a durable material if treated and cared for properly, but it is susceptible to damage from heat directly on the surface. It comes in many colors and patterns and can enhance the beauty of your countertops. For cleaning, it is recommended that you use cleaners such as 409, Fantastic or Countertop Magic for general cleaning.

Doors

Wooden doors are subject to expansion and contraction with changes in heat and humidity. The result can be warping and sticking. This is normal and may correct itself as conditions change. You should allow your home to go through at least one dry and damp season before you make any permanent changes.

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

The hinges and locks on your doors may require lubrication from time to time for proper maintenance and to prevent squeaks. Lubricate the hinge pin with a silicone spray available at your local hardware store or home center. We do not recommend using oil as it attracts dust.

Exterior Doors

Check the finish on your exterior doors several times a year. Doors that receive direct sunlight should be inspected more often. Use touch up paint and repair as needed. You may also use the Formby's products or a lemon oil every few months to retain the finish. If you notice that the finish is beginning to crack or peel, refinish the door promptly. Consult your Homeowner's Association, if appropriate, before you make structural or cosmetic changes to your exterior doors. Unattended cracking and peeling will progress rapidly and destroy the surface of the door. Reposition sprinklers that spray doors and other wood surfaces. Water can damage wood surfaces severely and result in their loss.

Inspect the weather-stripping on your exterior doors frequently. Weather-stripping should form a reasonably tight seal to prevent air and water from entering. Normal contraction of wood doors can leave a small gap in the weather-stripping. This is normal. The small gap will close when the humidity increases and the door expands. Re-glue or replace rubber and synthetic weather-stripping that has worked loose. Use an appropriate commercial weather-stripping cement or glue. Do not use super glue type adhesives.

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

Close your garage doors during rain. If the garage door is left open during rain, water will collect on the door and may cause damage to the door and the door hardware. You should be aware that water may get into the garage through garage doors or garage service doors that are not protected from rain. Lubricate the hardware on your garage doors every three months or so. Use a light lubricating oil. Wipe away the excess oil.

If you have a garage door that is used infrequently, you should open it periodically to inspect it for needed maintenance and to make sure it is operating properly.

Interior Doors

It is a good idea to keep duplicate keys for the bathrooms and other locking doors. This will be convenient in the event that the doors become locked accidentally. Remove finger smudges from painted or varnished interior doors by washing with warm water and a soft cloth or sponge. Dry the surface thoroughly with a soft cloth or towel. Check your interior doors frequently and use touch up paint or varnish when necessary. These simple steps will keep your interior doors beautiful and in top condition.

If your closets feature sliding doors, you can be confident that they will give you years of trouble-free service. Keep clothes and other items away from the doors so they do not obstruct its proper operation. The roller and tracks should be lubricated with a dry silicone lubricant.

Do not drill or nail anything to your doors. Puncturing the surface of the door ruins the integrity of the door and allows moisture to enter it. This is particularly important with exterior doors. Pet doors are a good example.

NEVER DRILL HOLES IN OR NAIL ANYTHING TO YOUR DOORS.

Electrical System

The electrical system in your new home was designed by professionals to comply with stringent local, state and national building standards. It is intended for normal residential use. Any changes or additions to your electrical system can result in damage to your home by fire and may void that part of your warranty.

We highly recommend that you consult a licensed electrician to make such changes and additions to your electrical system. Please note that a permit is required for changes and additions to your electrical system.

Circuit Breaker Panel

During the pre-closing orientation, we will point out the location of the circuit breaker panel. There will be on MAIN (or master) circuit breaker and several individual circuit breakers. Circuit breakers trip under excessive electrical load. Reset tripped circuit breakers by moving them to the OFF position, pausing for a moment, and then to ON position. In the event of a loss of electrical power in any part of your house or the entire house, please consult the Troubleshooting section of this Guide for details to do a step-by-step analysis of the problem. The following are general statements regarding power losses:

- If the power loss is in one area of your home and power is available in other areas of your home, it is likely that an individual circuit breaker has tripped. Follow the instructions in the Troubleshooting section to isolate the cause and to take corrective action.
- If electrical power is lost throughout your home. check the MAIN circuit breaker. If the Main circuit breaker has tripped, reset it.
- If the MAIN circuit breaker trips repeatedly, refer to problem to a licensed electrician. If the MAIN circuit breaker has not tripped, take a look around your neighborhood. If you notice a general electrical failure in your neighborhood, call the electric utility company to report the problem (see rear of Guide for number).

Ground Fault Interrupt Devices

During your pre-closing orientation, we will also point out the location of ground fault interrupt devices (GFI outlets). Usually, GFI outlets are located near tubs and bathroom sinks and in the kitchen and garage. These are special circuit breakers that are designed to break the flow of electricity in the event of a short circuit. This will prevent dangerous electrical shock. When this occurs, the GFI outlets must be reset according to the manufacturer's instructions. Do not plug appliances such as freezers and refrigerators into GFI outlets. The electrical surge that occurs when these appliances cycle will trip the GFI outlets and break the circuit.

DO NOT PLUG APPLIANCES SUCH AS FREEZERS AND REFRIGERATORS INTO GFI OUTLETS.

Lighting

The lighting fixtures in your new home are designed for standard wattage bulbs. To avoid excessive heat, you should not exceed the recommended wattage labeled on the fixture. In most cases, the bulbs should not exceed 60 watts. The garage door opener is also labeled with the wattage that is recommended for it.

Outlets and Switches

Convenient electrical outlets can be found in every room in your new home. Do not exceed the capacity for which the outlets were designed. Devices which increase the capacity of electrical outlets and multiple extension cords can cause a fire. If an electrical outlet does not have power, there are two possible explanations:

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

- Check the circuit breaker. If the circuit breaker has been tripped, reset it and try the outlet again. If the circuit breaker trips repeatedly, have it checked by a licensed electrician.

Caution: Small children can be injured by poking small metal objects into wall outlets. You can prevent this by installing childproof devices on all floor-level electrical outlets. These devices are available in grocery stores and drug stores as well as home centers and hardware stores.

Exterior Finishes

The primary exterior finishes on your new home are wood and stucco. These finishes were chosen for their beauty and durability in this area. Because they are exposed to constantly changing weather conditions, the exterior finishes on your new home require routine maintenance and care. We recommend that you inspect the exterior surfaces of your home every three months or as needed.

Stucco

Stucco is a brittle cement product that is subject to expansion and contraction in the environment in this area. Minor hairline cracks can develop in the outer layer of stucco. This is normal and does not reduce the function of the stucco in any way. Universal Homes, L.L.C. will not be responsible for normal hairline cracks in stucco.

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

Other suggestions for maintaining the stucco on your home are:

- Avoid spraying water from irrigation or watering systems on stucco surfaces. Check the spray from your lawn and plant irrigation system frequently to make certain that water is not spraying or accumulating on stucco surfaces.
- Keep dirt a minimum of 6 inches from the bottom of the stucco. Do not Place concrete or masonry over the stucco.

Wood

Wood is found throughout your home. Because wood is a natural, porous material, it requires protection with paint if it is exposed to the elements. Inspect your exposed wood surfaces frequently. If you find cracking or peeling of the paint, sand the area and repaint it promptly. The exterior wood on your home will require repainting every two to four years.

Surfaces that receive direct sun in the morning and mid-afternoon will require more frequent repainting. Inspect these surfaces every six months. Repaint every year or as needed.

Split or damaged wood, particularly on the ends of beams, should be repaired or repainted to avoid further damage. Small splits on the ends of beams are called "checking". This is normal and does not affect the integrity of the beams. The natural drying of wood can result in gaps and splits in wood molding and trim parts. Nails can work loose. Reset all popped nails and reposition trim parts that have been moved by the natural drying of the wood. In case of severe warping, replace the trim parts. Fill any cracks with a commercial wood filler and use touch up paint.

Fireplaces: (Applies to Wood burning Fireplace only)

The fireplaces in Universal Homes, L.L.C. are designed to add beauty and style. Please note that the fireplaces are not designed nor intended to heat the entire home. We suggest that you use small fires which will lend a sense of warmth to the room while supplementing the heat from your heating system.

Here are some practical suggestions for getting the maximum benefit from your fireplace while avoiding any problems:

- Your new home is practically airtight. Because fireplaces need a draft to function properly, you should open a nearby window about one inch before you light a fire. This is especially true if your heating system is operating at the time your fire is lighted. Failure to open a window and provide a draft could cause a downdraft and smoke may fill your home.
- Next, you should "preheat" the flue by lighting a rolled-up newspaper and holding it up to the flue intake (draw) on the inside of the fireplace. It will take only a few seconds to prime the flue.
- Always use a fire grate or andirons in your fireplace to allow air to circulate around the fire. Never place the fire directly on the floor of the fire box.
- Be sure the damper is in the open position before you build a fire. Become familiar with the operation of the damper before you light the fire.
- Use firewood that is intended for a residential fireplace. The logs should not be too long for the firebox. Do not use green or water soaked wood. Do not use construction lumber or other wood which has a high creosote or pitch content. The pitch will condense on the chimney and, in time, build up enough to become a fire hazard.
- Store wood outside as it may be a home for unwanted insects.
- Close the fireplace screens when the fire is burning.

- Never leave the fire unattended. Extinguish the fire before going to bed and when leaving your home.
- Never use your fireplace as an incinerator to burn trash. Never burn a Christmas tree or holiday decorations in a fireplace.
- After the fire is completely out and the embers are cold, close the damper to prevent heat loss through the chimney.

Note: The dampers are permanently open in gas-supplied fireplaces to prevent a build-up of gas fumes!

- Remove built-up ashes after you are certain that they are cold. Hot coals in ashes can ignite if the ashes are dumped in a garbage can or other receptacle.
- Build low profile fires for the first several times that you use your fireplace.

We suggest that you have your chimney and flue inspected annually. Cleaning by a professional chimney cleaner is recommended.

Floors

The floor coverings in your new home will last longer if you provide routine maintenance and care. The coverage of the Universal Homes, L.L.C. warranty is limited to flooring materials that were provided and installed by Universal Homes, L.L.C.

The wood surfaces of the floors, particularly in upper floors, may squeak from time to time. Squeaky floors are usually caused by a change in the weather, the shrinkage of the wood materials or settlement of your new home.

We offer these steps for routine maintenance of your flooring:

Carpeting

Vacuum carpeting frequently (recommend 2 to 3 times weekly, more if possible) to avoid the buildup of dirt and grime. Use a fixed brush attachment on your vacuum cleaner. If your vacuum cleaner has a beater type attachment, the beater should barely touch the tops of the carpet fibers.

Eliminate carpet shedding fibers as they appear. Loose carpet fibers will work their way to the surface for about 2 to 3 months. This is known as fluffing or shedding. Vacuum these fibers as a part of your routine cleaning. If a tuft of carpet appears which is longer than the surrounding carpet, do not try to pull it out. It is probably attached to the backing and simply needs to be trimmed to the height of the surrounding tufts.

Visible carpet seams are to be expected and are not an indication of a fault in the carpet. Most rolls of carpet are produced in 12 foot widths. This dictates that most of your rooms will have at least one seam. Professional installers will attempt to install your carpet with the minimal amount of seams and without excessive waste. Seams are most visible in a new home before it has been furnished and occupied. As your carpet wears, the fibers will meld together, eliminating many of the seams. Visible seams are not a defect unless they have been improperly made or the material is defective. Vacuuming in heavy used areas and controlling static electricity (increase humidity) will contribute to relaxing carpet fibers and making seams less visible.

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

TIPS ON KEEPING A BEAUTIFUL CARPET:

- **VACUUM 2-3 TIMES EVERY WEEK**
- **ELIMINATE SHEDDING FIBERS**
- **REMOVE SPILLS IMMEDIATELY**
- **PROFESSIONALLY CLEAN ANNUALLY**

Thoroughly clean your carpets at least once a year. While do-it-yourself carpet shampoo devices can be effective, consider employing a professional carpet cleaner. The professional equipment, materials and experience will add years of life to your carpets. It is a good idea to consult your Universal Homes, L.L.C. Design Center for recommended cleaning procedures prior to cleaning. Familiarize yourself thoroughly with the stain protection warranty (if applicable) that relates to your carpeting.

Ceramic Tile

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

Glazed ceramic tile is recognized by its shiny, smooth finish. It is cared for in the same manner as ceramic tile countertops. Wash glazed tile with warm water and an approved cleaner to eliminate spotting and hard water buildup, or use a commercially prepared product.

Hardwood

The following are tips to help you care for your hardwood floors:

- Clean your hardwood floors as often as you vacuum your carpets. Sweep the floors and mop with a soft, dry mop or cloth. Do not use water, water-based detergents, bleach or one-step floor cleaners on hardwood floors.
- Do not permit water to stand on hardwood floors, e.g., from indoor flowers or plant containers, as it will cause stains, warping and the destruction of the flooring. Wipe up spills immediately.
- Do not drag heavy appliances or furniture across hardwood flooring. Permanent scratches in the finish can result. Ladies' high-heeled shoes can dent hardwood flooring.
- Waxing and buffing hardwood floors should be done according to the manufacturer's instructions for materials and procedures. Consider having this done by a professional.

Vinyl Flooring

Modern, resilient vinyl flooring adds beauty and comfort to your home. The following are tips for proper care of your new vinyl floor:

- Due to its relatively soft texture, vinyl flooring can be damaged by chairs, heavy appliances, dropped tools and by rough use. This damage is permanent and cannot be repaired. Ladies' high-heeled shoes can also cause permanent dents and gouges.
- It is best to use a mild soap and water to clean your vinyl floors. Do not use abrasive cleaners or full strength bleach. Abrasives will dull the finish and cause permanent damage. Full strength bleach can etch and destroy the surface of the flooring.
- Clean vinyl flooring with a solution of warm water and a commercial vinyl flooring cleaner.
- Remove spills immediately to avoid staining. Use a sponge or soft cloth. Dry the floor after removing the spill.

Garbage Disposal

Follow the manufacturer's instructions for proper operation of your garbage disposal unit. Do not load the disposal with food items before turning it on. For proper operation, turn on the cold water and start the disposal. Then, drop the food items slowly into the unit. When the unit sounds clear, turn the disposal off and leave the water running for several seconds. This allows the food waste to be carried into your sewer lines. Do not look down into the disposal when it is running. Occasionally, the disposal may force discarded items upward if it is not used properly.

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

PROPER USE AND CARE OF GARBAGE DISPOSAL:

- **NEVER "PRE-LOAD" IT**
- **ALWAYS HAVE COLD WATER ON WHILE IT IS RUNNING**
- **DO NOT LOOK DOWN ON IT WHILE IT IS RUNNING**
- **PUT ONLY NON-FIBROUS FOODS IN IT**

Heating and Air Conditioning (Cooling) System

Your new home is equipped with a high quality heating and cooling system that complies with local and state energy codes. The rated capacity of your system has been sized to accommodate the heating and cooling loads of your new home. With proper care, the system will provide many years of enjoyable, dependable service. Please read the instructions provided by the manufacturer and become familiar with the use of both the heating and cooling cycles before you use them.

Your heating and air conditioning systems can play an important role in the "settling in" during your first year after you move in. By maintaining an even temperature, you can minimize the contraction and expansion of the materials in your home. In addition, the following suggestions are intended to assist you in getting the maximum usage and enjoyment from your heating and cooling system:

- Change filters as needed or according to the manufacturer's directions. In areas with heavy dust and higher usage, more frequent changes, perhaps every 30-45 days may be in order. Fresh filters can significantly reduce operating costs and will prolong the life of your system.
- Check the operation of your system well in advance of peak operating seasons. Notify the appropriate Trade Contractor of problems before seasonal service demands are the greatest.
- Keep all vents and registers clean and free of dust, cobwebs and debris.

- Keep plants and grass trimmed well away from the outdoor unit.
- Consider installing solar screens on windows facing south, southwest and west.

Heat Pumps

In this hot, dry desert climate where the winter temperatures never get much below freezing, the heat pump is one of the most efficient and cost effective systems available. It will meet both your heating needs in winter and your cooling requirements in the summer season.

It is comprised of a single unit and will have part of its components located outside and part probably in a closet on the inside. The one distinguishing feature about the heat pump is that it has a flow-reversing valve which allows the refrigerant to flow in one direction for cooling and the opposite direction for heating. During the cooling season, it operates exactly like a conventional refrigeration system using what the industry calls a "vapor compression cycle". During the heating months, the flow of the refrigerant is reversed such that the warm air ejected to the outside during the cooling operation is now used to heat your home. This is where you gain an economic advantage over having two separate systems. You will be receiving an operation manual and guide at walk through.

**STEAM OR WATER ACCOMPANIED BY A LOUD "WHOOSHING"
SOUND IS NORMAL WHEN THE HEAT PUMP IS OPERATING
IN DEFROST CYCLE.**

Gas Heating Systems

Many of our Universal Homes, L.L.C. are equipped with a natural gas heating furnace. This is a very quiet, clean way of providing heat to your home. The manual that accompanies this unit should be examined carefully prior to operating the system. Please observe all precautionary procedures that are cited in the manufacturer's manual. Also, read the Troubleshooting section of this guide.

All questions and request for warranty service on your heating and cooling system(s) should be directed to the Trade Contractor who installed them.

Interior Walls

The walls in your new home are constructed of wood and other materials which are subject to normal expansion and contraction. Molding and trim can shrink and warp in some cases. Routine maintenance on molding, trim and wall boards is minimal and is the responsibility of the homeowner. Replace warped molding and trim. Reset nails that have popped out of position. Us touch up paint and, if necessary, the appropriate caulking material to complete the repairs.

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

The walls in you home are textured for beauty and style. The texturing material is relatively soft and can be damaged by scrubbing with abrasive cleaners and rough brushes and cloths. Small finger smudges may be removed from walls with a solution of warm water and a mild soap. Wash gently, especially on areas covered with a flat wall paint, with a soft sponge or cloth. Rinse and dry the excess water carefully. Do not permit the wall board to become soaked with water. Large spots will require paint touchup if they cannot be removed.

Paint

The latex paints on interior wood surfaces were chosen for their excellent durability, protection and resistance to moisture and chemical penetration. The paint must be maintained in good condition at all times. Chips, scratches and other breaks in the surface of the paint must be repainted or serious damage to the underlying wood could result. Be advised that all exterior and interior paints used by Universal Homes, L.L.C. and Universal Homes, L.L.C. Trade Contractors are non-lead and also require "water only" for thinning and clean up.

Pests

Our hot, desert climate makes this an ideal home for many unwanted pests. If your yard includes slope, you may find that some of our desert burrowing animals are present. Unfortunately, these animals can wreak havoc with slopes by creating tunnels or burrows. These burrows, while only a few inches in diameter, allow soil erosion to begin deep in your slope. During a rain, or with the use of irrigation, water will enter the burrow and carry loose soil away. Over time, the burrow can enlarge and collapse, destroying your slope. It is important that a professional pest control expert be contacted for proper removal of burrowing animals. Universal Homes, L.L.C. is not responsible for removal of these animals or pests.

Plumbing System

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

KNOW WHERE THE MAIN WATER SHUTOFF IS LOCATED-- TURN IT OFF IN THE CASE OF A PLUMBING EMERGENCY!

You will be shown the location of the main water shutoff and other system shutoffs during your Pre-Closing Orientation. The main shutoff is usually located near the entry sidewalk, outside the garage or in a ground level box near the street. Other water shutoffs are normally located under the sinks in the bathrooms and kitchen. Each toilet has a shutoff valve behind the toilet bowl. Another water shutoff is located on the top of the water heater. It controls the flow of water to the water heater and should be closed in the event of a leak in the water heater. You and others in your home should know where these water shutoffs are and how they work.

Each plumbing fixture in your home has a drain pipe especially designed to provide a water vapor barrier between your home and the sewer. The drain pipe, or trap, is the U-shaped area of pipe directly under the sink. The trap holds water which prevents the airborne bacteria and odor of sewer gas from entering your home. If any of your faucets are used infrequently, we suggest that they be turned on occasionally to replace the water in the trap lost to evaporation. Because of their shape, the traps are the most likely to become clogged. If you detect the odor of sewer gas from a sink, contact a plumbing specialist immediately.

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

- **Bathtub and Shower Stalls.** Some homes have fiberglass tubs and showers. Fiberglass is a lightweight, durable material which adds beauty and style to bathroom tubs and showers. It requires minimal care. You can preserve the original high gloss finish by regular cleaning with a liquid soap or detergent (e.g., Comet, Soft Scrub). Do not use abrasive cleansers. Always rinse the walls and the door of the shower after each use. Occasional applications of automotive-type wax will add luster and beauty to your fiberglass. Most stains can be removed with bleach. For both steel tubs and marble tubs, follow the same cleaning procedures as given above for fiberglass.

- Plumbing Fixtures. Faucets and other plumbing fixtures are designed to add beauty and trouble free use. Most of the fixtures are plated with polished brass, bright chromium or a combination of the two. These are materials which are resistant to water corrosion. The brass and chromium plating materials are, however, relatively soft and can be damaged with abrasive cleansers, scouring pads and tools. Clean the fixtures with a DRY cloth. If moisture is needed, use water only and wipe dry promptly to prevent spotting.

If water is permitted to accumulate and stand at the base of the fixtures, such as sinks, corrosion and tarnishing can result. Use a product such as Comet to clean your stainless steel sinks. Always wipe the area dry. Hard water can spot and damage bright chromed plumbing fixtures. While this is not entirely preventable, you can minimize the staining and discoloration by drying the fixtures after each use.

Avoid excessive force when you turn your faucets on and off. The seals in the faucets can be damaged and will require repair or replacement in a short time.

Faucets are equipped with aerators which mix air with the stream of water to prevent splashing. They need to be cleaned occasionally to remove a buildup of mineral deposits. When you notice that the stream of water has lessened, unscrew the aerator from the mouth of the faucet. Remove the debris and rinse the washers and screens. Replace the parts in their original order and screw the aerator back onto the faucet. Perform this homeowner maintenance as needed, usually every several months.

- Toilets. Toilets are made of vitreous china, a glasslike material that is almost impervious to staining. Clean your toilets with a toilet bowl cleaner and a brush or cloth. You can use a Pumice stone for those hard water rings that might build up in the bowl. However, it is brittle and will easily break or shatter if hit with a hard object.

Always keep a plumber's "helper" (plunger) on hand to use in the event of a stoppage of a toilet. (NOTE: On low-water-usage toilets, an extra flush may be required!) If a stoppage occurs, close the shutoff valve on the back side of the toilet. Usually, a few vigorous pumps with the plunger will free the obstruction. Stoppages that occur within the first 30 days and/or are construction related are covered by the Universal Homes, L.L.C. Limited Warranty. Stoppages that occur after 30 days or that are not construction related are the responsibility of the homeowner. If you are unable to clear the obstruction yourself, we suggest that you call a plumber. **Do not use a chlorine or bleach based product in toilet bowls.** The harsh chemicals can damage the rubber and plastic components and cause leaks. The flush valve in your toilet tank should last for many years. If it fails or begins to leak, you can purchase a new flush valve at a home center or hardware store. If you are not entirely comfortable with this do-it-yourself project, a plumber can perform this task. It is not recommended to use any of the common toilet bowl cleansers (e.g., Tidi-bowl, 10,000 Flushes, etc.) in the tank portion of

your toilet. These cleansers may cause damage all of the rubber parts in the tank.

- **Water Heater.** Your water heater is covered by a warranty from the manufacturer. Please read the operating instructions that the manufacturer provides. In the event of a leak in your water heater, close the shut off valve on the top of the water heater and, if it is a gas heater, be sure to turn off the gas to the heater, or turn off the circuit breaker if it is an electrical heater. Prior to re-igniting the pilot light after turning off the gas to the heater, have the plumber verify that it is proper working order. Call the manufacturer listed on the front of the water heater or a registered plumber to request service. recall from the warranty section that only a qualified person should reset the water heater temperature selections.

Your water heater should be drained and flushed according to the manufacturer's suggestions. This simple procedure will remove accumulated silt and debris so that the water heater is efficient and durable.

MAKE SURE THE CIRCUIT BREAKER ON YOUR ELECTRICAL WATER HEATER IS TURNED OFF BEFORE DRAINING THE TANK OR, IN THE CASE OF A GAS HEATER, TURN OFF GAS TO THE HEATER

Roof

The most common roofing materials we will install on your new home are asphalt shingles for the slope-type roof and a Brai membrane for any flat roofs. Brai offers the latest technology in providing a barrier from water penetration on the flat sections of your home.

You should be very careful in walking on your roof. Although the roofing materials are extremely durable, they are not designed to support the weight of a person. In the case of a Brai roof, the weight of one person can easily damage the Brai membrane, thus destroying the water sealant applied to the roof. Leaking may occur and costly repairs could be necessary. If access to your roof is required, call a professional roofing contractor for advice and assistance.

Remove fallen limbs and other debris from your roof promptly. If large limbs have fallen onto your roof, inspect the nearby shingles or Brai membrane for signs of damage. Inspections and repairs should always be made by a professional roofing contractor.

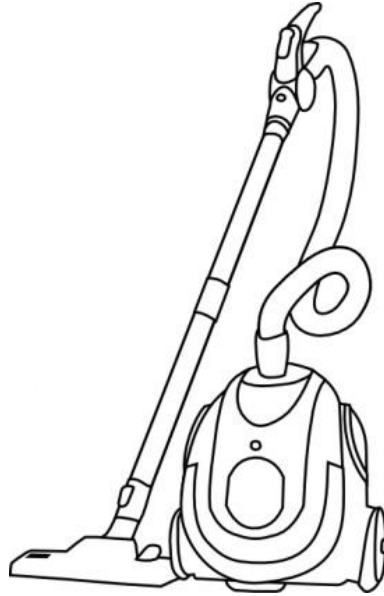
Smoke Detector

The selection of the smoke detector, the installation procedure and the location of the smoke detectors are in accordance with the requirements of local and state building codes. Please do not move or disable the smoke detectors. They are wired directly into the house electrical system and also have a backup battery. The purpose of your smoke detector is to detect the possible presence of fire by sensing smoke early enough such that you will have time to call for help and evacuate the house. At the first indication of fire, evacuate your family and call the Fire Department from a neighboring home.

Windows

A few simple maintenance tasks will help your windows to provide years of trouble free service:

- Do not apply window tinting materials made of film to double glazed windows and doors. The use of these materials can cause a buildup of heat between the panes of glass. This excessive heat will destroy the seals and permit water condensation to form between the panes. This is similar to the seal formed with wood frames and glazed glass. This seal may be broken by natural expansion and contraction and the windows should be reglazed immediately. Your hardware store or home center can provide glazing materials and complete instructions.
- Aluminum foil also causes a heat buildup between windowpanes and should not be used.
- Check with your Homeowner's Association of CC & R's before you install window awnings or coverings that are visible from the street or other areas of your neighborhood.
- Inspect the caulking and seals of your windows annually. Repair or replace missing caulk or damaged seals promptly. This will protect your windows, prevent fogging from moisture and enhance the service life of your windows.



SUGGESTED PERIODIC MAINTENANCE

SUGGESTED PERIODIC MAINTENANCE

Introduction

Recall that we mentioned your new home was probably the biggest investment many people ever make. Therefore, it stands to reason that you would want to protect that investment by keeping the individual components in top quality condition. The following periodic maintenance tips should bring years of added pleasure to you in your new home. Read it through and then you might wish to enter key dates on a calendar to remind you of when they are due.

EVERY MONTH (OR AS NEEDED):

- Wood Cabinets - Apply a lemon oil based wood protection product.
- Furnace/Air Conditioning - Inspect filters for dust. Clean and replace filters as needed.
- Plumbing - Check under kitchen and bathroom cabinets for leaks. Check the area around the water heater for leaks.
- Kitchen Exhaust Fan - Remove and clean the filter. Run the filters through a dishwasher. Clean accumulated grease deposits from the fan housing.
- Faucet Aerators - Check for proper flow of water. If the flow is reduced, clean the aerator screens. During the first two months, the faucet aerators could require more frequent cleaning.

EVERY TWO MONTHS (OR AS NEEDED):

- Cabinets - A lemon oil of Formby's product applied to the cabinets every two months will help preserve finish.
- Exterior Doors - Oil hinges and locks if required. Inspect finish for cracks and peeling. Use touchup paint where required. Also, Formby's products or lemon oil will help preserve finish.

EVERY THREE MONTHS (OR AS NEEDED):

- Exterior Finishes - Inspect for peeling and integrity of surfaces.
- Windows - Check for proper operation and check that the weep holes are not clogged.
- Interior Doors - Lubricate hinges.
- Garage Door - Lubricate hardware. Inspect mechanism for free travel. do not try to make adjustments. Call Trade Contractor.

EVERY 6 MONTHS (OR AS NEEDED):

- Gates - Inspect for peeling and reseal as required.
- Kitchen Tile Grout - Inspect for loose or missing grout. Re-grout if necessary. Re-caulk the edge of the backsplash if necessary.
- Tiled Areas - Inspect caulked areas for missing or damaged caulking. Re-caulk if necessary.
- Shower Doors - Inspect for proper fit. Adjust if necessary. Inspect caulking and re-caulk if necessary.
- Tub Enclosures - Inspect for proper fit. Adjust if necessary. inspect caulking and re-caulk if necessary.
- Front Doors - Repaint if necessary, using a latex varnish. Consult your Homeowner's Association regulations before you change the exterior paint color of your doors.
- Gutters (if you have them installed) - clean debris from gutters every six months and after storms.
- Heat Pump or Heating & Cooling Systems - We highly recommend an inspection by a heating/air conditioning professional every year. However, you should dust all registers and vents to assure proper flow of air.

EVERY 12 MONTHS (OR AS NEEDED):

- Carpet - Clean per manufacturer's recommendation. See the notes and suggestions under the Maintenance & Care section.
- Exterior Paint - Inspect for cracked and peeling paint. Repair and repaint if necessary. Consult your Homeowner's Association regulations before you change the exterior paint colors. Southern and western exposures are especially subject to peeling and cracking. inspect these areas twice each year. Repaint as necessary. French and wood doors should be repainted annually.
- Roof - Inspect for damaged tiles and/or damage to the Brai membrane after storms and high winds. An annual inspection by a roofing professional is recommended.



TROUBLESHOOTING

TROUBLESHOOTING GUIDE

Introduction

This Troubleshooting Guide is provided to assist you in solving common occurring problems. Some can be quite serious and require an expert to correct them. Others, perhaps, you may be able to solve yourself. This section will save time and help you take the actions that are required and appropriate. If you cannot find the answer to your question in this section, refer to the manufacturer's warranty or contact Universal Homes, L.L.C. Customer Service.

Plumbing

- If a water main breaks or a major plumbing leak develops, turn off the main water valve, it is usually located near the entry sidewalk, outside the garage or in a ground level box near the street. The exact location will be shown to you during the pre-closing orientation. Call the plumbing Trade Contractor to report a plumbing emergency.
- If you notice a leak under a sink or toilet, turn off the water to the fixture by using the shutoff valves located under or behind the unit.
- If a toilet becomes clogged, turn off the water valve at the toilet. Follow the procedures outlined in the Maintenance & Care section of this guide.
- If you notice a leak in the tub or shower, turn off the water at the fixture and arrange for service. Do not use the shower or tub until service can be provided.
- If there is a leak at the water heater, turn off the shutoff valve on top of the heater to OFF. Turn off the pilot light and the main gas supply for gas-fired heaters, or the circuit breaker for electrical heaters, and then call the plumbing Trade Contractor for service.
- If you notice water spots (darkened areas) on your walls or ceilings, you may have a water leak. Determine the source of water if possible and take steps to prevent further damage. If the leak can be traced to one location (one toilet, sink or tub), turn off the water to that fixture. Contact your plumbing Trade Contractor for service. If the leak cannot be isolated, turn off the main water services to the house. Call the plumbing Trade Contractor to report a plumbing emergency.

Note: If you have small children, be sure to set the water temperature at a level that will not accidentally scald them.

Gas

- **IF YOU DETECT A LEAK ANYWHERE IN THE NATURAL GAS LINE, EVERYONE SHOULD IMMEDIATELY GO OUTSIDE. TURN OFF THE GAS AT THE GAS METER. CALL THE GAS COMPANY TO REPORT THE LEAKAGE.**

Electrical

If a complete power outage occurs, check to see if your neighbors have also lost electrical power. If the power is off in your neighborhood, call the electric company to report the outage. If the outage is limited to a circuit in your house or your entire house, follow these steps:

1. If there is no power to an electrical outlet, make sure that the outlet is not controlled by a wall switch that may be turned off. If this is not the problem, see steps 5 & 6 on the following page.
2. If a hanging light fixture does not work, note that some fixtures have an on/off switch located on the fixture. Make sure this switch is on. If your fixture doesn't have a switch, go to steps 5 & 6 below.
3. If a luminous light fixture does not work, make sure all fluorescent bulbs are installed properly. Adjust any tubes that are flickering or buzzing. Check wall switches and then go to steps 5 & 6 below.
4. If power is out in a bathroom, kitchen or outside outlet, these outlets may be connected to a Ground Fault Interrupt (GFI) device designed to interrupt the flow of electricity to prevent injury. Locate the nearest GFI outlet. If the reset button has tripped, press it in to restore power. If power is not restored, determine if the circuit is being overloaded. For example: Two hair dryers used simultaneously on one GFI circuit could cause the breaker to trip.

IMPORTANT NOTES:

- **DO NOT PLUG POWER TOOLS AND APPLIANCES INTO GFI OUTLETS**
 - **DO NOT PLUG AN APPLIANCE WITH A SEPARATE TRANSFORMER OR AN ITEM WITH A TIMING DEVICE (SUCH AS AN IRRIGATION SYSTEM) INTO GFI OUTLETS**
5. Inspect all circuit breakers, including the MAIN breaker. If a breaker appears damaged, leave it off and call your electrical Trade Contractor listed in this Guide.

6. If the breakers are not damaged, but one of them is tripped, reset it. If the circuit breaker fails again, unplug or turn off all appliances in the affected area. Then reset the circuit breaker. If it again trips, you most likely have a short in the circuit. **DO NOT ATTEMPT FURTHER REPAIR.** Call the electrical Trade Contractor listed in this Guide if your home is still under our Limited Warranty. Otherwise, call a licensed electrician. If the breaker did not trip with the appliances disconnected, plug your appliances back in one at a time while someone monitors the breaker. If the breaker trips as an appliance comes on line, you most likely have a short circuit in that appliance. If you can positively isolate the appliance, leave that appliance disconnected. If the cause is not determined, you believe it to be the circuit, or you do not wish to troubleshoot an electrical problem, **CALL IN AN ELECTRICIAN** as mentioned above!

IMPORTANT NOTES

- **IF YOUR MAIN CIRCUIT BREAKER TRIPS OR IS TURNED OFF, WAIT 2-3 MINUTES BEFORE TURNING IT ON. THEN, RESTORE POWER TO THE OTHER CIRCUITS ONE BY ONE. THIS AVOIDS OVERLOADING THE SYSTEM.**
- **CALL THE FIRE DEPARTMENT IMMEDIATELY IF THERE IS ANY POSSIBILITY OF A FIRE OR IF AT ANYTIME YOU NOTICE SPARKS OR SMELL BURNING.**

Heating and Air Conditioning (Cooling) Systems

If any of the heating systems are not working properly, make sure the thermostat is set to a temperature higher than the room air. Check that the appropriate circuit breaker is in the ON position. For gas heating systems, make sure that the gas service is on and check to see that the gas valve is in the ON position and the pilot light or intermittent sparking device is working. If you are unable to isolate any of these problems, call the heating and air conditioning Trade Contractor for service.

If your cooling system is continually running, which it may do on particularly hot days, check to see that your thermostat is set to no more than about 30°F below peak outside air temperature. Your cooling system is designed to cool your house to about 30-35°F below the outside air temperature and unit capacities are determined by square footage of your home.



GLOSSARY

GLOSSARY

Introduction

The following section deals with terminology and common words or phrases used in the home-building industry. We at Universal Homes, L.L.C. felt that the new homeowner would perhaps learn more about their new home if they understood some of the construction and system "jargon". The Glossary also provides a ready reference of terms which you might be unfamiliar with and might encounter in other sections of this Guide.

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

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

Berm. A small ridge of soil that directs the flow of rain and irrigation water toward drains or sewers.

Blacktop. Asphalt material used for driveways, walkways and streets.

Caulking. This material is used as a sealant around sinks, tubs and showers. Other applications for caulking include sealing window and door frames and other exterior interfaces.

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

Circuit Breakers. Prevent electrical overload or shorting. The circuit breaker opens the circuit when an overload or short occurs, thereby breaking the flow of electricity. It can be reset manually by moving the circuit breaker lever OFF and then to the ON position once the source of overload has been corrected. Refer to the Troubleshooting section of this Guide for more information.

CC&Rs. This is a real estate legal term that stands for Codes, Covenants and Restrictions. CC&Rs are the various conditions that are stated on each deed to property. Homeowner Association restrictions, rules and regulations are included in the CC&Rs.

Common Areas. Most neighborhoods have areas that are common property and owned by a Homeowner's Association. These areas may include streets, parking areas, walkways, slopes and recreational areas. They are maintained by and their use is governed by the Homeowner's Associations.

Condenser. The unit of a heating and air conditioning system that is located outside.

Corian®. This man-made product can be used for countertops in kitchens and bathrooms. It provides beauty, durability and an excellent working surface.

Crawl Hole. The opening in the ceiling which gives access to the attic space. This also is sometimes called a scuttle hole.

Cultured Marble. This is a man-made product that has much of the durability and beauty of natural marble.

Customer Service Department. Service or repairs that are covered by the Universal Homes, L.L.C. Limited Warranty are handled by Customer Service. The Customer Service Department is solely responsible for reviewing warranty claims and acting upon them.

Customer Service Request Form. A form used by the homeowner to request service under the terms of Universal Homes, L.L.C. Limited Warranty. All such requests should be in writing and on the proper form. Only those items covered by the Limited Warranty should be listed.

Dehumidifier. An appliance that removes moisture from the air. Used most frequently during the summer months.

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

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

Emergencies. Emergencies are defined as situations in which a home and/or its occupants are in danger. Included are: electrical problems which present the danger of shock or fire; water leaks or complete stoppage of all drains; and natural gas leaks. Please refer to the emergency section in this guide.

Expansive Soil. The expansive soils in this area are subject to significant contraction and expansion in times of rain or drought. Compaction techniques and other measures were taken during the site preparation of your lot. Avoid excessive watering and standing water in areas with expansive soils.

Fluorescent. The lighting fixtures that provide even, soft illumination in kitchens, bathrooms and other areas of the home use fluorescent bulbs. These fixtures are more efficient than traditional incandescent lighting.

Galvanized. Steel which is covered with a zinc coating to prevent rust is called

galvanized steel.

GFI. Abbreviation for Ground Fault Interrupt device. Similar to a circuit breaker in that it is designed to interrupt the flow of electricity. GFI's are usually located near bathroom sinks and tubs. In the event of a short circuit such as dropping an appliance into a filled tub or sink, the GFI will break the electrical circuit immediately and prevent a serious electrical shock should you try to grab it.

Graphite. A carbon-based powdered substance that is used as a lubricant for applications in which oil can be damaging. Graphite is usually recommended for use on your aluminum windows and doors.

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

Gypsum Board. See drywall.

Hardware. The hinges, locks, handle and other metal attachments to doors, cabinets and drawers.

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

Hollow-Core Door. Interior doors are frequently constructed of thin plywood or Masonite sheets that are bonded to a frame. The inside or core of the door is hollow. This reduces weight, yet provides good insulation.

Homeowner's Association. In this area, most neighborhoods are governed by a small group of homeowners who represent the interests of all nearby homeowners. The association is usually formed by the builder and is turned over to the homeowners when the majority of the homes are sold. The association collects dues that are to be used for proper maintenance of the common areas and to communicate with the members.

Homeowners Maintenance. Your new home will last a lifetime if you routinely maintain the various features of your home. Many of these maintenance items have been indicated in the Maintenance & Care section of this Guide. This continuing maintenance is the responsibility of the owner.

Humidifier. The opposite of a dehumidifier. It restores moisture to the air during dry, winter months and is usually needed in those areas where outside air is below freezing.

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

Joists. The solid wood structural components of the floor and ceiling of

your home are called the joists.

Manufacturer's Warranty. The appliances and certain other components of a new home are covered by warranties that are supplied by the original manufacturers. These warranties are passed on to you by Universal Homes, L.L.C. they include components of the plumbing and electrical systems, heating and air conditioning system, water heater and other manufactured items.

Masonry. The stucco, stonework, fireplace, chimney and brickwork in a home.

Nail Pops. The natural expansion and contraction of wood can cause the nails that hold the wall surfaces in place to move or pop out of place. The nails can be reset and, if necessary, touch up paint can be supplied.

Polystyrene. A man-made material, similar in appearance to marble, which is sometimes used to form countertops in bathrooms.

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

Post Tension Slab. The concrete slab in your new home is under tension from tight steel cables that run horizontally through the slab. The connectors for the cables can be seen at the exposed edges of the slab. The tension from the cables strengthens the slab and prevents cracking from settling. SEVERE DAMAGE TO THE SLAB AND, POTENTIALLY TO A PERSON SEVERING THE CABLES, CAN RESULT IF THE CABLES ARE CUT. THEREFORE, DO NOT DRILL OR CUT THROUGH YOUR CONCRETE SLAB.

Pre-Closing Orientation Form. This form is used to certify your involvement in the pre-closing orientation and record the condition of your home at that time. For more information, refer to the Closing Process section of this Guide.

Resilient Flooring. The attractive flooring that is used in kitchens and other high use areas of a home is called resilient flooring because of its cushion-like texture. It may also be referred to as vinyl flooring. It is similar to the linoleum floors of years past, but it is easier to care for and maintains its appearance for a longer time.

Return Air Vent. Because modern homes feature almost airtight seals, the heating and air conditioning systems require return air vents to draw air back to the heating and cooling system.

Ridge. The uppermost structural member of your house. It spans the peak areas of your roof.

Ridging. A filled joint in drywall which becomes visible due to natural contraction and expansion of the materials.

Scuttle Hole. See Crawl hole.

Sealant. Commercial products which are used to seal porous materials such as concrete, grout and mortar and protect them from penetration by moisture.

Settling. In the first months and for years after a new home is built, some settling can occur as the underlying soil gains and loses moisture. Minor settling is normal, particularly in the first few months after a new home is built.

Sheathing. The plywood that is installed as a base for tile roofs.

Spackle. The putty-like material that is used to fill surface irregularities in drywall. Its most common use is to fill nail holes in walls before repainting.

Stucco. The mortar-like material that covers the exterior of many homes in this area is called stucco. It provides excellent durability, insulation and beauty to the home. Stucco is relatively brittle so you should avoid sharp blows to the walls. Turn sprinklers away from stucco to prevent water stains.

Studs. The vertical wood structural members in the interior and exterior walls of a home.

Trade Contractor. Most homes in our area are built by specialized trades people who contract with us to perform their area of specialization. This allows Universal Homes, L.L.C. to select those trades with the highest standards and the best reputation. Competitive bidding, careful screening and measuring experience ensures that we are getting the best Trade Contractor to do the job. Examples of subcontracting are plumbers, roofers and electricians. A list of Trade Contractors who built your home is found at the end of this guide.

Superintendent. The person who oversees the construction of homes is called the superintendent. The superintendent is responsible for making sure that the Trade Contractors perform their work on time and to the standards established by Universal Homes, L.L.C.

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

Tack Strips. The devices between the flooring and carpeting that are used to hold wall-to-wall carpeting in place.

Termite Control. a chemical treatment of the ground under your house and around the immediate perimeter of the foundation to establish a barrier against termite infestation. See the Maintenance & Care section of this Guide for vital information of maintaining this chemical barrier.

Thermostat. The wall mounted device that controls the heat pump or the individual heating and cooling units is a thermostat. By cycling these units on and off, it will maintain a desired temperature in the home.

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

Weep Holes. Small holes in door and window frames and in masonry components that allow water to drain away are called weep holes. They should be kept free of dirt and debris.