



## ***Homeowner Warranty Manual***

### **EXPLANATION OF WARRANTY REQUEST**

During your ***One Year Limited Warranty*** period, JOHN HENRY HOMES, INC, will review your warranty request at 45 days post closing and again at 11 months post closing. Any warranty concerns arising between these two review periods should be submitted in writing to the Warranty Department.

NOTE: Please contact JOHN HENRY HOMES, INC. to schedule your 11-month warranty appointment. Requesting your warranty review at eleven (11) months will allow time for scheduling any needed repairs within the ***One Year Limited Warranty*** period. The absolute time limit for requesting a warranty review per our ***One Year Limited Warranty*** is fourteen (14) days after the end of the twelve (12) months post closing.

#### ➤ SCHEDULING

Appointments are made between the hours of 9:00am and 3:00pm, Monday through Friday ONLY. It is the responsibility of the Homeowner to arrange for repairs to be completed during these times.

***JOHN HENRY HOMES, INC personnel are NOT authorized to accept any Homeowner requests from the field.***

ALL REQUESTS MUST BE MAILED TO:

JOHN HENRY HOMES  
Attention: Warranty Department  
11025 Reed Hartman Highway  
Cincinnati, OH 45242



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### ➤ SCOPE of WARRANTY COVERAGE

If a defective item is covered by this ***One Year Limited Warranty***, we will exercise our best efforts to repair or replace it within sixty (60) days after our inspection (longer if weather conditions, labor problems, and/or material shortages cause delays) at no charge to you. The work will be done by us or Subcontractors chosen by us. The choice between repair and replacement is ours.

All warranty work shall be performed by JOHN HENRY HOMES, INC. in accordance with the *Industry Standards* established by the Home Builders Association of Greater Cincinnati. Work done by others will be at homeowner's sole expense. Homeowner's resolving any warranty claim on its own shall relieve JOHN HENRY HOMES, INC. of any liability for that claim and shall constitute a waiver of that claim. Homeowner shall be responsible for any and all costs for claims it resolves on its own and shall have no right for reimbursement.

### ➤ ACKNOWLEDGEMENT of REPAIRS

You must sign an acknowledgement of the completion of each repair made pursuant to this ***One Year Limited Warranty*** on the warranty request, as each repair is completed. Your failure to sign an acknowledgement, upon request, will terminate the ***One Year Limited Warranty*** and relieve us of any further obligation to make additional repairs.



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## **EMERGENCY PROCEDURES**

***IN ANY SITUATION THAT ENDANGERS THE OCCUPANTS OF THE HOME, LEAVE IMMEDIATELY AND CONTACT 911 FROM A SAFE LOCATION.***

For emergencies – contact the main office at 513.745.9019 and you will be prompted to select the emergency on call service number.

We ask that you do not use the emergency service prompt unless it is truly an emergency. An emergency, as defined by warranty, must involve:

- Any IMPROPER EXTERIOR DOOR LOCK operation
- TOTAL LOSS of heat or electricity
- Plumbing leakage that requires the ENTIRE WATER SUPPLY be shut off
- TOTAL LOSS of water
- TOTAL sewage stoppage

NOTE: Loss of air conditioning is NOT considered an emergency situation UNLESS the health of an occupant is endangered.

## **EXPLANATION OF EMERGENCIES**

Emergency items take precedence over other activities in our building operation. When an emergency requires schedule adjustment, we hope the homeowners' affected recognize our dedication to providing the quickest response to emergency situations.

Emergencies are usually confined to plumbing, electrical, and water leakage into the residence.

### ***Water Leaks of Any Kind***

Roof, Skylight, Bathtub, Commode, Lavatory, Basement Walls, Sump Pumps, etc.

### ***Gas Leak***

If you smell gas, contact GAS COMPANY directly at (513) 651-4466



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## ***Power Outage***

Please contact ELECTRIC COMPANY directly at (513) 651-4182

## **GENERAL MAINTENANCE ITEMS**

The following is a list of general maintenance items, which are considered normal Homeowner's responsibility. ***We strongly urge that you maintain these items in order to assure the life of these products.***

- All items listed under the Seasonal Maintenance Checklists
- Replacing faucet washers and/or cleaning aerators
- Cleaning sump pump and pit
- Periodically checking circuit breakers
- Changing light bulbs and/or fluorescent tubes
- Change smoke detectors batteries every 6 months or sooner if needed
- Glass or glazing
- Interior and Exterior caulking
- Clogged commodes
- Grout or caulking around tubs, sinks, vanities, and tops
- Sealing of all grout
- Damaged concrete or asphalt due to salt, traffic, or other usage
- Normal concrete stress cracks
- Furnace filter changes every 30 days
- Motor lubricants, i.e. appliance motors, blower fans, etc.
- Hot water heater flushing
- Condensation and icing during cold winter months



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- Winterize exterior hose bibs
  
  
  
  
  
  
  
  
  
  
- Erosion of landscaping
- Disposal jams
- Damage from gas and/or oil leaks on driveways, tire rutting and minor settling cracks on driveway
- Sealing of driveway and approach
- Garage door lubrication
- Minor adjustments to doors, bi-folds, and cabinet hardware
- Damper regulation
- Garage door weather-stripping
- Threshold weather-stripping
- Cleaning of weep holes on all exterior door and window channels
- Sliding door rollers, tracks, and thresholds
- Paint touch up due to move in and/or normal wear and tear
- Cracking of exterior wood trim
- Have you purchased a carbon monoxide detector for comfort and safety?



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## **SEASONAL MAINTENANCE CHECKLIST**

Provided to you from JOHN HENRY HOMES, INC in an effort to help you protect your investment

*Please check each box once the item has been completed:*

### ➤ **SPRING**

- Replace furnace filter every 30 days
- Inspect exterior caulk and paint, and repair as necessary
- Inspect roof and gutters for snow and ice buildup, and repair as necessary
- Inspect for and repair any screen damage
- Apply weed killer to lawn, using only “starter “ fertilizer on newly seeded lawns (This should be completed prior to temperatures consistently averaging 70 degrees F.)
- Have air conditioning system cleaned and inspected
- Test smoke detectors and change batteries if necessary
- Fertilizer can damage concrete surfaces or leave rust colored stains. Remove any residue on concrete surfaces from lawn applications immediately. ***JOHN HENRY HOMES INC cannot be responsible for any surface damage to concrete as a result of fertilization.***

### ➤ **SUMMER**

- Replace furnace filter every 30 days
- Feed and seed lawn, re work any topsoil erosion



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- Complete any interior caulking, grout or paint touch ups
- Clean faucet aerators
- Inspect hot water tank for mineral build up, drain and refill
- Seal coat asphalt driveway and approach

### **➤ *FALL***

- Replace furnace filters every 30 days
- Remove hoses from outside faucets and winterize
- Inspect and clean heating and cooling system
- Inspect fireplace operation and inspect flue or chimney for possible cleaning
- Mulch perennials that need winter protection
- Test smoke detectors and change batteries if necessary

### **➤ *WINTER***

- Replace furnace filters every 30 days
- Clean and check sump pump and pit
- Re caulk and re grout at bathtub and plumbing fixtures as required
- Keep fireplace damper and glass doors closed when not in use to prevent cold air entry and heat loss
- Do NOT use salt or chemical deicers on concrete surfaces



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## **GENERAL HOMEOWNER MAINTENANCE**

We hope the following general overview of your new homes' maintenance requirements will serve as a ready reference in the years to come.

It is possible that some items in this guide may not be applicable to your home. Refer to your specific manufacturer's literature for additional information.

Your new home will benefit tremendously from a program of regular care and maintenance. With minimum effort, you can save time and money over the long run and increase your satisfaction with your new home.

### ➤ **FOUNDATIONS, WALKS, & DRIVEWAYS**

Reinforced concrete floors, aprons, patios, steps, walks, driveways, and porch slabs may develop hairline cracks as they age. Hairline cracks are a normal new home occurrence. Exterior concrete, even with special care, will chip and show surface damage because of the freeze/thaw cycles, which are common to this area. This damage, while it may be unsightly, does NOT affect the structural integrity of the concrete. It is the Homeowner's responsibility to maintain and seal obvious cracks. JOHN HENRY HOMES, INC is NOT responsible to repair unless the cracks are of sufficient vertical displacement to be a hazard, or exceed 3/16 inch in width. ***It is the Homeowner's responsibility to seal concrete and asphalt driveways regularly.***

Avoid using salt and salt-based products to remove ice from concrete, asphalt, and brick. **USE SAND ONLY.** The application of salt or any other deicing chemical will accelerate the freeze/thaw cycles and cause further surface damage. ***Also, vehicles exposed to road salts will often deposit these chemicals on concrete when parked, which will result in surface damage. Therefore, JOHN HENRY HOMES, INC is NOT responsible for repair.***





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Your driveway is designed to take the weight of passenger vehicles only. ***If any large commercial vehicles such as moving or appliance trucks drive or park on your driveway after you have closed, your warranty will be voided.***

Stoops, steps and garage slabs shall not settle, heave or separate in excess of (1") one inch from the house structure. Standing water on stoops, porches and patios shall not exceed (1/4") one-quarter inch in depth. Standing water on driveways shall not exceed (3/8") three-eighths inch in depth. Exterior repairs, should they be warranted, will cause color variations in the concrete surface.

### ➤ ASPHALT DRIVEWAYS

Asphalt driveways are NOT covered under the ***One Year Limited Warranty*** and are NOT sealed by JOHN HENRY HOMES, INC. The best maintenance for your driveway is to apply a sealer coat once a year. Asphalt driveways are designed for normal passenger car traffic only, heavily loaded vans or trucks can cause settlement and depressions. Holes or other damage to the surface can be caused by oil, gas, battery acid, and brake fluid. Bicycle kick stands, lawn furniture, or other sharp objects can likewise cause damage. Avoid driving on the edge of the driveway, they are the weakest points due to lack of side support.

The liquid asphalt in your driveway needs time to cure and harden. This takes from six to twelve months depending on weather. Although, even after the asphalt has cured, you should NOT expect it to be as hard as concrete.

### ➤ MASONRY

Brick by its nature is irregular in size, shape, and surface appearance. This helps to create the appealing look of brick. Small cracks in mortar or brick may appear due to shrinkage. This does NOT represent a defect, and is NOT eligible for repair.

### ➤ GRADING, SITE DRAINAGE

The grading around your home has been engineered to provide drainage away from the foundation. ***It is the Homeowner's responsibility for maintaining such grades and swales once they have been properly established.*** It is normal for some settlement to occur around the perimeter of the foundation and in the utility trenches. ***JOHN HENRY HOMES, INC is NOT responsible for deteriorating grades once the home has closed and final grade has been established if the Homeowner has NOT purchased the landscape package provided by JOHN HENRY HOMES, INC.***



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The necessary grades and swales have been established to ensure proper drainage away from the home. However, standing water after a heavy rainfall may occur. Standing or ponding water should NOT remain for extended periods (generally no more than 24 hours), except in swales that drain other areas or in areas where sump pumps discharge which could be up to 48 hours. ***Grading determinations shall NOT be made while there is frost or snow on the ground.*** Be sure not to interrupt correct site drainage when installing decks, outdoor equipment, landscaping, etc.

***Any alterations to grade and/or grade flow will void the "drainage" warranty. It is the Homeowner's responsibility to install gutters or downspout extensions if needed to divert water away from the house.***

### ➤ LANDSCAPING

***JOHN HENRY HOMES, INC is NOT responsible for any existing trees on the lot and shall have no responsibility for removal of dead, live, or diseased trees.*** The construction site has been placed to minimize tree damage, HOWEVER, JOHN HENRY HOMES, INC will NOT guarantee against such damage or the number of trees that will remain or survive after the completion of construction. In order to prevent any further damage, all wooded areas and areas with heavy natural growth that are not part of the construction site will be left undisturbed, with the only exception being removal of construction debris.

***It is the Homeowner's responsibility to note the condition of any landscaping, trees, sod or seed that have been installed by JOHN HENRY HOMES INC.*** Any defects on the above should be noted by the Homeowner at the time of occupancy (closing) or installation, whichever occurs later. JOHN HENRY HOMES, INC will ONLY correct defects if noted at closing or installation. ***JOHN HENRY HOMES, INC is not responsible for the prolonged life or condition of any installed landscaping.***

***JOHN HENRY HOMES, INC is NOT responsible for replacing seed and/or sod in areas exposed to washing or erosion.*** Seeded or sodded areas such as slopes and swales may wash away, depending on the amount of rain or drainage taking place prior to a proper stand of grass being established. JOHN HENRY HOMES, INC cannot be responsible for washouts of newly seeded areas due to heavy rains. ***It is the Homeowner's responsibility to reseed or resod these areas.***



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### ➤ CAULKING

Caulking will shrink and crack, or joints may open up because of normal movement and settling of building materials. This can result in drafts, water, or insects entering the house and may also cause pipes to freeze. ***You should inspect the caulking around doors, windows, skylights, and trim once a year.*** If a space develops at joints, corners or ends, apply outdoor grade caulking to correct the situation and touch up with paint or stain as necessary. Use only quality caulking products that are specifically recommended for the materials being caulked. ***Maintenance of caulking and damages resulting from failure to maintain are the responsibility of the Homeowner.***

### ➤ EXTERIOR FINISHES

Your home's exterior wood trim is exposed to the elements and will weather and fade, as well as absorb moisture over time. The finish paint will slow down the process, but will NOT eliminate it entirely. Because wood is a product of nature you should expect some shrinkage and cracking. This is normal as temperatures and moisture conditions change. The most noticeable shrinkage will occur during your home's first full year of seasonal changes.

### ➤ DECKS, PORCHES, and EXTERIOR STEPS

Wood will expand and contract, and you will experience some cracking, splintering, cupping, and warping of the wood. This is a normal new home occurrence. These conditions are beyond JOHN HENRY HOMES, INC's control. Therefore, this ***One Year Limited Warranty*** does NOT cover it. ***We strongly recommend applying a water sealant once a year.*** This will help eliminate some of the cracking and warping of the wood.

### ➤ LOUVERS and VENTS

Attic vents and/or louvers must be provided for proper ventilation of the attic space. Attic vents and louvers should be kept free from any storage or insulating materials. Crawl space vents or openings are installed in compliance with applicable building codes. ***Infiltration of wind driven rain and snow are NOT considered leaks and are beyond the control of JOHN HENRY HOMES, INC.***

### ➤ CONDENSATION

When your home was built literally gallons of water went into it – into the concrete, the lumber, the tile work, the paint, etc. When your heating system is put into operation for the first time it draws out this moisture. When the moisture-



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laden air comes into contact with a cold surface, especially window glass, condensation occurs. ***You should immediately wipe away any moisture that forms to prevent permanent damage to the windowsills, jambs, sashes, etc.*** The amount of condensation you experience will depend upon your family's living habits (i.e. how much additional water you put into the air from cooking, bathing, laundry, etc.).

Please do not let the condensation disturb you. You should however, see that ventilation is provided whenever possible. Please do not try to accelerate the process by setting your thermostat at extremely high temperatures. This will only create uneven drying and can exaggerate the effect of normal shrinkage.

### ➤ ROOFS

Your roof will give you many years of trouble free service with a minimum of maintenance. ***You should check your roof every spring for any winter damage.***

Ice dams are the primary cause of roof problems and do not constitute a defect in the construction of your home. Winter storms followed by freeze/thaw cycles can create a buildup of water and ice in the gutters and downspouts. If this should occur, the ice can eventually backup to the shingles and force its way under or between them. The ice may then melt causing an interior leak.

Roof leaks will be repaired up to one year after the closing date. ***We are not liable for personal property such as carpet, furniture, etc. In addition, any drywall that is affected will be repaired, but NOT painted.***

Shingles placed over metal flashing may not adhere as tightly to the roof decking as those installed directly on the sheathing. This is inherent to the materials and not a defect. Occasionally, a slight deflection may be seen in the roof sheathing between trusses. Unless this deflection is severe enough to loosen the shingles or joints between the decking, it does not represent a defect in the construction of the roof.

Shingles will not blow off in winds less than the manufacturer's specifications. However, in excessive high winds, shingles may stand up in the air or possibly blow off if they have not had ample sunlight and roof heat to activate the seal



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down strip. ***Some shingles may require one (1) full summer to complete the sealing process.***

### ➤ EXTERIOR LEAKS

Any exterior leaks will be repaired up to one year after the closing date. ***JOHN HENRY HOMES, INC is NOT liable for personal property such as carpet, furniture, blinds, etc. These items must be turned into your homeowner's insurance. In addition, any drywall that is affected will be repaired, but NOT painted.***

### ➤ GUTTERS

Gutters and downspouts shall not leak but may overflow during heavy rains. JOHN HENRY HOMES will repair leaks one time within the one-year warranty period. Caulking is an acceptable repair.

When gutters are unobstructed by debris, the water level shall not exceed one-half (1/2) inch. JOHN HENRY HOMES will make repairs up to one year after the closing date. It is possible that small amounts of water will stand in certain sections of the gutter following a rain. ***The homeowner is responsible for keeping gutters and downspouts free of debris to assure proper water flow.***

### ➤ VINYL SIDING

It is common for vinyl siding to make cracking and squeaking sounds during temperature changes and the settling of the home. The siding must expand and contract with the weather conditions, and this could cause a slight bowing effect. These noises are normal occurrences and are NOT covered in this ***One Year Limited Warranty***. Some waviness in vinyl lap siding is to be expected. Waviness exceeding one-quarter (1/4) inch in sixteen (16) inches will be corrected one time within the one-year warranty period. Any piece of siding more than one-half (1/2) inch off parallel in twenty (20) feet within contiguous courses, or contiguous break such as a soffit line, is unacceptable and will be repaired one time within the one-year warranty period.

Color variations in vinyl siding will occur and are considered characteristic when exposed to the ultraviolet rays of the sun.

### ➤ WINDOWS AND DOORS

Windows should operate freely. They should not slip shut when opened. Some air infiltration is normal around windows and doors especially during high winds.



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Poorly fitted weather-stripping shall be adjusted or replaced within the first year. It may be necessary for the Homeowner to install storm doors and windows to provide satisfactory solutions in high wind areas. JOHN HENRY HOMES, INC. is NOT responsible for possible damage or voided manufacturer warranties if storm doors and/or windows are installed. Homeowner is responsible for following all manufacturer recommendations when installing these products.

Initial adjustments to the holding and locking mechanisms should assure satisfactory operation. If further adjustments are necessary, please add those items to your ***Warranty Request*** form and forward it to Warranty Technician at your ***45-Day*** or ***11 Month Warranty*** appointment.

### ➤ AIR INFILTRATION

Because your home is sealed from the weather, certain areas are likely to have noticeable cold air leakage in the winter. This air infiltration is normal and will occur at spots such as electrical openings, outside walls, ducted fans, fireplaces, furnace and water heaters, and to some extent windows, doors, and the base of

walls. JOHN HENRY HOMES, INC installs insulation throughout the house that is in accordance with the applicable energy and building code requirements. ***The above conditions may occur, and are NOT the responsibility of JOHN HENRY HOMES, INC.***

### ➤ BASEMENTS and CRAWL SPACES

The weight of your house sets upon the foundation. The foundation consists of a footing and foundation wall. The foundation walls are made of poured concrete and rest on the footing. Foundation expansion and contraction occur naturally during seasonal changes and may cause small cracks to develop in the walls and floor. These are to be expected and should not concern you; they do NOT diminish the strength of the material. Inside repairs, should they be warranted, will cause color variations in the concrete surface.

Walls may become damp during new construction. This is to be expected and is NOT considered a deficiency. The poured concrete walls of your basement are dampproofed on the exterior. Often leaks will occur in areas where steel rods held the forms used for pouring the walls together. These "rod hole" leaks are normal and will be repaired during the first year of occupancy. Please circle the area that is leaking with a pencil because often when they dry, you will not be able to locate them again. ***JOHN HENRY HOMES, INC will NOT re paint the repaired area.***



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### ➤ SUMP PUMP

Your basement may be equipped with an electric sump pump, which removes water collected from the perimeter drains, installed outside the basement by collecting it in the sump well and pumping it out to ground level. ***If needed, it is the Homeowner's responsibility to extend the exterior pipe from the house to divert water away from the foundation.*** You should periodically check to assure that the sump pump is plugged in and the circuit breaker controller is on and operational. ***Sump pumps require repair or replacement from time to time, which is the responsibility of the Homeowner.***

If for some reason the sump pump is not working, this will result in the backup of storm water (not raw sewage) through the sump well or storm drain into the basement. JOHN HENRY HOMES, INC is NOT responsible for any personal items stored in the basement that become damaged due to the failure of the sump pump. ***It is the Homeowner's responsibility to keep the sump pit clean and to periodically check the sump and drain tile system operations.***

### ➤ HUMIDITY

During humid weather, lumber absorbs moisture and doors and windows may swell, temporarily impairing their operation. Don't be too quick to request adjustment; as the humidity drops, doors and windows should return to their original state. ***The Homeowner must control the humidity level in order to avoid damage to the home.***

During summer, especially during the first year of occupancy, high humidity levels will result in condensation on pipes, commode tanks, ductwork, or even basement walls and floors. You may also notice moisture on the foundation walls or floors during periods of extreme humidity (it may even appear as if water is seeping through the concrete). This is normal and an air conditioner will dehumidify as well as a dehumidifier or ventilating system.

During winter, the humidity must be kept high enough to prevent excessive drying and shrinkage of materials. However, too high a humidity level may result in condensation on windows, skylights, recessed light fixtures, and any vents ducted to the outside. Be sure to wipe any excess moisture from these surfaces as soon as possible to prevent possible damage.

### ➤ AIR CONDITIONING



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Thermostats help keep an even temperature throughout your home. If a warm air furnace heats your home, your thermostat may also contain controls for converting from the cooling system to the heating system and vice versa. A comfortable suggested setting for a thermostat is 68 degrees for heating and 73 degrees for cooling.

The cooling system shall maintain an inside temperature of 75 degrees F when the outside temperature is 90 degrees. Up to a 6 degree temperature difference between rooms and from floor to floor is considered acceptable.

Registers throughout your home help regulate the flow of air and maintain the desired temperature. By opening and closing registers, you can adjust the amount of cool or warm air entering a room. Once you have adjusted the registers, they, together with the thermostat, will maintain the desired temperature in your home. Closing registers and doors to rooms not in use is a good way to reduce your heating and cooling costs.

Filters help keep the air in your home clean. ***For maximum efficiency, the filter should be replaced every 30 days.*** The instruction manual for your system will tell you the location of filter and how to clean and/or replace it.

### ➤ FURNACE

Your home is equipped with a furnace and duct distribution system specifically designed for the size and architecture of your plan. ***You can easily balance your new home's heating system by adjusting the dampers located in your furnace ducts.*** Remembering that warm air rises and cold air sinks, you will generally want to decrease the amount of warm air going out the upper level ducts while increasing the circulation to the lower level. The opposite is true with your central air conditioning system. Once you have obtained a comfortable balance, you will generally not need to re-adjust during the season. Keep in mind that a room located in the lower level or on a slab will generally be 8 to 10 degrees cooler.

For maintenance during the first year of occupancy, check your filters every 30 days, cleaning or replacing as required. You should have your system checked by a professional heating and cooling contractor once a year for purposes of cleaning, adjusting, and lubricating the system as required.

If the furnace fails to function, check to be sure that the circuit breaker is on. Check that the switch on the furnace is on, and that the shut off switch has not been tripped. Check that the pilot light is on, if so equipped. Also, check that the





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thermostat is set higher than room temperature and if you have central air that the thermostat switch is in the heat position. ***It is necessary for the furnace doors to be installed and properly secured for the furnace to run. If the doors are off the furnace, the safety switch will trip and shut down the unit.***

### ➤ FIREPLACE

Before lighting a fire, make sure the flue is OPEN. If there is an initial back draft, crack open either a door or window in the room, or pre warm the flue.

### ➤ GAS FIREPLACE

JOHN HENRY HOMES, INC and the fireplace supplier provide to you an initial start up orientation. Please arrange this meeting to occur within the first 45 days. ***Exercise CAUTION when lighting gas log lighters.*** Use a long lighter or match, and do NOT build your fire directly on the fireplace brick – use andirons or a grate. Cracked firebrick and mortar joints will occur from the heat and flames. This is a normal occurrence and is NOT covered by this ***One Year Limited Warranty.*** In the case of metal fireplaces some cold air convection may be felt when the fireplace is not in use. This does not constitute a defect in the fireplace. Please refer to your operation manual provided.

### ➤ EXTERIOR DOORS

Some air penetration at exterior doors may occur, particularly if high pressure is exerted against the doors during heavy winds. This cannot be totally eliminated, but if poorly fitting weather stripping is allowing large amounts of air or water to enter, JOHN HENRY HOMES, INC will correct the problem during the first year of occupancy. Be sure to keep the bottom channels of the door walls clean and free of debris. ***It is extremely important that the weep holes in the channels be kept clear.*** If doors are NOT able to close properly, JOHN HENRY HOMES, INC will adjust immediately.

### ➤ INTERIOR DOORS

Interior doors are particularly susceptible to initial variations and slight warpage until the residual moisture has been cured out of your new home. One heating season will generally eliminate the moisture in a door. When not in use keep all closet doors closed, this will help eliminate warping.

### ➤ GARAGE DOORS

Overhead garage doors are designed to include enough margin to move up and down freely. This may allow some infiltration of the elements, particularly under



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wind driven conditions. Some snow or water can be expected to enter under these conditions. This does NOT represent a defect, and is NOT eligible for repair. JOHN HENRY HOMES, INC will correct or adjust the garage doors as recommended by the manufacturer, EXCEPT where the cause is determined to result from Homeowner action or negligence. ***If you install a garage door opener yourself or have another company install it for you – THIS WILL VOID THE WARRANTY ON YOUR GARAGE DOOR.***

### ➤ ELECTRICAL

The wiring of every JOHN HENRY HOME meets the code requirements and safety standards for the normal use of electrical appliances. Small appliances, which require your personal attendance for operation, may be plugged into any electrical receptacle without the fear of overloading a circuit. The use of large appliances, especially microwaves or freezers, or many small appliances on the same circuit, may cause an overload of the circuit and trip a breaker. If this happens frequently, contact a licensed electrician to determine whether additional wiring is needed to meet your requirements.

If an outlet or receptacle does NOT work, please check to see if the circuit breaker has been tripped, reset the GFCI located in the kitchen or bathroom, or check to see if the receptacle is controlled by a wall switch which is in the off

position. If an outlet sparks when plugged into, be certain the appliance is OFF before plugging in any cord. ***If it still sparks, call the electrician that wired your home and JOHN HENRY HOMES, INC immediately.***

If your disposal or dishwasher will NOT operate, push the reset button located on the disposal. Then check to be sure both appliances are plugged into the proper receptacle.

### ➤ SMOKE DETECTORS

Smoke detectors may either be battery operated and/or directly connected to the wiring system. The battery-operated detectors have a system for warning you when a battery is low. It might be a beep, low tone, or light. ***Be sure to periodically test your detectors and replace batteries per the manufacturer recommendations and the JOHN HENRY HOMES, INC maintenance checklist.***

### ➤ PLUMBING



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A professional has installed your plumbing. It will generally need only minimal maintenance for a number of years. ***The main shut off valve is perhaps the most important element of your plumbing system.*** This valve is usually located where the main water pipe enters your house. The water flow into your home's system can be stopped at the emergency shut off should an emergency arise.

### ➤ INTERIOR FAUCETS

Faucets, like all plumbing fixtures with moving parts, are apt to require more repair than non-moving fixtures. Take care to turn faucets off with just enough pressure to discontinue the water flow. If repeatedly closed too forcefully, the washers may be cut or otherwise damaged. Leaking faucets generally can be repaired by replacing the faucet's washers. If you have a washerless faucet you may still need to replace the control cartridge from time to time.

Cleaning the aerators will be the most frequent task in maintaining your faucets. This attachment to the faucet adds air to the water, reduces splashing, and provides savings because less water is used.

***During cold weather, NEVER leave your home without heat.*** If a pipe should freeze, proper defrosting may prevent damage from occurring. Pipes must be thawed slowly to prevent formation of steam that could cause them to burst.

### ➤ EXTERIOR FAUCETS

At the beginning of every cold weather season, you should disconnect all water hoses to outside faucets. Water hoses left connected may freeze and cause water pipes to burst inside the wall. ***JOHN HENRY HOMES, INC will NOT be responsible for frozen water pipes that may burst.***

### ➤ DRAINS

Each plumbing fixture in your home has a drain trap, a J shaped piece of pipe designed to provide a water barrier between your home and the danger of sewer gas. The trap holds water; this prevents any airborne bacteria and odor of the sewer gas from entering the house. If you smell sewer gas coming from a drain, you should pour water into the drain to eliminate the odor.

If a drainpipe from a sink, shower, or tub stops up, first use a plunger. Be sure the rubber cap of the plunger covers the drain openings and the water covers the cup edge. Working the plunger up and down rhythmically 10 to 20 times in



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succession will build up pressure in the pipe. If the plunger does NOT work, try using a plumber's snake, which can be rented or purchased, at a hardware or plumbing store.

### ➤ WATER HEATER

Your new water heater has been warranted by its manufacturer. ***Upon moving into your new JOHN HENRY HOME remember to return any warranty cards to the manufacturer.*** As a safety feature, your water heater comes equipped with a pressure and temperature relief valve. This should be checked every 3 to 4 months to assure operation. If the water heater should fail to operate, this valve will prevent a dangerous build up of temperature and pressure. When the valve is operating correctly, it may appear that the tank is leaking when it is merely releasing excess pressure. Water heaters normally collect small quantities of scale and dirty water. This can easily be removed by opening the valve at the bottom of the heater and allowing the tank to drain itself clean. ***Be sure to turn off the gas and/or electricity before draining your water heater.*** A water softener will reduce the frequency of cleaning.

Noises such as "ticking" or "cracking" plumbing lines will occur due to the water flowing through the plumbing lines. This is a normal occurrence, and is NOT eligible for repair. Often noisy water pipes are caused by water temperatures set too high, which can create steam in the pipes. Simply readjust the water heater to a lower setting to eliminate steam build up.

### ➤ BATHTUBS, SHOWERS, and SINKS

The surface of bathtubs, showers, and sinks is hard, smooth, and glossy, like a mirror, but NOT indestructible. Carelessness can cause chipping, scratches, and stains. A blow from a heavy or sharp object will chip these materials, and scraping or banging metal utensils in a sink will gradually scratch and dull the surface.

***Damage, such as chipping, to any porcelain fixture during construction of the home, will be repaired NOT REPLACED by JOHN HENRY HOMES, INC.***

New fixtures can also be dulled or stained within a short time through improper or excessive use of strong abrasives. Stainless steel fixtures and sinks generally resist staining, needing only a thorough scrubbing occasionally. Use a non-abrasive cleanser or commercial stainless steel cleanser. Stainless steel sinks will dent from a strong impact.



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If the caulking around the bathtub, shower stall, commode, or sink should appear dried out or cracked, remove the old caulking and replace it. It is important to maintain these areas at the floor and wall, as excessive moisture will damage the underlying materials. ***This is a normal homeowner maintenance item and is NOT the responsibility of JOHN HENRY HOMES, INC.***

### ➤ COMMODES

***NEVER flush hair, grease, lint, diapers, rubbish, facial tissues, etc. down the commode drain.*** Such waste stops up the commode and sanitary sewer lines. A variety of commercial cleaners are made especially for the commode. Use them according to the manufacturer's directions, but do NOT mix them or use them on anything but the commode bowl. Please be aware that chemical deodorizers placed in the commode tank may cause the inner seals to deteriorate which will result in leaking. This is NOT covered under the ***One Year Limited Warranty***. If the water chamber appears to be leaking, check first, it may only be condensation forming on the outside of the tank and dripping to the floor.

### ➤ DRYWALL

Due to the nature of drywall, minor blemishes such as nail pops, blisters in tape, and minor cracks will occur and are considered acceptable.

To further insure your satisfaction with your new home, JOHN HENRY HOMES will repair nail pops and minor cracks one time within the one-year warranty period. ***We recommend this ONE TIME repair be done as part of your 11***

***Month Warranty Appointment.*** This allows time for the house to settle and the residual moisture to dry out.

## ***IT IS THE HOMEOWNER'S RESPONSIBILITY TO PAINT THE REPAIRED AREAS.***

Climatic factors influencing drywall, such as temperature changes and humidity, may cause shrinkage of framing members, causing the minor cracks and nail pops referred to above. An unavoidable result of minor shrinkage will be the appearance, at low light angles, of what appears to be ridges in the drywall.

According to the Homebuilder Association standards: "Since drywall and plaster are finished materials, repairs will be slightly visible due to color or texture mismatch after they have been made. The mismatch will be even more critical



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when a special textured finish has been employed. Repairs do NOT require repainting when they are applied on unpainted surfaces such as ceiling cracks or where the Builder did not contract for the painting. When it is part of the contract, the Builder will attempt to match the repair as closely as possible, but the exact color match of the unpainted surface is impossible to achieve. Where the repair has been made on a painted surface, the Builder will NOT be responsible for repainting." Painting is NOT covered under the ***One Year Limited Warranty***, and is considered acceptable.

Truss uplift results in cracks or breaks in the drywall tape where walls meet insulated ceilings and cannot be prevented. This is NOT covered under the ***One Year Limited Warranty***, and is considered acceptable.

Color and texture variations are common with repairs for the items listed above. ***Paint, custom color paints, and wallpaper replacements are the responsibility of the Homeowner in the event repairs are necessary.***

### ➤ PAINT

Good quality interior and exterior paints have been used to finish and enhance your home. Extra paint has been left for touch up purposes, particularly for blemishes caused by the move in.

***JOHN HENRY HOMES, INC IS NOT RESPONSIBLE FOR PAINT TOUCH UPS AFTER THE CLOSING DATE.***

All paint materials have been installed in accordance with the manufacturer specifications. Differences in the wood grain and the manufacturing process can

cause porosity variations, which will then cause color variations of the finished product. This can even occur within one board as well as different pieces from the same lot. Painting deficiencies will be addressed using the standard of "6 feet under normal lighting conditions".

Due to the length of the stabilization process of a new home, it is recommended for the owner's protection, that no wallpaper be installed during the first year of occupancy.

### ➤ APPLIANCES

Instruction manuals and other documentation accompany your new electrical or gas appliances. Many heavy-duty appliances such as refrigerators, air



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conditioners, washing machines, dryers, dishwashers, etc, have motors that require servicing from time to time. Consult the appropriate service manual for care of these appliances.

If an appliance fails to work, please contact the manufacturer directly. Be sure to have the MODEL and SERIAL NUMBERS of the appliance and your CLOSING DATE available.

### ***FILL OUT AND RETURN ALL POSTCARDS NECESSARY TO RECORD WARRANTIES.***

#### **➤ COUNTERTOPS**

Your countertops are constructed of plastic laminate materials and others, such as synthetics and poured plastics; all are prone to surface scratches if extreme care is not taken. Because these products consist of a sheet of very hard plastic glued to a wooden base, you must be careful NOT to disturb the bond between the wood and the plastic.

***NEVER cut items directly on the countertop. Cutting and slicing will create scratches and knife marks that can become unsightly. JOHN HENRY HOMES is NOT responsible for repairing or replacing a scratched or damaged countertop UNLESS it has been noted on your original Customer Orientation List.***

#### **➤ CABINETS**

Your cabinets have been finished for lasting appearance and value. It is normal for cabinets to have repairable scratches and imperfections due to shipping and

installation procedures. JOHN HENRY HOMES, INC will repair these areas prior to closing. Cabinets and drawers will have variations in color from one piece of wood to the next due to grain variations. ***This is a normal occurrence and does NOT require repair or replacement by JOHN HENRY HOMES, INC.***

Over time, cabinets will accumulate grease, dust, and dirt, which dulls the finish. Stains may also appear due to moisture exposure. To restore the original luster, select a commercial product intended for cabinets. Most cabinet manufacturers recommend occasionally sponging off the cabinet with ammonia water.

Most cabinets have provisions for adjustments at the hinges. These adjustments are usually simple and are normal maintenance for the Homeowner.



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***JOHN HENRY HOMES, INC is NOT responsible for repairing or replacing a scratched or damaged cabinet UNLESS it has been noted on your original Customer Orientation List.***

### **➤ FLOORING - CARPETING**

You can add years to the life of your carpet with regular care. Carpet wear occurs because of foot traffic and dirt particles that get trampled deep into the pile, abrading the fibers like sandpaper and resulting in a dull appearance. The most important thing you can do is vacuum regularly. ***You should vacuum thoroughly at least once a week using a powerful upright vacuum cleaner.***

Carpet seams will show. However, no visible gaps are acceptable. If the carpeting becomes loose, or the seams separate, JOHN HENRY HOMES, INC will repair as necessary during the ***One Year Limited Warranty.***

***JOHN HENRY HOMES is NOT responsible for testing carpet for manufacturer's defects, or repairing or replacing carpet that is stained or damaged, UNLESS it has been noted on your original Customer Orientation List.***

### **➤ FLOORING - VINYL**

Proper care and protection will keep your vinyl floor looking it's best. ***All vinyl floors need to be washed on a regular basis to keep them clean and presentable.*** Preventative maintenance is also needed to avoid gauges, stains, scratches, etc. before they happen.

To clean resilient (vinyl) floors use a good detergent diluted as recommended by the manufacturer. Use just enough action with a mop, cloth, or floor scrubber to loosen dirt. Then take up excess cleaning solution, rinse and let dry. Some vinyl is designed to never need waxing, but most require a coat of polish such as a *mop and let dry* product.

***JOHN HENRY HOMES is NOT responsible for repairing or replacing a scratched or damaged vinyl floor, UNLESS it has been noted on your original Customer Orientation List.***

### **➤ CERAMIC TILE**





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Ceramic tile can be either glazed or quarry tile. Glazed tile is traditionally used for wall surfaces. The face of this tile is glazed with a glass like substance fused to the body of the tile. Quarry tile is a heavy-duty product used mostly on floors, fireplace facings, and hearths.

Ceramic tile generally needs minimal care. Routinely all you need to do is give the tile a quick wipe with a damp cloth or mop. Glazed tile in the bath is subjected to more use than other areas. ***The simplest long-term maintenance is NOT to allow surface soil build up.*** The easiest way to keep your shower wall tiles clean is to simply wipe them down with a towel after each use. Soap scum or hard water film won't accumulate and mildew won't develop when the tile is dried regularly. Ceramic tile is prone to chipping, cracking, grout discoloration and grout falling out. ***All of these routine maintenance items are the responsibility of the Homeowner.***

JOHN HENRY HOMES, INC will repair grouting one time only during the first 45 days of the ***One Year Limited Warranty*** period and will repair loose tiles for one year from the date of closing.

***Sealing of grout is considered normal homeowner maintenance and is NOT the responsibility of JOHN HENRY HOMES, INC.***

***JOHN HENRY HOMES, INC is NOT responsible for discontinued patterns or color variations when replacing tile, brick, marble, or stone flooring.***

***JOHN HENRY HOMES is NOT responsible for repairing or replacing scratched or damaged ceramic tile, UNLESS it has been noted on your original Customer Orientation List.***

### ➤ MARBLE

Marble is an extremely durable material generally considered permanent. While subject to normal wear, its natural beauty can easily be preserved indefinitely when properly maintained. The normal care and maintenance of a marble floor is similar to that of a fine, wood floor – dust cloth and dry mop. When polished marble needs a thorough cleaning, wet it first with clear hot water, then use a good soluble, soap-less cleaner, rinse thoroughly and dry with a soft cloth.



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***JOHN HENRY HOMES is NOT responsible for repairing or replacing scratched or damaged marble, UNLESS it has been noted on your original Customer Orientation List.***

### ➤ WOOD

Each piece of wood will accept stain differently creating shade variations in the overall appearance. Graining of wood will differ from piece to piece.

***The use of soap and water is NOT recommended on any wood product and will void any warranty. Climatic changes, which cause wood floors to expand and contract, are NOT the responsibility of JOHN HENRY HOMES, INC.***

Stiletto or spike heels, treaded sole shoes that hold pebbles and grit, as well as certain types of furniture will damage wood flooring. JOHN HENRY HOMES, INC. cannot be responsible for damages caused by the above conditions.

***JOHN HENRY HOMES, INC is NOT responsible for repairing or replacing a scratched or damaged wood floor, UNLESS it has been noted on your original Homeowner Orientation List.***

Because of normal expansion and contraction of materials, squeaks in sub floors, stairs, finished wood floors and other areas will occur. ***Due to the nature of floor squeaks, total elimination may not be possible.*** Within reasonable capability, JOHN HENRY HOMES, INC. will locate the floor squeak and attempt a repair one time within the one-year warranty period.

***Caulking of the stair stringers and railings is considered normal maintenance and is the responsibility of the Homeowner.*** Floors will settle which could result in a gap up to 3/8 inch along the shoe molding. ***This is a normal occurrence and is a general Homeowner maintenance item.*** We suggest waiting at least 8 months before caulking the affected areas. This will give the floor some time to settle.

### ➤ BOWED WALLS

All interior and exterior walls have slight variances on their finished surfaces. Bowing of walls should not detract from or blemish the wall's surface. Walls should not bow more than ½ inch out of line within any 32-inch horizontal measurement or ½ inch within any 8-foot vertical measurement.



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### ➤ OUT OF PLUMB WALLS

Wood framed walls shall NOT be more than 3/8" out of plumb for any 32" in any vertical measurement.

### ➤ LIGHT FIXTURES

All interior and exterior brass fixtures will pit. ***This is a normal occurrence, and it is NOT the responsibility of JOHN HENRY HOMES, INC to replace the fixture.*** We do recommend that you purchase a hard surface protector wax and apply it to your exterior fixtures twice a year. ***NEVER use abrasive cleansers or scouring pads to clean brass fixtures as you can damage the finish.*** Clean only with a soft, damp cloth. Non-abrasive polishes especially designed for brass are available at most supermarkets.

### ➤ GENERAL

Any non-structural (cosmetic) items, with the exception of nail pops and stress cracks, ***MUST*** be included on the ***New Homeowner's Orientation Review Form or Orientation Review Checklist*** before the closing of the home.

***ANY COSMETIC ITEMS NOT LISTED ON THE ABOVE NOTED FORMS WILL NOT BE WARRANTED.***

***Refer to the Cincinnati Homebuilders Association INDUSTRY STANDARDS MANUAL as the "guiding standards manual" when clarifying and/or settling issues.***