

## CUSTOMER CARE HANDBOOK: General Information and Warranties

### *Alarm, Central Vacuum, Home Theater*

#### **General Information**

Halvorson-Mason employs the skills and services of qualified trade contractors to install a variety of sub-systems you may have ordered while making your selections. These may include:

- \* Pre-wire for Home Security System
- \* Installed Home Security System
- \* Pre-wire for Home Theater System
- \* Installed Home Theater System
- \* Intercom System
- \* Central Vacuum Pre-plumb
- \* Central Vacuum
- \* Structured Wiring
- \* Distributed Audio
- \* Satellite Pre-wire

A description of the selections you made is provided on the "features list" associated with your purchase contract.

The trade contractor that installed and warrants the given system in your home will depend upon the area in which your new home is located. You should contact this trade contractor directly to set up an appointment so that they may acquaint you with the characteristics of the system you may have had installed. Additionally, they will provide you with the appropriate manufacturer's instructions and warranty information.

**Should you have any issues regarding these sub-systems installed in your home, please contact the responsible trade professional. Do not make such requests through Halvorson-Mason.**

If you ordered only "pre-wire" for security and/or home theater systems, it will be your responsibility to arrange for installation and final connection of the system after your move-in. You will be responsible for the quality of work the installing party provides and responsible for any damage they

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may be caused during installation. The warranty on pre-wire installations, provided by the given trade contractor, is void when you elect a third party vendor to install your own Home Security or Home Theater System.

### **Regarding the Limited Warranty(ies) on Installed Sub-systems**

The installation of any sub-system mentioned above is warranted by the installers to be free of defects stemming from workmanship and materials for a period of one year from the close of escrow. Individual components of the system will be warranted by the manufacturer of that particular component. Warranty coverage and time frame may vary.

### **General Information**

Halvorson-Mason. installs only quality, name brand appliances in the homes we build. Prior to your Homeowner Walk Through we have made certain that these appliances are in good operating condition. During the Homeowner Walk Through we will confirm that all appliances are in acceptable condition and note any issues that may require our attention.

### **Operating and Maintenance Instructions**

It is your responsibility to acquaint yourself with the manufacturer's literature for proper and safe operation of your new appliances.

### **Manufacturer's Service**

If a problem arises with an appliance, you will need to contact the manufacturer directly. This information should be provided in the documentation provided by the manufacturer of each given appliance. Service requests for appliances should not be sent to Halvorson Mason. When reporting warranty related issues to the appliance manufacturer, be prepared to supply the following:

- \* Date of purchase (close of escrow)
- \* Serial and model number
- \* Description of the problem

### **Regarding the Manufacturer's Limited Warranty**

The appliances in your home are warranted directly by the manufacturer of the given appliance. The manufacturer's warranty period may vary from appliance to appliance. In order for the manufacturer to honor the warranty, it is very important that you mail your registration materials for each appliance in a timely manner. The warranty cards have been left for you in your home with the appliance manual.

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## *Attic Access*

### **General Information**

The attic space in your new home is not designed nor intended for storage. We only provide access to this area for maintenance of mechanical equipment that may be located in the attic space. Access is usually provided through an opening in the ceiling of the garage, bedroom, hallway or master bedroom closet. The opening is covered with a lift-away lid.

In some plans, access to the attic space is provided through a small access door on the second floor. Please be aware that the knob provided on this door does not lock. It is your responsibility to control access to this space.

If you need to access the attic, use caution. Be careful not to cause damage to duct work, electrical lines, plumbing, insulation, etc. Avoid stepping off the provided access deck. The ceiling drywall and joists of the space below are not designed to support additional weight. Placing weight or stepping onto this surface may result in damage to the ceiling below and/or personal injury. Your warranty does not cover any such damage or injury.

The insulation present in your attic is warranted by Halvorson Mason. for a period one year from the date of completion notice to be free from defects stemming from workmanship and materials in accordance with the usual standards of the home building industry. Halvorson Mason. and the local building authority inspect the attic prior to completion of your home to confirm that the insulation has been correctly installed. Disturbing the insulation will adversely affect its performance.

## *Cabinetry*

### **General Information**

Your cabinetry will be inspected one last time during your Homeowner Walk Through to confirm that it is in acceptable condition, that all hardware is installed, that doors are aligned, and that drawers open and close properly. We will remedy any issues that are noted during the Homeowner Walk Through.

Halvorson-Mason uses reputable manufacturers and installers of the wood cabinetry featured in our homes. The brand we offer and the company that installs our cabinetry may change from time to time. All cabinetry will vary in design, wood, grain and color.

The information we provide below is basic in nature and applies to wood cabinetry in general.

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## Use and Maintenance Suggestions Cleaning

### Cleaning

Always read and follow the manufacturer's instructions on any cleaning product you may consider using. Frequent use of any cleaning product may lead to a build up on the surface of the cabinetry, adversely affecting its appearance. Avoid washing cabinets with excessive amounts of water, detergents, or abrasives. Moisture can warp the wood or open the grain. Detergents or abrasives may damage the luster, appearance, and durability of the applied finish.

### Door Hinges

A small amount of lubricant will generally improve hinge performance. Over time, hinges may need to be adjusted for doors to close properly. Most hinges are concealed and designed for ease of adjustment with a household screwdriver.

### Drawers

If drawers do not open and close smoothly, the rollers may not be properly on track. These tracks are located on the sides or at the bottom of each drawer.

### Fading

Both natural and artificial light can cause fading or discoloring of natural wood cabinetry. Controlling the amount of direct sunlight that strikes your cabinets may help to prevent fading.

### Moisture

Damage to cabinet surfaces and warping can result from operating appliances that generate large amounts of moisture (such as crock-pots, coffee makers, rice cookers, etc.) near wood cabinetry. When operating such appliances, place them in a location that is not directly under upper cabinets and allows the moisture to dissipate

### Wood Grain

Variations in wood grain and color are characteristic in all wood or wood veneer selections and are to be expected. Wood is a product of nature, so it will have natural variations. These variations may include color, pattern, texture, density, and may affect the way different components accept the applied finish. Keep in mind that the wood used in the construction of your cabinetry probably came from more than one tree! These differences actually enhance the appearance and give your cabinetry its own unique character.

We call your attention to these characteristics, as the appearance of the wood cabinetry in your new home may be different from what you have seen in a display, in a sample or in our model homes. Variations in wood grain, color and the manner in which wood cabinetry accepted the stain are specifically excluded in your warranty. These characteristics are not considered flaws in material or workmanship, are not defects indicating substandard product and cannot be considered reasons for replacement.

### **Halvorson-Mason Warranty**

Halvorson-Mason warrants for the period of one year from the date of completion notice to that the cabinets installed in your new home are free from defects stemming from workmanship and materials in accordance with the usual standards of the home building industry.

### **Exclusions**

The warranty does not cover misuse, abuse, improper storage, color fading or neglect. We reserve the right to change design, specifications, and materials as conditions require and improvements develop Halvorson -Mason Corp. nor the manufacturer retains an obligation to incorporate such future changes into products previously installed or manufactured.

If repairs or replacement of components of your cabinetry prove necessary during the warranty period Halvorson-Mason is not responsible to replace or refinish all cabinetry in a given space or throughout the home. We cannot guarantee exact grain, texture, finish, or color match on the components that are replaced.

## ***Floor Covering (Carpet)***

### **General Information**

During your Homeowner Walk Through, we will confirm that your carpet is in acceptable condition. We will correct stains or spots noted at the orientation by cleaning, repairing or replacing.

Be aware that placing plastic "runners" on top of your carpet can trap moisture in the carpet and pad below. This will lead to growth of mildew and permanent discoloration of your carpet and is not covered under your warranty.

The information provided below is intended to serve as general information regarding all carpet.

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## **Maintenance Suggestions Cleaning**

### **Cleaning**

The most important thing you can do to lengthen the life of your carpeting and to maintain its appearance is to vacuum frequently. Carpet wears out because of foot traffic and dirt particles that get trampled deep into the pile beyond the suction of the vacuum. These dirt particles wear down the fibers like sandpaper and dull the carpet.

Frequent use of the vacuum will help prevent these particles from settling into the nap of the carpet and causing damage. Vacuum manufacturers claim that units with beater-bar features agitate the pile and are more effective at bringing dirt to the surface.

Your new carpet will also shed bits of fiber for a period of time. This is normal and to be expected. Eventually, all loose fibers are removed by vacuuming.

Wipe spills and clean stains immediately. For best results, blot or dab any spill or stain; avoid rubbing. Test stains removers on an inconspicuous area of the carpet, such as a closet, to check for any undesirable effects.

### **Crushing**

Furniture and traffic may crush the carpet's pile fibers. Frequent vacuuming in high-traffic areas and glides or cups under heavy pieces of furniture can help prevent this. Rotating your furniture to change the traffic patterns in a room promotes more even wear. Heavy traffic areas such as halls and stairways are more susceptible to wear and crushing. This is considered normal wear.

### **Fading**

Science has yet to develop a color or carpeting material that will not fade over time. All carpets will slowly lose some color pigment due to natural and artificial forces in the environment. You can slow this process by keeping the carpet vacuumed, keeping the air in your home pollutant free by maintaining the filters in your Climate Control System, and, most importantly, controlling the amount of direct sunlight falling on your carpeting.

### **Filtration Soiling**

Dark, grayish lines under doors, around baseboards and along edges of stairs are symptoms of an aggravating problem, "Filtration Soiling." The cause of the problem is really quite simple: Dust, smog and other airborne pollutants accumulate where concentrated airflow is directed over or through the

carpet's pile. The carpet filters out these pollutants and gradually becomes discolored. This condition may appear over a period of only weeks, or it may take months or even years to become visible. The severity of the problem will be proportional to the volume of airflow and the relative dirtiness of the air. This is most visible on lighter colored carpets, particularly off-whites.

If interior doors are kept closed while the climate control system is in operation, air circulation between rooms is limited to the space around and under doors. This forces an excessive amount of air over the carpet fibers in these areas that, over time, can lead to an accumulation of residues. Keep interior doors open whenever possible to allow even air circulation. Keep the air inside as clean as possible by regularly replacing climate control system filters.

## **Seams**

Carpet is generally manufactured in 12-foot widths, making seams necessary in most rooms. Visible seams are not a defect in material or workmanship.

## **Stains**

No carpet is stain proof. Even if the manufacturer of your carpet designates your carpet as "stain resistant," some substances or lack of maintenance may lead to permanent staining. Additionally, many frequently used household products or spills can change or destroy the color of carpets. These include but are not limited to bleaches, drain cleaners, plant foods, pet residues, insecticides, toothpaste and alcohol.

Make sure to remove and thoroughly clean such substances from the carpet fibers as soon as possible. Follow the instructions provided by the manufacturer of the carpet cleaner or stain remover you elect to use.

## **Static**

Cooler temperatures outside often contribute to static electricity inside. This is a result of variations in the amount of moisture present in the air in your home.

## ***Caulking***

### **General Information**

Caulking is the material that is used to fill and seal the space where two materials or surfaces meet. Different caulking is used for different applications. The caulking throughout your home has been



installed by professional craftsmen using techniques standard to the construction and home building industry. Caulking does require on-going homeowner maintenance throughout the life of the home.

## **Maintenance Suggestions**

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

Of particular importance is the maintenance of the caulking where toilets and tubs meet the floor and/or wall. If this caulking is not well maintained, moisture from the tub or toilet can make its way under the floor covering. Not only can this damage the floor covering itself, but the moisture can also promote mildew growth and/or damage the structure of the floor material below. The longer the exposure to moisture, the more severe the damage will be.

## **Colored Caulking**

Colored caulking is available in many retail stores and are intended to help match the surface(s) to which caulking is to be applied. As with any colored material, dye lots can vary.

## **Latex Caulking**

Latex caulking is appropriate for areas that require painting, such as where wood trim meets a wall or the floor.

## **Silicone Caulking**

Caulking that contains silicone will not accept paint. It works best where water is present, for example, where tub meets the tile or the sink meets the countertop. Old silicone caulking is easily removed as it is a "rubbery" substance. We recommend that you remove old silicone caulking before applying new material to ensure the best seal.

Maintenance of caulking is an ongoing responsibility of homeownership. Cracks, which appear in normal interior and exterior caulking due to expansion and contraction, are the responsibility of the homeowner.



## *Ceramic Tile and Natural Stone*

### **General Information**

Your purchase contract specifies the color and type(s) of tile and/or stone you may have selected. During the Homeowner Walk Through we will confirm that tile, stone and grout areas are in acceptable condition. We will repair or replace cracked, chipped, or loose tiles noted during the walk through.

Ceramic Tile is made from clay that has been kiln-hardened, creating a very durable product. Variations in dye lots may be more noticeable in some types of tile than in others. Variations in color or texture are frequently an intentional part of the desired appearance. Variation may be the result of conditions that exist during the firing process. Many kiln-hardened tiles include a glazed surface, helping to make it impervious to stains. It is not necessary to seal glazed ceramic tile. Unglazed tiles may be more porous and more likely to stain. You may wish to consider sealing unglazed tile following the recommendations of a qualified expert. Please note that some sealers may alter the surface appearance.

Marble is a natural stone product. As with other natural products, there are thousands of variations in color, pattern and consistency. Variations are to be expected. These variations contribute to the natural beauty of marble, lending an elegant, refined appearance. Marble is porous, as are many other natural stone materials. Care should be taken to avoid staining to maintain its original beauty. You may wish to consider sealing marble following the recommendations of a qualified expert. Please note that some sealers may alter the surface appearance.

Granite is one of the most durable natural surfaces. Granite is formed from molten rock cooling and crystallizing deep in the earth. This rock is extremely hard and polishes well. As with other natural products, there are thousands of variations in color, pattern, and consistency. Variations are to be expected. These variations contribute to the natural beauty of granite. Some oils and chemicals may stain granite if left on the surface. Care should be taken to avoid staining.

Slate is a metamorphic rock. Most slate is formed below the earth's surface by changes in the makeup and appearance of shale, a sedimentary rock. Shale consists of clay and fine particles of quartz. Heat from deep in the earth changes some of the clay in shale into mica and chlorite. Slate results when pressure created chiefly by mountain-forming movements in the earth's crust squeezes the mica and other minerals into parallel layers. Used as flooring it is extremely durable and long-lasting. Flaking of the stone surface and extreme variations of texture and color are inherent characteristics to be expected. Due to its porous nature slate is routinely sealed at the time of installation.

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Travertine is a type of natural limestone. Travertine is characterized by the patterns formed by the voids left in the structure of the stone. These voids may be filled during the cutting and polishing process or the stone may be left in its natural state, based on the desired appearance. Travertine is not as hard as granite or marble. It is naturally porous. You may wish to consider sealing travertine following the recommendations of a qualified expert. Please note that some sealers may alter the surface appearance.

### **Chips, Cracks, and Scratches**

As durable as the materials listed above are, they still may chip, crack, or scratch if mistreated, are placed under excessive amounts of pressure, or receive a firm blow. Such chips, cracks, or scratches are not a result of inferior quality and are not warranted.

### **Cleaning**

Ceramic Tile installed in your home may be washed with any mild non-abrasive soap, detergent, or tile cleaner. Follow the instructions provided by the cleaning product manufacturer.

Stone surfaces are relatively easy to care for. Floors covered in these surfaces generally only require vacuuming, dust mopping, or damp mopping, as needed. When cleaning any of these surfaces, avoid adding harsh detergents or abrasives to the water. If you feel a cleaning agent is required, follow the instructions provided by the manufacturer of the cleaning product you select.

### **Grout and Grout Discoloration**

Grout can consist of cement, hardeners, epoxy, and/or colors. It is applied in a fluid state to fill the spaces between tiles or joints and is then allowed to harden. Grout is very porous and, therefore, stains easily. To preserve the grout appearance, we highly recommend sealing it. Grout sealers, cleansers and whiteners are available at most hardware stores. Follow the manufacturer's instructions.

### **Sealing Grout**

Sealing grout is your decision and responsibility. Once grout has been sealed it may still require on-going maintenance and re-application of the sealer. Grout sealers are available at most hardware stores. Follow the manufacturer's instructions. Due to the wide range of products available for this purpose and as we have no control over proper application, warranty coverage does not extend to grout that has been sealed.

## **Separations**

Slight separations are to be expected in grout. Cracks in the grout can be filled using premixed grout purchased from flooring or hardware stores. Follow the manufacturer's instructions. This maintenance is essential to protect the underlying surface from moisture damage.

Halvorson – Mason warrants for the period of one year from the date of completion notice that the Tile and Stone installed in your new home are free from defects stemming from workmanship and materials in accordance with the usual standards of the home building industry.

## **Exclusions**

The size and dye lots of any tiles used in your Halvorson-Mason home will be monitored for consistency and installed according to home building industry standards. If repairs or replacement are deemed necessary under the terms of your warranty, Halvorson-Mason will try to find the closest dye lot match possible for both tile and grout, but is not responsible to replace the entire surface due to dye lot variations and cannot guarantee color matches. If you have sealed your grout we cannot guarantee color match if repairs or replacement are deemed necessary.

## ***Climate Control System***

### **General Information**

We install quality, brand name Climate Control Systems in accordance with local building codes as well as in accordance with engineering designs of the particular floor plan of your Halvorson-Mason home. Prior to and during your Homeowner walk through, we will test your heating and cooling system (where applicable) to be certain it is functioning properly.

Your cooling and heating units are combined into one system, using the same ductwork and same thermostat control. The air conditioning (where applicable) unit is located outside of your home and the (gas) furnace is typically located in the Garage.

The Climate Control System we have installed can greatly enhance the comfort of your home, but if it is used improperly or inefficiently, wasted energy and frustration will result. It is important to following the instructions provided by the manufacturer. The guidelines we present here are for general information only.

Note: Cooling Systems are an upgraded item (air conditioner).

## **General Use and Maintenance**

Your system is a whole-house system. The efficient and successful operation of this system relies on many factors including the proper insulation we have installed in your home, proper maintenance of window seals, proper maintenance of air filters, and the window coverings, floor coverings, furnishings and placement of furnishings in your home.

Whole-house Climate Control Systems are “closed systems”. This means that the interior air is continually recycled and cooled or heated until the desired air temperature is achieved. Any additional outside air disrupts the system and makes achieving the desired interior temperature more difficult, if not impossible.

Therefore, you should keep all exterior windows and doors closed while using your Climate Control System.

## **Air Flow**

The air temperature may vary from room to room by several degrees. This is due to such variables as floor plan, orientation of the home in relation to the sun, the frequency of opening and closing outside doors or windows, heat stratification, the type of window coverings installed, the density and placement of furnishings, and traffic flow through the home.

To make the temperature throughout the home as consistent as possible, you will want to maximize the airflow and recommend continuous fan use. This may be accomplished by adjusting the air registers to modestly increase or decrease the flow to rooms or areas that seem to need more or less contribution from the system. Never block an air register. It is not recommended that any given vent be completely closed.

### **Return Air Registers / Filters**

As mentioned above, the majority of the air that flows through the Climate Control System is obtained from within your home. The system draws this air through the return air register(s). Interior air is drawn through this return, heated or cooled by the system and returned to the home through air registers in each room.

It is essential that neither the return(s) nor air registers be blocked if the system is to function as intended.

The air return(s) is equipped with a filter to remove particles from the air before that air enters the system. These filters need to be kept clean. Most system manufacturers recommend changing or cleaning air filters on a monthly basis. The HEPA-40 High Efficiency Climate Control System recommends a yearly change of filter. How often these filters need to be cleaned or replaced will vary from home to home depending on how often the system is used, the location of the return(s) and the dust, smoke, and lint in the home will obviously impact the amount of filtration that occurs. Check the filters on a regular basis and follow the manufacturer's instructions.

## **Circuit Breaker**

If your Climate Control System is not functioning, the first thing you will want to check is the circuit breaker that controls the electrical circuit that provides the energy to your system. The breaker is located and marked on the electrical panel on the exterior of your home. If the breaker has been turned off or has tripped, the system will not have the electricity it needs to operate. Reset the breaker and try the system again. If the breaker trips repeatedly, it should alert you that your system requires service.

Additionally, due to a door lockout switch (safety device), the furnace door must be properly positioned on the unit for the furnace to operate. Fuses specifically for the air conditioning unit are located in the electrical disconnect box (usually

Located on the exterior wall above the air conditioning unit.) Typically this is a handle type "pull out" disconnect, but may also be in the form of an on / off switch or circuit breaker. The fuses in the pullout disconnect must be secured tightly in position to ensure proper operation of the air conditioning equipment. It is impossible to determine the viability of a fuse by visual inspection. A continuity tester is the tool used to check these fuses.

If you do not have this type of tester, you must replace the fuses(s) with a new one(s). We recommend that you keep extra maximum rated fuses on hand. The correct fuse is listed on the nameplate of the air conditioner and should be listed on the inside of the fuse disconnect box as well. Use only time delay dual element fuses, as they are the only type specifically designed for air conditioning equipment. Please note the direction of the pullout when you remove it to check or replace fuses. It is only operational in one direction. An electrical contractor has installed the fuses and circuit breakers for your equipment. The heating and air conditioning trade contractor does not replace and is not responsible for troubleshooting or resetting of fuses or circuit breakers. This is a homeowner responsibility to troubleshoot prior to requesting service.

Ductwork Noise

As the ductwork installed in your home is exposed to heated or cooled air, it will naturally somewhat expand or contract. This may result in “popping” or “pinging” sounds that naturally occur and are to be expected.

## **Service**

Your climate control system was installed and will be serviced by a qualified trade contractor should the need arise during your warranty period. During the warranty period, you may directly contact this trade contractor to set up warranty related service or repairs. Manufacturers recommend servicing and changing filters at least once a year.

After the warranty period, you may employ the services of any heating and cooling specialist you select.

## **Temperature Settings**

When the system has not been turned on for a period of time, the structure, the air contained in the house, as well as the walls, carpeting, furniture, etc. will have achieved a uniform temperature. As the climate control begins to alter the temperature of the air, the furnishings and floor coverings in your home will absorb heat from the air or release heat into the air until an equilibrium is re-established.

Unlike a light bulb, which reacts instantly when you turn on a switch, the climate control system only begins the cooling or heating process when you set the thermostat. For example, if you come home at 6 p.m. , when the temperature has reached 90 degrees Fahrenheit in the home and you set the thermostat to 75 degrees, the air conditioning unit will begin cooling the air, but the overall interior climate will take a period of time to reach the desired temperature. Likewise, on cold days, the heating unit will take a period of time to warm the space to the desired temperature. The heat pump system allows the system to pull warm air into the home when outside temperatures are as low as 29° or if desired cold air into the home when outside temperatures are as high as 79°.

It is recommended that you set the thermostat at a moderate temperature when the home is not occupied allowing the system to maintain a reasonable, moderate temperature. The temperature setting may then be adjusted slightly when you arrive home with better results.

Setting the thermostat substantially above or below the desired temperature will not heat or cool the home any faster. In fact, this will place undue amounts of strain on the overall system. Running the cooling system “colder” than is actually needed can damage the air conditioning unit and may cause the coil to “freeze up”. Running the furnace “hotter” than is actually needed can cause exaggerated

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expansion and contraction of the framing lumber and may damage the home. Changing the interior temperature gradually will produce better results.

If your home is two story and depending on its architectural design, temperatures can vary as much as 10 degrees from floor to floor.

### **Trial Run**

Although your system has been tested before and during your Homeowner walk through, we strongly suggest that you give the cooling and heating systems a “trial run” before the seasons change. This will provide us (during the warranty period) and you (after the warranty period) with ample time to get the system serviced, if required, before you really need the benefits of the Climate Control System.

Additionally, your air conditioning system may not have been “fully charged” with Freon when the system was first installed if your home was constructed during winter months. Moderate temperatures are required during this “charging” process. Under these circumstances, although we have made notation in our records to charge the system for you before the warm spring and summer months, a trial run will double check that the system is functioning properly.

### **Air Conditioning (Cooling) on Applicable Model – Upgraded Item**

The air conditioning unit is the mechanism that produces cooler air.

Direct rays from the sun can overcome the efficiency of the cooling system and cause it to run longer than would otherwise be necessary. The habit of closing window coverings when your air conditioning unit is in operation will allow your system to function more efficiently and may result in less energy use, saving you money on your utility bills.

The air conditioner should maintain a temperature of 78° Fahrenheit (measured in the center of each room, at a height of 5’ above floor level) or a maximum of 20° below the outside temperature. Lower temperature readings are often possible, but neither the manufacturer nor Halvorson-Mason guarantees this.

### ***Furnace (Heating)***

Your home is equipped with a gas furnace with an electronic ignition system. There is no pilot light as part of this system.



## **Combustion Air Vent**

In addition to the air the heating system draws from within your home, outside air is needed to supply the furnace with sufficient oxygen for proper gas combustion. This “combustion air vent” is located on your roof, as a dormer vent, or on the side of your house, as a gable vent. Keep this vent free from obstruction. Intentional or accidental blockage of the combustion air vent will cause the furnace to draw air down the exhaust vent pipe and pull poisonous gases back into your attic.

## **Gas Odor**

If you smell gas, call the gas company immediately.

## **Odors**

A new heating system may emit an odor for a while when it is first used. An established system may emit an odor after being unused for an extended time, especially if your air conditioning unit has not been run for a while. This is generally caused by dust that may have settled in the unit or ducts and should pass quickly. If odors persist, you may wish to have your system checked and your ductwork cleaned. The services of a qualified professional should be employed for these tasks.

Halvorson-Mason Corp. warrants for the period of one year from the date of close of escrow that the heating and cooling systems of your new home are free from defects stemming from workmanship and materials in accordance with the usual standards of the home building industry.

Regarding the Manufacturer’s Limited Warranty

The heating and cooling units in your home are warranted directly by the manufacturer. The manufacturer’s warranty period may vary by component.

Note: Cooling System (Air Conditioning) does not come standard on homes this is an upgraded item.

## ***Concrete and Masonry***

### **General Information:**

Well maintained drainage is an important part of protecting your home's foundation, concrete flatwork (porches, patios, driveways, garage floor, and walkways.) Although designed to be durable, concrete and masonry are porous and brittle. Abuse, excessive loads, or exposure to stain producing elements can affect the function and appearance of your concrete and masonry work. Although considered

unattractive to some homeowners, hairline and slightly larger cracks are not a result of inferior concrete or workmanship, but are an inherent characteristic of the material.

Below we describe some of the characteristics of these materials so that you may be more successful in maintaining your concrete and masonry.

## **Curing**

All concrete and masonry will cure over a period time, often over a period of years. Curing is the process by which the moisture used in the concrete preparation slowly evaporates out of this very dense material. As it cures and ages, concrete changes color. The longer the cure time, the harder the concrete. This applies to products such as poured concrete, masonry and cultured stone.

The footings that support the weight of your home are first inspected then poured. Then the stem wall and flatwork are inspected then poured. A moisture barrier is installed in the crawl space. Keep in mind that the garage floor is actually considered "exterior" concrete work and no moisture barrier is present. The footings and interior slab are thicker than the concrete flatwork surrounding your home, hence will cure over a longer period.

Although the moisture barrier is installed in the crawl space to help keep the natural moisture of the earth below the home from being absorbed by the stem wall, concrete is naturally porous. (It is not unusual in a heavy, constant rain to get moisture above the moisture barrier.) It will absorb, retain, and release moisture, depending on the conditions present, throughout the life of the home. Maintaining proper drainage of your property, keeping water flowing away from the home and foundation, is a necessary and on-going part of home maintenance. Additionally, keep in mind the porous nature of concrete. Concrete needs to "breathe" to allow it to release moisture into the air.

Be aware that it is possible for some of the moisture present in the concrete to transfer to items, like cardboard boxes, wood, or other material left on the garage floor. You may wish to consider slightly elevating stored items rather than placing them directly on the concrete surface. This will allow air to circulate and can prevent moisture transfer.

Components like bricks are made of clay and are kiln fired. This results in a durable, fully cured material prior to installation. The mortar used between bricks, like concrete, will cure over a period.

## **Cracks**

A concrete slab of 10 foot width could shrink approximately 5/8" as it cures. Some of this shrinkage may present itself as hairline cracks. Cracking of concrete flatwork also can simply be the result of expansion and contraction of the concrete due to changes in temperature. Abrupt changes in surface temperature, like applying cold water to concrete surfaces when the air temperature is high, may increase the likelihood that cracks will develop. Curing of the concrete used in and around your home can also result in the appearance of some cracks. These cracks do not affect the structural integrity of your home and do not justify repair or replacement.

If after allowing new concrete to cure for one year, you may elect to fill cosmetic cracks with product designed for this purpose. Products specifically designed for this use are available at most hardware and home improvement stores.

## **Expansion Joints**

### **Concrete will naturally develop cracks.**

## **Pre-cast Concrete Components**

Some homes will include the application of pre-cast concrete stone veneers. We use only the highest quality materials produced by reputable manufacturers and use installation techniques in accordance with local building codes and industry standards.

Like concrete, these stone veneers are porous and can stain. Any substance coming in contact with the stone that may cause staining should be removed promptly. The manufacturer recommends that these surfaces be cleaned using a solution of granulated soap or detergent and water, using a stiff natural bristle brush. Never use a wire brush as it may cause damage to the surface. Rinse immediately with fresh water. Do not attempt to clean using acid or acid containing products. Do not clean with high pressure power washers.

Halvorson – Mason warrants for the period of one year from the date of completion notice escrow that the concrete and masonry in and around your new home are free from defects stemming from workmanship and materials in accordance with the usual standards of the home building industry.

Impressions or cracks on interior concrete slabs in excess of 3/16" may be repaired or replaced depending upon the location, size, and defluctive nature, for a period of one year. Impressions, indentations, or cracks in attached garage slabs or flatwork in excess of 3/16" in width or vertical

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displacement will be repaired by patching or other remedies. Repairs and replacements very rarely match the existing material and Halvorson-Mason Corp. makes no guarantees that existing and new concrete or repairs will match.

## ***Countertops***

### **General Information**

As with all other components of your home, during your Homeowner walk through we will confirm that all countertops in your home are in acceptable condition at that time. We will correct any issues noted on the Walk through form prior to your move-in or within approximately 30 days after move-in.

The information below is provided as a general guideline for care and maintenance of synthetic countertop materials.

### **Cultured Marble and Corian**

Our standard bathroom countertops are made of ceramic tile. You may have selected to upgrade some countertops to the Corian brand synthetic material or granite. These materials clean similarly.

The Corian brand is designed to better resist stains and scratches. Additionally, a qualified professional may be able to "buff out" scratches that appear over time as the material and color are consistent throughout the countertop.

Many products are readily available in retail stores to clean these products. Generally, manufacturers of such countertops recommend non-abrasive cleaning agents and applicators. Read and follow the instructions carefully on any cleaning product you may decide to use.

Extreme heat and burning materials, like lit cigarettes, can mar these materials beyond repair. Use protective surfaces to prevent damage to your countertops. Running hot water only over cultured marble sinks can damage them over time.

Solvents and chemicals including those found in some bleaches, hair dyes, and nail polish can also injure the surface of your countertops. Using razor blades or sharp objects to scrape can scratch and gouge the finish. Such damage is obviously not covered under your warranty.

Halvorson-Mason warrants for the period of one year from the date of close of escrow that the ceramic tile or upgraded countertops installed in your new home are free from defects stemming from workmanship and materials in accordance with the usual standards of the home building industry.

## **Exclusions**

If repairs or replacement are deemed necessary under the terms of your warranty, Halvorson-Mason Corp. will try to find the closest dye lot match possible for your countertops or components thereof, but is not responsible to replace the entire surface due to dye lot variations and cannot guarantee color matches.

## ***Doors and Hardware***

### **General Information**

As with all other components and surfaces in your home, during the Homeowner Walk Through we will confirm that all interior and exterior doors and locks are in acceptable condition, functioning properly and properly aligned. As a courtesy, Halvorson-Mason Corp. will correct any sticking door issues that are reported within your one year warranty.

Depending upon the location, the doors we install in the homes we build are made of wood products, fiberglass or metal. Some homeowners elect to upgrade their front door selection while making their choices on their new home.

Near the end of this section we provide information relating to specific types of doors, but the following information applies to all doors in general.

### **Failure to Latch**

Over time your doors may need some adjustment to latch properly.

### **Handles / Doorknobs / Locks**

We use quality hardware on all the doors we install in the homes we build. Finishes will vary. The finishes used by the manufacturer are meant to be as durable as current technology allows. Over time, these finishes may breakdown through frequent use and exposure to elements.

Lubrication of mechanisms may be needed from time to time. Follow the product recommendations.

## **Hinges**

You can remedy a squeaky door hinge by removing the hinge pin and applying a lubricant. Lubrication of hinges may be needed from time to time. Follow the product recommendations.

## **Privacy Locks**

Privacy locks are installed on some interior doors. A generic "privacy lock key" is left for you on top of the door casing where such locks are installed. This is provided for your convenience and peace of mind should the doors become accidentally locked. A small screwdriver or similarly shaped device can open some types of privacy locks.

## **Slamming**

Slamming doors can damage both doors and jambs and can even cause cracking in walls. Hanging weight on doors can loosen the hardware and cause the door to sag.

## **Sticking**

The most common cause of a door slightly sticking is the natural expansion of lumber due to changes in the humidity. This often will correct itself when humidity returns to normal. For doors that slightly stick, you may wish to confirm that the screws that hold the hinges and door jamb are secure.

If, for any reason, you expose the wood grain on any wood door face or edge, be aware that this exposed wood is more likely to accept and retain moisture leading to more issues related to the natural expansion and contraction of the wood. The sealed surface (paint or Varithane) should always be maintained to avoid this issue.

## **Weather Stripping**

Weather stripping provides a seal on exterior doors to protect against exterior elements. Such weather stripping around exterior doors will require adjustment and/or replacement from time to time.

## **Type of Doors:**

### **Entry Door**

The standard front door installed on Halvorson-Mason Corp. homes is made of a durable fiberglass material.

If you chose to upgrade the entry door on your home to a solid wood door, please refer to the care and maintenance instructions provided by the manufacturer. As you were informed when you ordered your

upgraded wood entry door, neither the manufacturer nor Halvorson-Mason will warrant doors installed on south or west facing homes due to weather conditions.

### **French Doors / Sliding Glass Doors**

Refer to manufacturer's recommendations and instructions regarding the care and maintenance of this product.

### **Garage Access from Interior**

The doors used to separate the interior of your home from the garage are fire rated per the standards established by local building codes.

### **Interior Doors**

The doors used on the interior of your home are hollow-core wood doors. It is important to maintain the finish on these doors. This will prevent the wood fibers from naturally absorbing moisture from the air which may lead to expansion or contraction of the door which can cause warping or sticking.

Please keep in mind that these doors are intended to provide privacy, from one space to the next. They are not designed nor intended for security. The "hollow core" design makes the surface subject to damage if excessive pressure is applied or may also be damaged by the installation of hooks, door stops or similar items. These doors are not intended to support the weight of hanging objects.

### **Pantry Door**

If your home includes a pantry, the standard door provided is a hollow-core wood door like the other interior doors in your home. You may have selected a clear or frosted glass pantry door. This is a wood door with a tempered glass inset panel. Frosted glass surfaces may have slight imperfections. Detergents or abrasives may damage the durability of the applied frosted finish.

Halvorson-Mason warrants for the period of one year from the date of close of escrow that the doors and locks in your new home are free from defects stemming from workmanship and materials in accordance with the usual standards of the home building industry.

## ***Drywall (Sheetrock)***

### **General Information**

During your Homeowner Walk Through we will confirm that all drywall surfaces are in acceptable condition and remedy any issues noted.

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Slight cracking, nail pops or seams may become visible in the walls or ceilings over time. This is usually not a problem in Halvorson-Mason homes, because of the length of time we take dry out prior to insulation installation. These are caused by the shrinkage of wood and normal deflection of the studs, beams and rafters to which the drywall is attached. Such appearances are a normal part of settling and are to be expected in a new home. They do not constitute defects in material or workmanship.

Within the one year warranty period, we will repair cracks exceeding 1/16 inch in width or nail pops visible from 6 feet under normal lighting conditions. After these repairs are made, drywall repair and ongoing maintenance is the responsibility of the homeowner.

We cannot guarantee exact color matches when we make repairs and are not responsible to match or repair any surface you may have altered (custom paint or wallpaper, for example.)

## **Repairs**

Hairline cracks are often covered when a new layer of paint is applied. To correct a nail pop, reset the nail. Larger cracks, indentations, nail holes, or indentation made when a popped nail has been reset are generally corrected using spackle, joint compound, or latex caulk. All of these materials are available at your local hardware or home improvement store. Follow the instructions provided by the manufacturer. More than one application may be necessary to achieve the desired result.

## ***Electrical System***

### **General Information**

Your home has been wired with materials and installed with expertise that conforms to local building codes and industry standards. The system has been tested prior to your Homeowner Walk Through to confirm that it is functioning properly.

The location of the electric service panel is on the exterior of your new home. This electric service panel includes a main shut-off that controls all electrical power to the home. Individual breakers control the separate circuits. Each breaker is marked to help you to identify which circuit is connected to your major appliances, Climate Control System, outlets and other services.

## **Breakers**

Circuit breakers are designed to include three positions; on, off, or tripped. When a circuit breaker has tripped, it must first be turned off before it can be turned back on. Switching the breaker directly from tripped to on will not restore service.

Breakers trip due to overloads on the circuit. This may be caused by too many appliances on a circuit, a worn cord, a defective appliance, or operating an appliance with a high voltage requirement. The starting of an electric motor that creates an excessive draw of electricity can also trip the breaker.

If a breaker trips repeatedly, it may require replacement. To determine if the trip is caused by appliances attached to the circuit or the breaker itself, unplug all items connected to that circuit and reset the breaker. If it trips while nothing is connected to the circuit, you need the services of a qualified electrician. If the circuit remains on, one of the items that had previously been plugged in is defective in some manner and will require repair or replacement.

## **Buzzing Sound**

Fluorescent fixtures require a ballast to operate, which may sometimes emit a buzzing sound. This is a normal characteristic of fluorescent fixtures.

## **Modifications**

We recommend that modifications to any part of your electrical system be performed by a qualified electrician. Changes, modification or repairs to your electrical system, other than those performed by Halvorson-Mason or our designated trade contractor during the first year of warranty, are your responsibility and can void that portion of your limited warranty.

## **Outlets**

If an outlet is not working, first check to see if it is controlled by a wall switch (see Switch Controlled Outlets.) If not, confirm that it is not part of a GFCI circuit that has been tripped. Lastly, check the breaker in your electric service panel to see if it has been tripped.

Electricity can be dangerous. Teach children never to touch electrical outlets, sockets or fixtures. You may wish to consider installing plastic safety outlet covers on all unused outlets, available at hardware and home improvement stores. Never allow plants, drapery fabrics, bed linens, towels, etc. to interfere with the proper placement of an appliance plug in an electrical outlet. Use caution in using and placing lamp cords, extension cords, etc. These can be dangerous if not well maintained, are not well placed, are misused or are placed in a manner in which people or pets can become entangled in them.

## **Power Surges**

Power draws (surges in electricity) can be caused by some electrical products and appliances or rarely by the flow of electrical current entering your home from the utility company. The most common example is the dimming of lights that sometimes occurs when a hair dryer is first turned on or off. Occasionally this surge is enough to trip a GFCI outlet. Some electrical devices are more sensitive to the results of power surges. You may want to use auxiliary surge protectors to guard against damaging sophisticated electronic equipment.

## **Switch Controlled Outlets**

Some electrical outlets in your home may be controlled by a light switch, located on the wall, for your convenience. Outlets controlled in such a manner are installed "up-side-down" for ease of identification and in accordance with commonly accepted building practices. Please note that only one of the two standard electrical ports in a given outlet will be controlled by the switch. The other will remain live even when the switch is turned off. To stop the flow of electricity to both ports you must turn off the breaker located in the electric service panel controlling this circuit.

## **Underground Cables**

Electrical power is brought to your home through underground cables controlled by the utility company. In most cases, these cables run in straight line from the service panel to the nearest public utility pad. Before digging, always check the location of these buried cables by calling your local utility provider. Maintain proper drainage away from your foundation to further protect this service.

Halvorson-Mason warrants for the period of one year from the date of close of escrow that the electrical systems and wiring in your new home are free from defects stemming from workmanship and materials in accordance with the usual standards of the home building industry.

## **Exclusions**

The warranty coverage does not cover damage to the system, the structure or personal injury caused by overloading the system, misuse or alterations made by the homeowner to the originally installed system.

## *Fireplaces*

### **General Information**

As mentioned in the section on your Climate Control System, today's modern fireplaces are intended to help create an inviting and cozy atmosphere. They contribute very little in the way of adding heat to your home. If improperly used, a fireplace can actually take more heat from the home than it adds.

Additionally, all fire poses potential hazard. It is important that anyone using the fireplace in your home become familiar with the guidelines for proper and safe usage.

### **Wood Burning Fireplaces**

Your objective in building a fire should be a clean, steady, slow-burning fire. Start the fire by burning crumpled newspaper under the grate and kindling on top of the grate. Two or three layers of small logs stacked with air space between, largest logs to the back, works best. Any logs 6 inches in diameter or larger should be split. A crumpled sheet of newspaper on top of the stack of wood will help create a draw when the fire is first started. The manufacturer recommends seasoning your fireplace by burning small fires for the first few times. Large, roaring fires are always discouraged.

### **What to Burn?**

Wood burning fireplaces are intended to burn firewood. Burning milled or manufactured lumber, prefabricated fire logs, wet or improperly seasoned woods are not recommended. Do not burn trash in the fireplace and never use any type of liquid for a starter. Different materials burn at different temperatures and could damage the firebox. Additionally, burning materials other than those intended for fireplace use can produce toxic fumes. Burning materials other than those specifically recommended for use in a fireplace may cause damage to the firebox, the home, or personal injury.

### **Damper**

Before starting a fire, be certain the damper is fully opened. This allows the smoke to exit through your chimney. The damper lever is located at the ceiling of the firebox.

If your fireplace is equipped with a gas log lighter, a clamp has been installed on the damper as required by building codes. This clamp will not allow the damper to be fully closed. This safety device is intended to protect your home from the intrusion of unwanted natural gas should the gas log lighter be accidentally left on while not ignited or if a leak in the log lighter device were to develop.

## **Combustion Air Vent**

Because your home is very tightly constructed, we install a fresh air vent to supply the fireplace with combustion air from the out-of-doors when the location allows. This reduces the amount of heated air the fire draws from inside your home. A small lever control located behind the screen allows you to open and close this vent as needed. Opening the vent all the way will allow the maximum of cool outside air into the combustion chamber. Typically, this vent should be open prior to starting and through the duration of the fire. This vent should be closed when the fireplace is not in use

## **Creating a Draw**

Heat naturally rises. When you start a fire, the smoke is carried upward by the warm air. If the air in your home is warmer than the air that exists in your chimney space, the rising warm air (and smoke) may be inclined to enter your home. After you have made sure the damper is open, to draw the smoke up the chimney, you will want to "create a draw." The idea is to get some heated air up the chimney and some cooler "source" air to enter the firebox. For the cool air, you will want to open the combustion air vent (if your fireplace includes one) or open a door or window closest to the fireplace to allow cool outside air to reach the firebox. This only needs to be done until the draw is created. See manufacturer's instructions for further information.

## **Brick Lining (refractory brick)**

The interior of your fireplace is lined with a heat resistant firebrick called "refractory" brick. Behind this brick is a secondary fire wall ensuring that heat and / or flame won't damage the underlying structure.

Refractory brick liners may show color variations when new, caused by moisture trapped inside. Liners will dry out and variations will be noticeable. Refractory brick liners will develop "hairline cracks" which are normal and will not be considered replaceable unless the crack exceeds 1/8".

Halvorson Mason Corp. warrants for the period of one year from the date of close of escrow that the fireplace(s) in your new home are free from defects stemming from workmanship and materials in accordance with the usual standards of the home building industry.

## ***Floor Coverings***

### **Hardwood Flooring**

#### **General Information**

As the type, color, and nature of the hardwood floor selected will vary from homeowner to homeowner, below we provide very general suggestions for hardwood floor maintenance. You may wish to consult a floor care professional for more information.

#### **Cleaning**

Sweep or vacuum hardwood floors regularly since built up grit can damage the finish and surface wood. The vacuum should be a brush or felt type. Be certain the wheels of the vacuum are clean and do not damage the finish. Vacuums with beater bar heads are not recommended for use on hardwood floors.

Remove spills promptly using a moist, soft cloth. Many flooring Manufacturers sell cleaning products specially designed for use on their floors. You may wish to research these alternatives. Never mop or flood wood floors with excessive amounts of water. Moisture can severely damage the floor and/or sub-floor. Never use oil soaps, liquid or paste wax products, or other household cleaners containing lemon oil, tung oil, or ammonia unless specifically recommended by the manufacturer.

#### **Preventive Maintenance**

All hardwood floors will show nicks and indentations as a result of normal use. The untrimmed nails of pets can scratch or mar wood floors. Traffic may also introduce dirt, gravel, grease, oil, and stains to your flooring surfaces. You may wish to consider placing protective pads beneath furniture legs and feet to reduce scratches and dents. Furniture casters should be kept clean and in good operating condition (a minimum of 1" diameter is generally recommended). Using a dolly and protective sheets of plywood when moving heavy objects, furniture, or appliances can help prevent damage. Area rugs used in heavily traveled areas and pivot points (examples include stair landings, room entries, etc.) will help to reduce wear. Some rubber or non-skid pads can stain wood floors. Damaged, spiked or stiletto styled heels on shoes can also cause damage.

Some rubber or non-skid pads can stain wood floors. Damaged, spiked or stiletto styled heels on shoes can also cause damage.

Exposure to the sun and its UV rays accelerates the oxidation and aging of wood. This may cause the finish of the wood to fade and/or change color. It is generally recommended that you monitor sunlight

levels to lessen the chance of such damage. It is also a good idea to rearrange rugs and furniture periodically so the floor ages more evenly.

Refer to the manufacturer's instructions or recommendations regarding re-coating or refinishing your floors.

## **Vinyl and Wood Laminates**

### **General Information**

Many types and grades of vinyl and wood laminate floor coverings are installed in the homes we build based on homeowner selection and preference. The information provided below is intended to provide very general information regarding care and maintenance universal to all floor coverings of this type. You may wish to obtain specific cleaning and maintenance information from the manufacturer of the flooring surfaces that have been installed in your home. Additionally, they may warrant their product beyond the coverage provided through Halvorson-Mason.

### **Maintenance Suggestions**

#### **Cleaning**

Sweep or vacuum regularly to remove loose dirt and grit which can scratch and dull the surface of your floor. Vacuums with beater bar features are generally not recommended since they can visibly damage the flooring surface.

Wipe up spills as soon as possible with a damp mop or cloth. Damp mop your floor as needed. Most manufacturers recommend the use of a clean, well maintained cotton string mop. Never use abrasive cleaning tools, detergents, or abrasive cleaners. One-step products, dishwashing liquids and oil-based cleaners are generally not recommended as they may leave a residue which can attract dirt and dull your floor's appearance. Do not use paste wax or solvent based polishes.

Never use excessive amounts of water. Moisture that penetrates seams or borders can damage the floor covering, the sub-floor, decorative wood moldings, and structural wood members. Address leaks and spills immediately.

#### **Loss of Gloss**

Some dulling of your floor's initial shine will occur over time depending upon the amount of traffic, care and maintenance. To restore the shine, use a product specifically designed for this purpose as recommended by the flooring manufacturer. Follow the instructions provided by the product manufacturer.

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## **Preventative Maintenance**

When moving appliances or heavy furniture you will want to consider protecting your floor. This will help protect your floor from scuffing or tears.

Use non-staining floor protectors beneath furniture to help prevent indentation. As a rule of thumb, the heavier the item, the wider the protector will need to be to successfully distribute the weight. Be aware that damaged, spiked or stiletto styled heels on shoes can also cause damage. Rolling casters can damage your floors. Casters should be kept clean.

Cigarettes, matches, very hot objects and direct flow of hot air can scorch, burn, discolor or fade your floor.

## **Fading**

Direct exposure to sunlight for extended periods of time can lead to fading or discoloration from heat or UV rays. It is generally recommended that you monitor sunlight levels to lessen the chance of such damage. It is also a good idea to rearrange rugs and furniture periodically so the floor ages more evenly.

Halvorson – Mason warrants for the period of one year from the date of completion notice that the flooring installed on your new home is free from defects stemming from workmanship and materials in accordance with the usual standards of the home building industry.

## **Exclusions**

You are responsible for routine maintenance and care of the flooring surfaces in your home.

Halvorson - Mason does not guarantee perfect grain, color, texture or pattern match should repair or replacement proves necessary during the warranty period. Additionally, the warranty does not apply to any surface you install after you take possession of the Halvorson-Mason Corp. home. Should an issue arise that requires warranty attention to any underlying element that may require removal of the surface you may have installed, Halvorson-Mason will not be held responsible to replace it.

## **Manufacturer's Warranty**

The manufacturers of flooring surfaces in your home may provide additional or extended warranty coverage

## *Framing*

### **General Information**

Review the section on this book regarding Expansion and Contraction as it also relates to the rough carpentry and wood framing in your home.

If you have purchased a Halvorson-Mason home, a wooden sub-floor is installed on the first and second floor. The sub-floor has been securely fastened to structural members with nailed and glue. No matter how well your home is built, it is not unusual for a two-story home to develop floor squeaks. Our BCI Joist system is four star rated, which give the best performance for a floor system. Squeaks and pops will appear and disappear with the changing temperatures and humidity levels in your home. Your Halvorson-Mason 1 Year Limited Warranty does not cover floor squeaks, unless it's continuous and due to construction and not temperature variances.

All wood floor structures will have a certain amount of deflection that are characteristic of wooden materials. It is normal to have up to 1/2" of deflection in areas that have large spans, such as rooms over garages. The wood members supporting the floor have been designed to carry the customary load found in residential structures. Floors will deflect (bend) when walked on. This will be more noticeable next to heavy furniture pieces such as hutches, bookcases and pianos. This is not a structural deficiency and Halvorson-Mason Corp. will not take action in this occurrence.

All framing and sub-floors have been inspected during construction and will be installed to construction standards. Moisture will naturally cause wood components to swell and may cause additional damage. Should a toilet back up or water be allowed to penetrate the sub-floor, it is very important to allow the wooden elements to dry as soon as possible. In carpeted areas this may require pulling the carpet and underlying pad back to allow the sub-floor and supporting timbers to thoroughly dry.

## *Garage Door & Opener*

### **General Information**

At the time of your Homeowner Walk Through we will confirm that your garage doors are in acceptable condition, that they open and close properly, and that any optional electric garage door opener you may have selected is in good operating order.

We use quality wood or metal garage doors in the homes we build. Although durable, as with any sheet metal surface, doors can be dented or damaged if misused, abused, or subjected to blows by foreign

objects. These doors are not intended for use as methods by which items are hung nor as backboards for handball games.

All areas below your garage doors should remain clear of debris or objects to allow the doors to open and close properly. Lubing the tracks and chain should be done once a year to allow the unit to function properly and extend the life of these mechanisms. Teflon or silicone aerosol sprays are suggested.

### **Builder Installed Garage Door Opener(s)**

Halvorson-Mason installs only quality, brand name electric garage door openers. These openers include pressure and infrared automatic stops and are required by local building codes.

Both sensor lights should be lit at all times. These sensor lights are required for safety reasons. If an object blocks the sensor, the garage door will automatically stop and return to the opened position. Be sure that no obstacles are obstructing the sensor beam.

If for any reason the opener must be disconnected, the door should manually operate smoothly and easily once released from the automatic opener. A pull cord will manually release the door from the automatic opener mechanism.

When your garage door opener was installed, the manual lock was disengaged. If this lock is accidentally or intentionally placed in the locked position while the garage door opener is engaged, it can cause major damage to the door, garage door opener, walls, ceiling, etc due to the opener attempting to open a door which is manually locked.

### **Manufacturer's Warranty**

The manufacture(s) of garage door openers may provide additional or extended warranty coverage.

## ***Grading and Drainage***

### **General Information**

The exterior drainage system for your lot was designed in accordance with all the applicable local ordinances and standards. Your lot was designed and graded to ensure proper drainage away from your home. The grading was then approved by the proper governmental authorities. On the Oregon coast, typical heavy rains can cause puddles and standing water which is normal and will dissipate.

The contours on your lot, referred as grades and swales, have been established by the builder to ensure proper drainage away from your home. It is important to drain away from the house, especially on non-engineered lots. It is not unusual to have standing water on other parts of a lot due to the amount of yearly rainfall. The homeowner is responsible for maintaining such grades and swales once they have been properly established by the builder.

## **Drainage**

It is the homeowner's responsibility to maintain the existing drainage pattern. Altering the grades and swales in any way can not only create problems for you, but in storm conditions might cause water or erosion damage to your neighbor's property for which you would be responsible.

Drainage problems frequently arise when homeowners install, or hire contractors to install, landscaping, swimming pools, patios, sidewalks, walls, or fences. Often these contractors will disrupt the designed drainage pattern, causing problems for the homeowner. Some of the most common errors are due to improper installation of sidewalks, patios, planters or other features in a side swale, where it blocks the drainage flow. It is your responsibility as a homeowner to inform any contractors you may hire that they must design and install their work maintaining the proper grades and swales.

Upon landscaping or alteration to the original grade, Halvorson-Mason can no longer be held responsible for grade and drainage issues as they relate to your property.

## **Signs of Improper Drainage**

The possibility of standing water after an unusually heavy rainfall should be anticipated by the homeowner. Algae growth on sidewalks, driveways, and concrete flatwork may be due to over watering or improper drainage and will be slippery. It is the homeowner's responsibility to prevent this occurrence. Therefore, Halvorson-Mason Corp. is not responsible for the consequences of homeowner neglect.

## **Homeowner Responsibilities**

Halvorson-Mason establishes the final grade to ensure proper drainage away from the home. Maintaining this drainage pattern is your responsibility.

## ***Gutters and Downspouts***

### **General Information**

The gutter system on your new home has been designed for the downspouts to go into a pipe system that carries the water to a designated area away from the home to a drainage ditch, street, storm drainage system, etc. Downspouts must remain clear and unblocked. Accumulated debris, changes to the landscape, or the addition of decorative ground cover can create blockages or alter the water flow patterns at the base of the downspout. Be sure downspouts are not blocked and that any changes you make near the base of the downspout conform to the intended drainage design of your gutter system.

### **Ladders**

Use caution when leaning ladders against gutters, as this will cause dents. Dents not identified on the Homeowner Walk Through are not covered under this warranty.

### **Leaks**

We correct leaks that may develop in your gutter system during the warranty period. After that time, maintaining the integrity of your gutter system is your responsibility.

### **Paint**

If the gutters and downspouts have been painted to match your home, you will want to review the section on Paint and Trim when you decide to repaint your home.

### **Standing Water**

Check gutters periodically and remove leaves or other debris. Materials that accumulate in gutters can slow water drainage from the roof, cause overflows and clog downspouts. Small amounts of water, up to one inch, may stand for short periods of time in gutters immediately after rain. This small amount will evaporate in short order and no correction is required.

Halvorson - Mason warrants for the period of one year from the date of completion notice that the gutter system installed on your new home are free from defects stemming from workmanship and materials in accordance with the usual standards of the home building industry.

### **Exclusions**

Changes to the gutter system itself or changes to landscaping, which impact the intended drainage design, will void this portion of your warranty. Halvorson – Mason Corp. is not responsible for damage

or repairs caused by insufficient maintenance or alterations you may make to your gutter and related drainage systems.

## **Landscape**

Landscaping helps to prevent erosion thereby protecting your foundation and concrete flatwork. If you choose to leave your rear yard un-landscaped, Halvorson – Mason is not responsible for correcting the resulting erosion that may occur.

## **Decorative Ground Cover**

Decorative ground cover like bark, mulch, decorative rocks, and even some low growing plants can block gutter downspouts, thereby affecting the drainage pattern that has been designed. These materials, if improperly placed, can also affect the ability excess water to drain away from your home properly. Keep the overall need for good drainage away from the home in mind whenever you make changes or maintain your homes landscaping.

## ***Lighting Fixtures and Ceiling Fans***

### **General Information**

Halvorson–Mason Corp. includes light fixtures produced by quality manufacturers in the homes we build. Each fixture has met UL requirements and local building code requirements. If the homeowner installs or provides a fixture that is not UL approved, Halvorson – Mason warranty is void.

As with all other components of your home, during your Homeowner Walk Through we will confirm that all the lighting fixtures and ceiling fans in your home are in acceptable condition at that time. We will correct any issues noted on the Walk Through form prior to your move-in or within 30 days after move-in.

Below we provide some general information about these products.

### **Fluorescent Light Fixtures**

Some light fixtures in your home are intended for fluorescent bulbs. The placement of these fixtures conform Code requirements. Be aware that fluorescent fixtures tend to flicker a few seconds before illuminating completely. A fluorescent bulb that continually flickers indicates that replacement of the bulb is probably necessary.

## **Light Bulbs**

You are responsible for replacing burned-out light bulbs other than those noted during your Walk Through. Be sure to use the correct wattage and type of bulb. This information is provided on a label, applied by the fixture manufacturer, on each fixture. Wattage's stated are the maximum recommended; however, you may use lower wattage bulbs to suit your lighting needs. Do not use higher wattage light bulbs than are recommended by the fixture manufacture.

## **Ceiling Fans**

Ceiling fans will always have a slight wobble, particularly when used on higher speeds. Fans which hang from an extended arm may wobble more than others. Some ceiling fans are reversible. A switch allows you to control which way the blades turn. In one direction, air is drawn up toward the ceiling. In the other, warm air near the ceiling is blown down. The latter is intended for use during cooler months to help better distribute the warm air that naturally rises.

Halvorson Mason warrants for the period of one year from the date of the completion notice that the UL lighting fixtures and ceiling fans that are installed on your new home are free from defects stemming from workmanship and materials in accordance with the usual standards of the home building industry.

## **Manufacturer's Warranty**

The manufacturer of some lighting fixtures may provide additional or extended warranty coverage.

## ***Mirrors***

### **General Information**

At the time of your Homeowner Walk Through our Halvorson-Mason Superintendent will confirm that all mirrored surfaces are in acceptable condition and make note of any issues we need to address. Therefore, any scratches or damage not noted on the Homeowner Walk Through will not be covered by this warranty.

A wide array of glass and mirror cleaners and polishers are available on the market. Follow the manufacturer's instructions on the container you buy. Never use abrasives or scrub pads to clean mirror or glass. Particles of sand, grit, etc imbedded in your cleaning rag can also scratch. Be sure to use a clean, soft rag or cloth.



Prolonged or repeated exposure to moisture will cause the applied silvered finish on the back of your mirror to deteriorate, peel away, or pit. This most often occurs at the corners of the mirror and across the bottom edge. Avoid splashing your mirror with water or letting moisture accumulate along its bottom edge.

Halvorson-Mason warrants for the period of one year from the date of close of escrow that the mirrors installed on your new home are free from defects stemming from workmanship and materials in accordance with the usual standards of the home building industry.

## ***Paint***

### **General Information**

During your Homeowner Walk Through we will confirm that the interior and exterior painted surfaces are in acceptable condition and will remedy any items that are noted during this Walk Through.

### **The Paint We Use**

Generally, Sherwin Williams Paint brand.

### **Flat Interior Latex**

Used on interior walls and ceilings  
No gloss, generally not very washable

### **Semi-gloss Latex Enamel**

Used in kitchens, bathrooms, and utility room's  
Moderate gloss, more moisture resistant than flat, washable

### **Perma-Gloss Enamel**

Used on interior doors, trim, baseboards and millwork  
High gloss, durable, 100% acrylic, washable

### **Synthetic Enamel**

Used on interior doors, trim, baseboards and millwork  
Super high gloss, durable, washable (Estate Series)

## **High-gloss Exterior Latex Enamel**

Used on the exterior trim and painted front doors

Durable, washable

## **Acri-flat Latex**

Used on exterior surfaces

High quality, 100% acrylic, washable

The paint on your home is of high quality from a brand name manufacturer. Detailed information on the paint formulation or questions you may have by calling the local manufacturer's representative.

Due to environmental concerns, paint manufacturers' formulations have also changed. Some current latex and synthetic based paints have a tendency to "yellow" over a period of time. As mentioned under the section on maintenance, painted surfaces can also fade due to light exposure and oxidation. Some touch-ups we may make during the warranty period or touch-ups you make after may be more obvious due to this natural occurrence.

## **Touch-up Paint**

A "touch-up kit" is provided with every home. This paint is intended for use by Halvorson – Mason Homeowner, as may be needed, during the one year of warranty coverage. We build many homes each year with many color variations. It would be impossible for us to maintain a paint inventory for each home. Additionally, pigment variations exist batch to batch of the same color. Having this PAINT available to us during Customer Service calls will allow us to make touch-ups with a near perfect match. Additionally, labels provided on each can will inform you of the brand, color, and type of paint used on the interior and exterior of your home so that you may purchase paint with the same characteristics for your own use.

We understand that you may "dip into" the paint we supplied for minor touch-ups you perform yourself. But please leave most of it for our use! You will be sorely disappointed if we need to perform minor customer service related repairs and are unable to touch-up your painted surfaces because your "touch-up kit" was used for another purpose.

## **Maintenance**

Keep in mind painted surfaces change and fade with age, exposure to the elements, and exposure to the rigors of daily life. Regular maintenance of painted surfaces will help preserve the beauty and value of your home.

## **HALVORSON MASON CORPORATION**

Headquarters: P.O. Box 1547 | Lake Oswego, Oregon 97035 | P: (503) 636-0440 | F: (503) 697-3271

Coast: P.O. Box 1010 | Depoe Bay, Oregon 97341 | P: (541) 765-2697

We recommend that you consult a local paint dealer, hardware store, or home improvement center for the best tools and materials you will need to maintain the painted surfaces of your home. Re-painting before much chipping and wearing away of the original finish occurs will save the cost of extensive surface preparation that may otherwise be necessary.

Small smudges and minor dings can usually be disguised with a small dab of paint. Most hairline settling cracks on the exterior and interior walls can be filled with latex caulking (interior or exterior grade caulking, depending upon the location.) Let the caulking dry for 24 hours prior to painting. As pigments and components of paint tend to settle in the can, make sure any paint you are going to apply has been thoroughly mixed before use. Before applying any touch-up paint, test a small amount in an inconspicuous location to assure color match.

Do not use abrasive cleaning products on paint and make sure that any cleaning products you use are recommended for painted or stained surfaces. Some cleaning products can destroy paint, thereby voiding the warranty.

Avoid allowing sprinklers to spray water onto the exterior surfaces of your home. This can shorten the life of your exterior painted or stained surfaces, may cause mineral deposits to accumulate, and, over time, can lead to damage of the substructure below.

Paint or stain protects your home from the elements and should be reapplied as needed.

Halvorson Mason warrants for the period of one year from the date of the completion notice that the painted surfaces in your new home are free from defects stemming from workmanship and materials in accordance with the usual standards of the home building industry.

## **Exclusions**

You should expect the painted or stained surfaces of your home to fade due the effects of sun and weather. Also, as it ages, exterior wood trim will develop minor cracks and the grain may rise. This is not a defect in materials or workmanship, but does permit moisture to get under the paint and may result in peeling. This is a natural occurrence and to be expected, but it also requires your on-going maintenance. Other than touch-ups we make as are noted during the Homeowner Orientation, all maintenance of painted surfaces is your responsibility. If we perform warranty related work in your home that affects painted surfaces, we will touch-up the area affected. We cannot guarantee exact color

matches and are not responsible to touch-up or replace painted or applied wall coverings you may have installed after move-in.

## ***Plumbing***

### **General Information**

Plumbing drains are cleared and tested for proper operation prior to your Homeowner Orientation. We will also test plumbing as we proceed with the Orientation and make note of any repairs necessary to the plumbing system or related fixtures at that time. Any stoppage you discover after move-in should be reported to Halvorson-Mason Corp. immediately. Toilet stoppages are warranted for a period of 30 days.

If you encounter complete stoppage of the entire plumbing system (not just one drain or toilet) or discover a leak that requires water service to the home to be shut off to avoid serious damage.

### **Aerators**

Even though your plumbing lines have been flushed to remove any dirt or foreign matter that may have entered the lines during construction, a small amount of dirt or minerals may enter the plumbing system with the incoming water supply. Aerators on the faucets strain much of this from the incoming water. Over time, this accumulates and may restrict the flow of water or cause the faucet to drip. You will want to clean and, in time, replace the aerators on your faucets. This is a standard part of homeowner maintenance and your responsibility.

### **Cleaning Fixtures**

Abrasive cleaners can scratch the shiny finish and leave behind a porous surface that will be more difficult to keep clean. Many kitchen and bath cleaning products are available on the market. Be sure to read the manufacturer's instructions for proper use and application.

### **Clogs**

Toilet: The main causes of toilet clogs are domestic items such as disposable diapers, sanitary supplies, cotton swabs, dental floss and children's toys. These items will most often need to be removed by a qualified plumbing service.

Sinks: Removing minor blockages from sinks is homeowner responsibility, part of homeowner maintenance and not covered under your warranty.

**Garbage Disposal:** Our modern society has come to rely on the performance of kitchen garbage disposals, but many people probably push the use of this appliance to and beyond its limits. Generally, your disposal should be used for modest amounts of vegetable matter, as a convenience. Allow water to run after the disposal it turned off to flush away any matter from the pipes that your disposal has processed.

Avoid putting grease and items (i.e., celery, potato skins, onions and artichoke leaves) not intended for processing by your disposal down your drains as they can clog and impact the maintenance required on your plumbing system. A special tool and reset button are provided in case of a clog. Instructions are noted in the garbage disposal owner's manual and warranty information.

### **Dripping Faucet**

You can minimize the possibility of drips by remembering not to shut off faucets or showerheads with any more force than is necessary.

### **Extended Absence**

Set your water heater to its lowest or "vacation" setting. Refer to the manufacturer's supplied owner's manual for this appliance.

If a tub, sink, or shower is not used frequently, it may produce a somewhat unpleasant odor that may be attribute to dry pipes. Periodically run water in areas that are generally of low use to avoid this and keep gaskets from drying out.

### **Garage Utility Sink**

If you have a utility sink in the garage area, the faucet does not have an aerator, which allows the fixture to accept a hose connection.

### **Leaks**

If a major plumbing leak develops, turn the water supply off to the area involved. This may require shutting water supply off to the entire home. An extensive leak constitutes a plumbing "emergency." Please call a licensed and bonded Plumber

## **Low Pressure**

The water department controls the water pressure level that enters your home. Keeping aerators clean will help maintain adequate water pressure. Additionally, water saver devices are built into each showerhead and faucet, restricting the water flow for water conservation reasons.

## **Porcelain**

The porcelain finish found on toilets, sinks, and tubs can be damaged if they receive a sharp blow and are subject to scratching is misused. We recommend that you not use razor blades or sharp objects to scrapper the surface, as damage is likely.

Many cleaning agents are readily available for use on porcelain surfaces. Always carefully read and follow the instructions provided by the manufacturer to avoid personal injury or harm to your surfaces and fixtures.

## **Running Water at Toilet**

To stop running water, check the shut-off float and the rubber flapper in the toilet tank. You will most likely find that the float has lifted too high in the tank preventing the rubber flapper from sealing completely. Usually, this may be remedied by tightening the screw on the float until it stops the water at the correct level. The float should be free and not rub the side of the tank or other components. Also, check the chain on the flush handle. If it is too tight it will prevent the rubber flapper at the bottom of the tank from setting properly and allow running water to continually enter the bowl.

Over time, these mechanical devices will require adjustment, repair, or replacement. This is part of on-going home maintenance and is your responsibility.

## **Shut-offs**

Keep in mind that your water supply lines are a network of pipes running through your home. Each individual connection to a faucet, toilet, or appliance (that requires a water supply) is designed with a shut-off valve. For example, each toilet has a shut-off valve on the supply water line behind and below the water tank. The hot & cold water shut-offs for each faucet are located on the water supply lines under the sink.

Main water shut-off is located in the garage or at the street and will shut off all water supply to your home. You will need to use this shut off during water emergencies or when making repairs or modifications to your plumbing system.

Halvorson-Mason warrants for the period of one year from the date of the completion notice that the plumbing system and related plumbing fixtures in your new home are free from defects stemming from workmanship and materials in accordance with the usual standards of the home building industry.

## **Exclusions**

Modifications you may elect to make to your plumbing system in general will very likely void your warranty. Stoppages that are due to improper use or abuse of the plumbing system are not the responsibility of Halvorson-Mason and are the responsibility of the homeowner.

## ***Roofing***

### **General Information**

A complete and thorough inspection has been done on your entire roof prior to your Homeowner Walk Through.

### **Clean Gutters**

Maintain gutters and downspouts so that they are able to quickly drain water from your roof. For more information, see the Gutters and Downspout section.

### **Leaks**

Your roof is the only one component of what keeps rain from entering your home. The felt paper and sheet metal flashing that are applied prior to the installation of the roof also help water shed and are the primary moisture barrier. If a leak develops, try to determine the exact location that moisture is first entering the home. This will greatly simplify finding the area that requires repair once the roof is dry.

### **Roof Access**

DO NOT walk on your roof if you have a tile roof. This will crack the roof and you will void your limited warranty. Your body weight and movement can loosen the tiles and damage its underlayment, potentially result in leaks. Your roof is also a dangerous place and can be slippery when wet. Consult your limited warranty for issues that may arise during your first year of home ownership. Thereafter, the services of qualified roofing professional will need to be employed for necessary attention.

Halvorson-Mason Corp. warrants for the period of one year from the date of the completion notice that the roofing installed on your new home are free from defects stemming from workmanship and materials in accordance with the usual standards of the home building industry.



## **Supplemental Manufacturer Warranty**

The quality roofing we install on the homes we build may be covered by a manufacturer's warranty that extends well beyond the warranty we provided. These limited manufactures warranties cover the performance of the composition or tile roof only. Halvorson-Mason only uses 50 year composition roofing materials in its standard construction practices.

## ***Smoke Detectors***

### **General Information**

Smoke detectors are a wonderful addition in aiding to make your home safe. Proper testing and maintenance of these devices is part of on-going home maintenance and your responsibility.

Smoke detectors in your home have been installed and tested per the local and state building code requirements. These "appliances" are warranted by the manufacturer. Make yourself familiar with the manufacturer's supplied owner's manual for proper care and maintenance.

Batteries are present in each smoke detector to allow the detector to operate should power be turned off or a power failure occur in your home. Be sure that fully charged batteries are installed in each smoke detector as part of your regular home maintenance. Many detectors are equipped with a mechanism which will "chirp," alerting you when batteries are running low. Do not rely on this as the only way of checking the condition of your batteries.

Halvorson-Mason is not able to neither guarantee nor represent that smoke detectors will provide the protection for which they are installed or intended.

Halvorson-Mason warrants for the period of one year from the date of the completion notice that the smoke detectors installed in your new home are free from defects stemming from workmanship and materials in accordance with the usual standards of the home building industry.

## ***Siding***

### **General Information**

The exterior of your home may be covered by hardi-plank or cedar lap or shingles. We don't recommend any other siding products on the Oregon coast. Siding is a wood material that is semi-permeable. There is a water-resistant membrane behind the siding. The wood siding surface of your home is actually not what prevents water intrusion.

## **Maintenance**

Maintaining the painted finish applied to your wood and siding surfaces is essential to preserving its appearance and performance. Check the spray from lawn and plant irrigation systems frequently to make certain that water is not spraying or accumulating on wood surfaces. Such repeated exposure to concentrated water flow increases the likelihood that leaks could develop over time and it will shorten the life of your exterior painted finishes.

## ***Utilities***

### **General Information**

The Utility companies serving your community are awaiting notice of your occupancy. To ensure that service and billing is now in your name, please call each of your utility companies and furnish them with the information they need to activate service. Halvorson-Mason terminates all services with utility companies upon the recording of the completion notice on each home. Your timely attention to this important task will ensure uninterrupted utility service to your new home.

## ***Ventilation***

### **General Information**

In pursuit of energy efficiency, homes today are built more tightly than older homes were. This saves energy dollars, but can also create potential issues regarding proper ventilation. Condensation, cooking odors, indoor pollutants, radon and carbon monoxide may more easily accumulate in new homes. We provide a number of mechanical and passive methods for ventilation in the homes we construct. Your living habits can also help keep your home well ventilated. All Halvorson-Mason homes have Hepa filtration systems that require yearly maintenance to ensure good air quality.

### **Cooking Hoods and Bathroom Vents**

Vents in bathrooms and those installed in cooking vent hoods are specifically designed to eliminate moisture, odors, and particles that are generated in these areas. It is wise to use them regularly when stovetops or bathrooms are in use. Make sure to keep the filter in your cooking vent hood clean. Instructions regarding this may be found in your appliance owner's manual.

### **Chimneys and Rooftop Vents**

Never block off or cap chimneys or vents located on your roof. These components are designed and intended to help remove undesirable smoke, pollutants and gases from your home.

## **Furnace Combustion Air Register**

As discussed in the Climate Control System section of this handbook, your furnace is designed with a combustion air register that allows it to draw fresh air from the outside that it needs for combustion of the gas fuel. Keep this vent intake clear and unobstructed. A blocked vent places strain on the heating system and can increase the likelihood of exhaust gases entering the home.

## **Gas Fireplace / Flue Clamp**

As mentioned in the section on Fireplaces, if you elected to have a gas log lighter installed in your fireplace(s), building codes required us to install a clamp on your chimney flue to prevent it from entirely closing. This is intended to help ventilate the fireplace should a gas leak develop or the gas log lighter be accidentally turned on without being ignited.

## **Gas Odors**

If you ever detect of natural gas odors in our around your home, contact Northwest Natural Gas Company immediately and we strongly recommend that you leave the home. Gas can be a "silent killer" and safety should be your utmost concern.

## **Open Windows**

As weather permits, open windows and doors. There is no better way to ventilate the inside of your home than to bring an abundance of fresh air in from the out-of-doors. This, of course, is not recommended if your Climate Control System is in operation.

## ***Windows***

### **General Information**

Halvorson – Mason installs only quality vinyl dual pane windows and sliding glass doors in the homes we build. Prior to and during your Homeowner Walk Through windows and sliding doors are checked to be certain they are in acceptable condition, in proper working order, and correctly aligned.

### **Condensation**

Condensation is the visible result of excess humidity within your home. When warm, moist air inside your home comes in contact with the cooler surface of your windows, the natural result is the appearance of moisture, in the form of condensation, on your interior window surfaces. Controlling the level of humidity within your home will lessen this occurrence.

Changing moist indoor air for drier outdoor air will help reduce indoor humidity. Opening windows, as weather permits, and using vent fans in bathrooms and kitchens to expel excessively moist air will also help lower the moisture levels within your home.

## **Maintenance**

As with any other glass product, window panes can be broken if abused. Glass can also be scratched.

Solvent based cleaning products can deteriorate the sealant of the insulated glass unit. Manufacturers generally recommend that only glass cleaning products be used. Frames may be cleaned with common non-abrasive household cleaning products. As with all cleaning products, be certain that the product you select is compatible with the material of which your window frames is constructed. Carefully read the manufacturer's recommendations and follow the instructions they provide.

It is important to keep window and sliding door tracks clean and free of debris. A lubricant can be used, as needed, to keep windows operating effortlessly.

## **Rain Water**

Your windows are designed to allow rain water that hits the pane to drain away without entering your home. Be sure that the window tracks are clear of debris and the weep holes in the window track are clean and free to drain. During especially heavy winds and rains, you may notice water accumulating on exterior window sills before enough time has passed to allow the water to fully drain away.

Halvorson – Mason warrants for the period of one year from the date of completion notice that the windows in your new home are free from defects stemming from workmanship and materials in accordance with the usual standards of the home building industry.

Please be aware that applied window tinting films, homeowner installed security systems, or other alterations to your windows and/or sliding doors may effectively void your warranty coverage.

## **Supplemental Manufacturer's Warranty**

The manufacturer of the windows we have installed in your new home may offer a warranty that extends beyond the warranty we provide. You may wish to obtain warranty information from the manufacturer for your documentation and future reference.