

# Warranty Guide



*This guide contains important, quick-reference information about the care and maintenance for the components of your Neal Communities Home*

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# Warranty Service

A home is one of the last hand-built products left in the world. Neal Communities has constructed your home with quality materials and the labor of experienced craftsmen. Once we have assembled the natural and manufactured materials, the components interact with each other and the environment. A home, like an automobile, requires care and attention from day one.

General homeowner maintenance is essential to providing a quality home for a lifetime. The Neal Communities Warranty Program offers a 1-year warranty against defects in the original materials and workmanship. In addition, our warranty program offers a 2-year warranty on the original plumbing, electrical and HVAC systems. Our program also includes a limited warranty coverage on the major structural components of the home against defects in original materials and workmanship for a ten-year period, which limited warranty may be provided by a third-party warranty as provided for in the purchase and sale agreement. The date the warranties become effective commences with the Certificate of Occupancy for the home issued by the local government authority, (the "Warranty Date"); provided however, the Warranty Date for the 1-2-year Warranty applicable to a model or spec home shall commence with the closing date. This 1-2-10 Warranty is one of the industry's best and is a signature of Neal Communities' commitment to quality. These warranties are for the benefit of the original buyer only and may not be transferred or assigned. These warranties do not include personal property in the home.

Our warranty service system responds to your report of *non-emergency* items. Neal Communities recommends requests in writing in order to provide you with the maximum protection and allows us to operate efficiently, thereby providing faster service to all homeowners. Before submitting a Customer Service Request, please read the Warranty Manual to establish that the requested service is covered. A Customer Service Request must be submitted, evaluated by Neal Communities and kept in your file. For convenience, *non-emergency* service request forms were given at your orientation; customers can simply list the items on the applicable form and submit it to us at the appropriate time (1 month, 6 months or 11 months from the warranty date.) We also understand that not all requests fall under the typical time frames on the provided forms, in these cases or if you have any questions, please fax, mail or email them to us at:

**Neal Communities Warranty Department**

5800 Lakewood Ranch Blvd N. Sarasota, FL 34240

Phone 941-328-1072 | Fax 941-328-1074

[warrantyservice@nealcommunities.com](mailto:warrantyservice@nealcommunities.com)

Warranty Service Requests can also be submitted electronically, via our website:

[www.nealcommunities.com/contact-us/warranty-service](http://www.nealcommunities.com/contact-us/warranty-service)

In the event of a conflict between the provisions, including the Warranty provisions, as set forth in this Warranty Guide and the provisions as set forth in the purchase and sale agreement, then the provisions in the purchase and sale agreement shall control and prevail.

Emergency situations are rare, however, when they occur, prompt response is essential. Begin by using the attached Warranty Manual as a reference to check out the problem.

We define emergencies as problems that require immediate attention to protect you and your family from harm and to avoid damage to your property. The following guidelines constitute an emergency:

- Total Home Loss of Water or Power  
Please verify with the local utility company to confirm that there isn't an outage in your area prior to contacting the Neal Communities emergency number
- Loss of Air Conditioning, if the temperature is over 80 degrees
- Loss of Heat, if the temperature is less than 45 degrees
- Plumbing Leak  
If the leak cannot be isolated to a sink or a commode and the water to the home must be shut-off
- Roof Leak  
Neal Communities understands that this is an emergency; however, we cannot safely investigate and repair the roof during the rain. Please attempt to mitigate the damage and Neal Communities will respond as the weather permits
- Gas Leak  
Please contact your utility company and the gas contractor (number located on the emergency sticker) prior to contacting the Neal Communities emergency number

After hours, on weekends, and during Holidays, please contact our Warranty Department Hot Line at **941-713-8014** for **emergency** service on the above-mentioned items.

# Caring For Your Home

We are proud of the homes we build and the neighborhoods in which we build. We strive to create long-lasting value. This cannot be achieved unless you, as the homeowner, properly maintain your home and all of its components. Periodic maintenance is necessary because of normal wear and tear, the inherent characteristics of the materials used in your home, and requirements of the mechanical systems. Natural fluctuations in temperature and humidity also affect your home.

Many times, a minor adjustment or repair done immediately saves a more serious, time-consuming and sometimes costly repair later. By caring for your new home attentively, you ensure your enjoyment of it for years. The attention provided by each homeowner contributes significantly to the overall desirability of the community. It is the homeowner's responsibility to mitigate damage by caring for their home and to report any warrantable items timely. Excessive damage caused by failure to mitigate will not be covered under the parameters of the Neal Communities warranty program.

Please take time to read the literature provided by the manufacturers of consumer products in your home. This will ensure you will receive any extended manufacturer's warranties that may be provided. Although much of the information may be familiar to you, some points may differ significantly from homes you have had in the past.

Activate specific manufacturer's warranties by completing and mailing any registration cards included with their materials. The different products in your home each have varying warranty lengths, but there is one constant – all of your homes warranties start on the date of your closing or Certificate of Occupancy if you did a construction perm loan. In some cases, manufacturer's warranties may extend beyond the first year so it is in your best interest to be aware of such coverage.

**It is important to remember that the components of your home have been installed to the manufacturer's specifications; any alterations will affect the Neal Communities and manufacturer's warranty. Please consult Neal Communities prior to doing such work to verify if the warranty will be impacted.**

The Performance Standards that follow are based on the NAHB Residential Construction Performance Guidelines and Neal Communities high performance standards. Neal Communities will use these standards in determining how to implement any warranty work that may be needed. The subjects, listed in alphabetical order, cover many important details, but we recognize that it is not possible to anticipate and describe every subject. Please note; this manual may also discuss some components not present in your home. Additional information regarding your new home warranties are located in your purchase agreement. All warranties disclosed or nondisclosed are subject to the purchase agreement which supersedes this manual.

## AIR CONDITIONING & HEATING

Your air conditioning system, and unit size, has been designed for your specific home. There are a number of factors that determine the performance of your air conditioning system. Please refer to the Air Conditioning & Heating guidelines below, for reference.

### **General Maintenance**

Regular maintenance of the air conditioning system can save energy dollars and prolong the life of the system. It should be serviced and cleaned by a professional contractor at least twice a year. This is required as a condition of the manufacturer's warranty. Items caused by lack of proper maintenance (including mold, mildew, damage from backed up condensate lines) by failure to maintain the air conditioning system is not covered under this warranty.

### **Temperature Variations**

Your home air conditioning is a closed system, which means that the interior air is continually recycled and cooled until the desired air temperature is reached. Warm outside air disrupts the system and makes cooling impossible. Therefore, you should keep all windows closed. The heat from the sun shining through windows with open drapes is intense enough to overcome the cooling effect of the air conditioning unit. The air conditioning system installed in your home is designed to maintain a temperature of 78 degrees. If the outside temperature is above 95 degrees, the system should maintain a 15-degree difference.

Unlike a light bulb, which reacts instantly when you turn on a switch, the air conditioning unit only begins a process when you set the thermostat. Keeping the thermostat set at a moderate temperature at all times allows the system to react quicker to demands for cooler temperature. Once the system is operating, setting the thermostat to 60 degrees will not cool the home any quicker and may result in the unit freezing up and not performing at all. Extended use under these conditions may damage the unit.

Temperatures may vary from room to room by several degrees. This is due to variables such as floor plan, orientation of the home to the sun's path, use of window coverings, opened or closed doors and traffic through the home. Temperatures are measured from the center of a room, at a height of 5 feet from the floor. It is considered normal for there to be a 3-degree difference between rooms.

Neal Communities will conduct a onetime air balance within the period of 90-days from your warranty date. This is only needed if you find temperature exceeds the 5-degree difference between rooms as described above.

### **Burning Smell**

When using heat infrequently, you may notice a burning smell. This typically occurs as a result of dust accumulating on the heat strip. This is a completely normal and expected occurrence that is not covered under the parameters of the Neal Communities Warranty.

### **Adjust Vents**

Experiment with the adjustable grills in your home to establish the best airflow for your lifestyle. Generally, you can reduce the air in seldom used or interior rooms. Grills may also need to be adjusted as the seasons change.

### **Return Air Vents**

For maximum comfort and efficient use, arrange furniture and draperies to allow unobstructed airflow from vents to return air grilles.

### **Filters**

Remember to change or clean filters regularly per the manufacture's recommendation. A clogged filter can significantly slow airflow and cause the system to function at less than peak efficiency.

### **Condensation Lines**

Condensation lines are designed to carry excess water out of the air handler to the exterior of your home. This water is created by the cooling process. Condensation lines will clog through normal use. It is important to remember that these lines need to be maintained and cleaned quarterly so the excess water generated can flow through the line unobstructed. Periodic maintenance is required to assure normal operation of the unit and prevent leaks.

Neal Communities will clear a clogged condensation line for a period of 90-days from your warranty date. After that, it is the homeowner's responsibility to maintain the condensation lines.

### **Noise from the A/C Supply Grills**

The sound of air is moving through the grills is considered normal. However, a specific individual grill should not make a rattling sound.

Neal Communities will repair or replace any grill that is making noise for a period of 2-years from your warranty date.

### **Noise from Air Handler**

From time to time your air handler can make a noise that is commonly referred to as oil canning. You will know when this occurs as the sound is more of a booming noise, because it comes from the sheet metal in the air handler.

Neal Communities will correct this concern, if it is beyond the manufacturer's guidelines, for a period of 2-years from your warranty date.

### **Noise from the Sheet Metal**

When the noise is a ticking or a rattling sound, this is generally caused by the heating and cooling (and the associated expansion and contraction) of the metal parts in your

air conditioning system. This is a completely normal occurrence and not covered under the parameters of the Neal Communities Warranty.

### **Vibration of the Air Conditioning Equipment**

When your air conditioning system is running, there are moving parts. It is normal for the equipment to vibrate and make some noise. Noise generated under day to day operation of the air conditioning system is not covered under the parameters of the Neal Communities Warranty.

### **Air Conditioning System Leaks or Detached Duct Work**

Neal Communities has a leak free duct test performed for each home to ensure the air conditioning system has no leaks. The air conditioning duct installed in your home has passed inspection.

Neal Communities will repair a system leak, or replace any detached duct work, for a period of 2-years from your warranty date.

## **ALARM SYSTEM**

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

## **APPLIANCES**

Read and follow all manufacturers' specifications for the use and maintenance of each appliance in your home and keep them available for reference. Mail all warranty registration cards directly to the manufacturer.

Appliance warranties are through the manufacturers directly, not Neal Communities. If a problem arises with an appliance, call the customer service number listed in the manufacturer's warranty and schedule a repair at a time most convenient for you. Be prepared to supply the model and serial numbers found on the appliance when reporting warranty items to the appliance manufacturer.

### **Appliance Dented or Chipped**

The appliances installed in your home were inspected prior to the home turnover. Appliance damage is not covered under the parameters of the Neal Communities Warranty.



## ATTIC ACCESS

The attic space is neither designed nor intended for storage. We provide access to this area for maintenance of mechanical equipment that may traverse the attic space. When performing needed tasks in the attic use caution and avoid stepping off wood members onto drywall. This can result in personal injury or damage to the ceiling below. Such damage is not covered under the parameters of the Neal Communities Warranty.

## BLOCK WALLS

Performance guidelines note that cracks in the mortar joints are a common occurrence due to shrinkage and settlement, and may occur up to ¼ in width.

Neal communities will repair cracks in excess of ¼ inch one time during the period of 1-year from your warranty date. Acceptable repairs will include any of the following; patching, tuck pointing, caulk and/or touch-up paint. Neal Communities will try to match the existing mortar, block and paint as closely as possible, but cannot guarantee a match.

## CABINETS – WOOD AND LAMINATE

Your selection sheets are your record of the brand, style, and color of cabinets in your home.

### Cleaning

Your cabinet finish is extremely durable and resistant to common stains and surface damage. However, there are ways to protect the original factory finish and several cleaning techniques/products that should NOT be used to care for your cabinets.

Wipe spills immediately using a clean cloth and mild soap such as Dawn or Palmolive. Prepare a cleaning solution using ½ oz. of soap with warm water, apply with a lightly damp microfiber cloth, and then dry thoroughly.

Dust your cabinets periodically using a soft, slightly dampened, lint free cloth.

Do not use paste-wax material since wax buildup is difficult to remove and will leave a residue that attracts dust and moisture.

Do not use any polishes containing silicone.

Do not use ammonia, citrus or oil-based cleaners, steel wool, soap pads, abrasive cleaners or cleaners containing bleach.

## **Shelves**

Shelves are not designed to hold more than 20 pounds per square foot. Keep heavier goods and products on the bottom shelf of base cabinets. Be careful not to stack dishes so high that the shelf bends with the weight.

## **Moisture**

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

## **Heat**

Excessive heat can damage cabinet surfaces. Avoid broiling food in your oven with the oven door open, as nearby cabinet surfaces may be damaged.

## **Cabinets not Level**

If the cabinets installed in your home are out of level by more than 3/8 inch, Neal Communities will repair the cabinets to the above referenced guideline for a period of 1-year from your warranty date.

## **Cabinets do not Line-Up**

The cabinets installed in your home should align within 1/8 inch on the face and 3/16 inch on the corners. Neal Communities will repair cabinets exceeding these guidelines during the period of 1 year from your warranty commencement date.

## **Cabinet Door/Drawer is Warped**

If cabinet door or drawer front exceed 1/4 inch warping, measured from the face of the cabinet when closed, Neal Communities will repair / replace during the period of 1 year from your warranty commencement date.

## **Wood Grain / Cabinet Coloration**

Because cabinets are made from wood, they by their very nature will display varying characteristics; wood grain, knots and varying shades of color. Additionally, wood cabinet appearance will be affected by light exposure. Temperature and humidity also play a part in the expansion and contraction of the cabinets, this is evident in the cabinet joints, causing them to open and close, and thus be more noticeable.

All cabinet materials are graded to industry standard, but you can expect some variations, including: naturally occurring color, grain or texture differences, color deviations - even within the same section of wood, differences between open and closed grain areas, and variations in the finish process. Environmental factors can affect your original color of your cabinets. This can be due to exposure to sunlight, smoke and chemicals.

The conditions described above are not covered under the parameters of the Neal Communities Warranty.

### **Cabinet Door / Drawer Opens by Itself**

The hardware and hinges installed with your cabinets should allow for the doors / drawers to stay closed. Neal Communities will adjust / repair the hinges and hardware to allow for the door / drawer to remain closed, one time within the period of 1-year from your warranty date.

### **Cabinet Door / Drawer Binds**

Cabinet doors and drawers should open and close with relative ease. Neal Communities will adjust / repair the hinges and hardware to allow for the door / drawer to remain closed, one time within the period of 1-year from your warranty date.

## **CARPET**

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

### **Cleaning**

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

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

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

### **Burns**

Take care of any kind of burn immediately. First, snip off the darkened fibers. Then use a cleaner without soap and sponge with water. If the burn is extensive, talk with a professional about replacing the damaged area.

### **Crushing**

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

### **Fading**

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

### **Filtration**

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

### **Fuzzing**

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

### **Pilling**

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

### **Rippling**

This is covered by your Neal Warranty unless caused by furniture or environmental conditions.

### **Seams**

Carpet usually comes in 12-foot widths, making seams necessary in most rooms. Seams are never more visible than when the carpet is first installed. Usually with time, use and vacuuming the seams become less visible.

### **Shading**

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

### **Shedding**

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

### **Snags**

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

## **Sprouting**

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

## **Stains**

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

Refer to the manufacturer's guidelines for recommended cleaning procedures for your particular fiber. Pretest any spot-removal solution in an inconspicuous area before using it in a large area. Apply several drops of the solution, hold a white tissue on the area, and count to ten. Examine both tissue and carpet for dye transfer and check for carpet damage.

## **CAULKING**

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

### **Colored Caulk**

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

### **Latex Caulk**

Latex caulking is appropriate for an area that requires painting.

### **Silicone Caulk**

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

Neal Communities will touch up cracked or shrunken caulking one time within the period of 30-days from your warranty date, as this is considered homeowner maintenance and is inherent to the material.

## CERAMIC TILE

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

### **Cleaning**

Ceramic tile is one of the easiest floor coverings to maintain; simply vacuum when needed. Occasionally, the use of a wet mop with warm water may be appropriate. The ceramic tile installed on walls or counter tops in your home may be washed with any non-abrasive soap or tile cleaner. Abrasive cleaners will dull the finish.

### **Grout Discoloration**

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

### **Sealing Grout**

Sealing grout is your decision and responsibility. Once grout has been sealed, ongoing maintenance of that seal is necessary and must be redone periodically depending on manufacturer's guidelines.

### **Separations**

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

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

### **One-Time Repair**

Cracks appearing in the grout of ceramic tiles at joints or junctions with other materials are commonly due to shrinkage. Neal Communities will repair the grout, if necessary, one time during the period of 1-year from your warranty date. We are not responsible for color variations in grout, discontinued colored grout or resealing of the grout. Any grouting or caulking that is needed after that time is the homeowner's responsibility.

## CONCRETE SLABS AND FLATWORK

By maintaining good drainage, you protect your home's foundation and the concrete flatwork; the floor, porch, patio, driveway, garage floor, and sidewalks. Concrete slabs are likely to develop hairline cracks as the result of expansion, contraction and natural hydration.

### **Cleaning**

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

for keeping exterior concrete clean. If washing is necessary, do this when temperatures are moderate. Repeated cleaning of the garage floor by hosing can increase soil movement by allowing water to penetrate any existing cracks. We recommend sweeping to clean the garage floor.

### **Heavy Vehicles**

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

### **Chemicals**

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

### **Sealer**

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

### **Concrete Appearance**

Driveways, walks and other forms of exposed concrete have developed areas where the concrete finish has deteriorated to expose the larger aggregate. Neal Communities will repair the sections of concrete where this has occurred for a period of 1-year from your warranty date. These repairs will not match the existing finish. Replacement will be at Neal Communities' sole discretion, if the area exceeds over 50 percent of the original install.

### **Color**

Concrete slabs vary in color. When curing, concrete interacts with weather, temperature, wind, and humidity; all which play a part in the concrete's appearance. Because of the aforementioned reason, the concrete will cure and take on differing shades. Neal Communities does not warrant this occurrence.

### **Cracks**

Cracks in concrete are a normal occurrence and in most cases, do not affect the structural integrity of the slab or home. Performance Guidelines note that cracks of less than 3/16 inch in width or vertical separation are normal and do not need corrective action.

Cracks in the living areas (air conditioned space) that are in excess of 3/16 inch in width and in vertical displacement will be addressed at the time when the finished flooring is installed.

Cracks in the garage or lanai in excess of 3/16 inch in width or in vertical displacement will be filled with the appropriate material. If the lanai or garage has a finish (spray crete or concrete stain) that was installed by Neal Communities, the crack and the repair

will be touched-up. Neal Communities will attempt to match the color and pattern as closely as possible.

### **Concrete Slab is Uneven**

Concrete slabs should not have depressions and/or areas where the slab is uneven that exceed ¼ inch in 48 inches.

Slabs that exceed the above parameters will be repaired by either filling the void or grinding down the high spot (s). These repairs will alter the appearance of the finished slab. Please remember that some areas of your concrete slab are intended to have a slope, such as a garage floor or a lanai. Neal Communities will repair to the above parameters for a period of 1-year from your warranty date.

### **Control and Expansion Joints**

Control and expansion joints are located to allow for the concrete to expand and contract. Concrete slabs and flatwork are designed to move at the control joints. Control joints are placed in the concrete for the very purpose of encouraging the cracking to take place at the joints. This is done to try and minimize random cracking. This is how the slab is designed; movement is to be expected. There will be no corrective action taken by Neal Communities.

### **Efflorescence or a white film on the concrete**

The white, powdery substance that sometimes accumulates on surfaces is called efflorescence. This is a natural phenomenon that occurs as the moisture evaporates and leaves salt behind; it is a temporary condition, but it is difficult to determine how long the effects will last. Rainwater generally will remove these deposits. Consult your home center or hardware store for commercial products to remove efflorescence. As efflorescence is naturally occurring and not uncommon, there will be no corrective action taken by Neal Communities.

## **COUNTERTOPS**

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

### **Caulking**

The caulking between the counter top and the wall, along the joint at the back splash, and around the sink may shrink, leaving a slight gap. Maintaining a good seal in these locations is important to keep moisture from reaching the wood under the laminates and to prevent warping. This is considered homeowner's maintenance. Neal Communities will cover this for a period of 30-days from your warranty date as a courtesy to our customers.



## **Cleaning**

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

## **Separation from Wall**

Separation of counter tops from walls, back splash, and around sinks results from normal shrinkage of materials. Neal Communities will re-caulk these areas for a period of 30-days from your warranty date. Subsequently, caulking will be the home owner's maintenance responsibility.

## **Color Variation (Granite & Cultured Marble)**

Granite and cultured marble color variation is unavoidable. Granite is a natural product, and therefore will exhibit varying color changes, veining, and shading. Cultured marble, while a manmade product, is subject to dye variations and differing appearances. Color variation is to be expected, and is considered normal, so is therefore not covered under the parameters of the Neal Communities Warranty.

## **Counter Top not Level**

Neal Communities will correct counter tops out of level in excess of 3/8 inch in 10 feet for a period of 1-year from your warranty date.

## **Surface Damage, Chips and Scratches**

Counter tops, both granite and cultured marble, are susceptible to surface damage. Surface damage is not covered under the parameters of the Neal Communities Warranty.

# **DOORS and LOCKS**

The doors installed in your home are wood products subject to such natural characteristics of wood as shrinkage and warping. Due to natural fluctuations of humidity and the use of air conditioning, showers and dishwashers, interior doors may occasionally require minor adjustments.

## **Bi-fold, Bypass and Pocket Doors**

The doors in your home were designed to operate smoothly. However, interior doors sometimes stick or warp due to weather conditions. Apply a silicone lubricant to the tracks to minimize this inconvenience.

The nature of this type of door dictates that they will need to be adjusted periodically. Neal Communities will adjust and/or reinstall any door that has come off track, or needs adjusting due to workmanship for the period of 1-year from your warranty date.

## **Sliding Glass Doors**

High winds and rain can cause vibration in these glass panels. An accumulation of water in the tracks is a normal condition and will drain away when the rain stops. Keep the tracks clean and lubricate with a light coat of silicone spray. Do not use WD-40 or other oil based products, as they attract dirt and will clog door wheels. Sliding glass doors by their nature are designed travel back and forth on a system of wheels, and have

interlocking grooves that allow the panel to slide together. This design is not intended to be air tight, water tight under direct contact, or prohibit insect intrusion.

The sliding glass doors should operate smoothly, and lock as intended, at the time of walk through. Debris and use can affect operability of doors; therefore, Neal Communities will adjust the sliding glass doors one time during the period of 1-year after your warranty date. Excessive use or lack of regular maintenance can result in poor operation and is not cover under the parameters of the Neal Communities Warranty.

### **Hinges**

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

### **Locks**

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

### **Weather Stripping**

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

### **Warped Door**

Performance guidelines note that doors should operate as designed and not warp beyond ¼ inch measured diagonally from the door corners.

Neal Communities will replace any door that has warped beyond the ¼ inch described above, during a period of 1-year from your warranty date.

### **Door Lock does not Latch**

The door lock should engage the keeper. Neal Communities will adjust the door and lock so it operates as intended one time during the period of 1-year from your warranty date.

### **Hinge Squeaks**

The hinges on the doors in your home should operate without squeaking. Neal Communities will adjust / lubricate a hinge one time during the period of 1-year from your warranty date.

### **Light and/or Air Movement around Exterior Doors**

Doors that are exposed to both the interior and exterior of your home face several challenges; primarily the differing conditions between the interior of your home and the outside environment. Because these doors are exposed to such differing conditions, there needs to be a greater tolerance in fit to allow for expansion and contraction. It is for this reason these doors come installed with weather strips to help reduce the air flow

between the interior and exterior of your home. The doors are not designed to keep 100% of the air and light infiltration out.

Neal Communities will adjust the door and weather strip one time during the period of 1-year from your warranty date. Please remember that some light (particularly in the corners) and air infiltration is normal and not covered under the parameter of the Neal Communities Warranty.

## **DRIVEWAYS**

NOTE: With any concrete or paver repair, Neal Communities will attempt to match as closely as possible to the existing color, however, a color match cannot be guaranteed.

### **Cracks in Driveways**

Concrete driveways and walks exposed to the weather are subject to expansion, contraction and settlement. Control joints have been added to aid in controlling these factors, however cracking, can be expected.

Neal Communities will repair cracks in excess of ¼ inch in width and/or vertical displacement with material designed to fill cracks in concrete, for a period of 1-year from your warranty date.

### **Standing Water (birdbath) in Driveway**

Water should not stand in the driveway for more than 24 hours after a rain. Neal Communities will repair/replace the portion of the driveway where the water is standing, if the depth of the water exceeds 3/8 inch, for a period of 1-year from your warranty date.

### **Color Variation**

Concrete poured directly to your driveway, or in the form of pavers, is created by mixing a variety of materials; sand, aggregate and cement, to name a few. For these reasons, a consistent color across your driveways and walkways cannot be guaranteed. Color variation is not covered under the parameters of the Neal Communities Warranty.

### **Paver Settlement**

Due to the nature of concrete pavers, some settlement is to be expected. If settlement of the pavers exceeds ¼ inch, Neal Communities will correct within the period of 1-year from your warranty date.

## **DRYWALL**

Slight cracking, nail pops, or seams may become visible in walls and ceilings. These are caused by the shrinkage of the wood and normal deflection of rafters to which the drywall is attached. Any nail pop, crack or seam readily visible from a distance of 6 feet under normal lighting conditions are beyond standard and will be repaired.

### **Drywall Texture Variations**

As with any product that is applied by hand, there will be differences between workers that are applying the drywall texture. Additionally, tall walls, long walls or walls exposed to sunlight will all show the variances in the texture finish. Due to these factors, texture variations are not covered under the parameters of the Neal Communities Warranty.

### **Drywall Cracks**

Drywall cracks in excess of 1/16 inch will be repaired one time during the period of 1-year from your warranty date. Neal Communities will attempt to match the existing texture as closely as possible, however, an exact match cannot be guaranteed.

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

## **PRESSURE CLEANING and HOSING DOWN EXTERIORS**

Be sure both the setting and the solution are not so strong as to damage the homes surfaces. **BE ESPECIALLY CAREFUL NOT TO APPLY WATER TO THE EXTERIOR DRYWALL SURFACES (ceilings) OF THE PORCH AND LANAI. THIS WILL DAMAGE THE FINISH.** Pay close attention when using the pressure washer on doors, windows and soffits as the pressure can damage these products.

## **ELECTRICAL SYSTEMS**

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

### **Breakers**

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

### **Breaker Tripping**

Breakers trip due to overloads caused by plugging too many appliances into the circuit, a worn cord or defective appliance, or operating an appliance with too high a voltage requirement for the circuit. The starting of an electric motor can also trip a breaker. Unplug all items connected to a circuit if it trips repeatedly and then reset the circuit. If it trips when nothing is connected to it, you need an electrician. If the circuit remains on, one of the items you unplugged is defective and will require repair or replacement.

Circuit breakers are designed to carry a certain load depending on a number of factors and should not trip frequently under normal usage. Neal Communities will replace any circuit breaker that is found to be defective for a period of 2-years from your warranty date.

### **Buzzing**

Fluorescent fixtures use transformer action to operate. This action sometimes causes a buzzing. Neal Communities will fix any Neal installed fluorescent fixture that is found to be defective for a period of 2-years from your warranty date.

### **Fixture Location**

We install light fixtures in the locations indicated on the plans. Moving fixtures to accommodate specific furniture arrangements or room use is not covered under the parameters of the Neal Communities Warranty.

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

GFCI receptacles have a built-in element that senses fluctuations in power. Quite simply, the GFCI is a circuit breaker. Building codes require installation of these receptacles in bathrooms, the kitchen, outside, and the garage (areas where an individual can come into contact with water while holding an electric appliance or tool.) Because of the nature of the outlets and circuits, some tripping of the outlets can be expected. It is important to remember that heavy appliances, such as freezers, should not be plugged into these circuits.

Neal Communities will replace any GFCI an outlet that is found to be defective for a period of 2-years from your warranty date.

### **Outlets**

Prior to turnover, your home was inspected and hot checked and therefore should function as designed. If an outlet or switch is not working, check first to see if it is controlled by a wall switch or GFCI. Next, check the breaker.

Neal Communities will replace any outlet or switch that is found to be defective for a period of 2-years from your warranty date.

### **Ceiling Fan Vibrates or Makes Noise**

The ceiling fans (installed by Neal Communities) were installed to the manufacturer's specifications. Fans commonly produce a faint amount of noise. Should the ceiling fan

vibrate or make excessive noise, Neal Communities will correct the deviation for a period of 2-years from your warranty date.

### **Tarnished Light Fixtures**

The light fixtures in your home were delivered and installed tarnish free, and checked at the time of turnover. Please refer to the manufacturer's warranty for additional coverage. These are covered for a period of 2-year from your warranty date for finish and product defects

### **Low Voltage, Communication and Data**

The low voltage system in your home was hot checked prior to turnover, and should function as intended. Neal Communities will repair any defect in the system for a period of 2-years from your warranty date. Please remember that any alteration to the system will void the Neal Communities and/or manufacturer's warranty.

### **Power Surge**

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

## **FRAMING**

The walls in your home are constructed from either wood or steel framing members, the exterior walls are generally concrete block with firing strips. These walls will all move to varying degrees due to a number of factors, heat and humidity, settling, and expansion and contraction.

### **Wall is Bowed (horizontally)**

Performance guidelines note that a wall may bow up to 1/2 inch out in 32 inches measured horizontally and 1/4 inch in 48 inches measured vertically.

### **Wall is out of Plumb (vertically)**

Performance guidelines note that a wall may plumb up to 1/4 inch in 48 inches measured vertically.

If a wall in your home develops a bow/plumb which exceeds the above performance guidelines, Neal Communities will make a repair to bring the wall within the above performance guidelines, for a period of 1-year from your warranty date.

If the wall or framing member is structural in nature and it is determined that the bow/plumb has weakened the structure, Neal Communities will repair the bow/plumb member for a period of ten years from your warranty date.

### **Columns, Posts and Nonstructural Headers**

These aesthetic additions to the home will adhere to the above standards, and, in addition, will not be more than ¼ inch out of square in 16 inches when measured off of the adjacent wall.

Neal Communities will address the column, post or nonstructural headers that exceed the above parameters for a period of 1-year from your warranty date.

### **Wood Sub Floor is Uneven**

If your wood sub floor becomes uneven, with areas in the subfloor that exceed ¼ inch in 48 inches, Neal Communities will, by a combination of filling and/or sanding, bring the area to meet the performance guideline, for a period of 1-year from your warranty date. Measurements are to be made from the sub floor, not areas where the sub floor meets other surfaces. In these instances, there will be a difference in elevation.

## **GARAGE OVERHEAD DOOR**

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

### **Lubrication**

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

IMPORTANT NOTE: Under no circumstances should anyone other than the overhead garage door company work on the balancing spring. This spring is under a tremendous amount of pressure and should not be worked on by anyone other than a trained professional.

### **Garage Door not Operating Properly**

The garage door should open and close as designed. Neal Communities will repair / adjust the garage door operation for a period of 1-year from your warranty date. Please remember that the overhead garage door is equipped with sensors that are designed to prevent the doors operation when the sensor light is interrupted. This should be checked prior to requesting service. Additionally, the garage door is constructed from a number of parts and, by its nature, will create some noise. For this reason, noise is not covered under the parameters of the Neal Communities Warranty.

### **Light and/or Weather Intrusion around the Overhead Garage Door**

The overhead garage door is not designed to provide a weather tight and/or air tight seal. Some air and weather infiltration is to be expected. This is not covered under the parameters of the Neal Communities Warranty.

## **GAS SHUT-OFFS**

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

## **GAS AND ELECTRIC WATER HEATER**

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

### **Condensation**

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

### **Drain Tank**

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

### **Pilot**

To light the water heater pilot, carefully follow manufacturer's instructions printed on the face of the tank. While away from home for an extended period of time, set the temperature to its lowest point and leave the pilot lit.

### **Safety**

Vacuum the area around a gas-fired water heater to prevent dust from interfering with proper flame combustion. -The top of the water heater should be kept clear.

### **Temperature**

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

### **No Hot Water**

If you discover that you have no hot water:

On Gas Heaters check the pilot, temperature setting, and water supply valve before calling for service.

On Electric Heaters check the breaker and water supply valve before calling for service.

Refer to the manufacturer's warranty for specific locations of these items and other troubleshooting information.



## **GUTTERS and DOWNSPOUTS**

Check gutters and downspouts periodically and remove leaves or other debris. Materials that accumulate in them can slow water drainage, clog the downspouts and cause overflow that may damage roofs or cause leaks. It is the homeowner's responsibility to keep the gutters and downspouts clear of debris.

### **Gutter Leaks**

Gutters and downspouts should not leak.

Neal Communities will repair leaks to the gutters and downspouts for a period of 1 year after your warranty commencement date.

### **Standing Water in the Gutters**

Water in excess of ½ an inch will not remain in gutters unobstructed by debris.

Neal Communities will repair gutters to meet the above performance guideline for a period of 1-year from your warranty date.

## **HARDWARE**

Doorknobs and locks should operate correctly with little attention. Over time, they may need slight adjustments due to normal shrinkage of the framing. Occasionally, you may need to tighten screws. Door hardware is covered under your 1-year warranty.

### **Lubrication**

You should use silicone, Teflon or graphite products to lubricate hardware. Avoid using oil-based products such as WD-40 that attract dirt and gum up the mechanism. This is considered homeowner maintenance and is not covered under the parameters of the Neal Communities Warranty.

## **HARDWOOD FLOORS**

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

### **Cleaning**

Carefully follow manufacturer's guidelines in the care and maintenance of your floor.

### **Dimples**

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

### **Furniture Legs**

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

## **Humidity**

Wood floors respond noticeably to changes in humidity in your home. Especially during winter months the individual planks or pieces expand and contract as water content changes.

## **Mats and Area Rugs**

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

## **Sun Exposure**

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

## **Gaps Exist Between Hardwood Floor Boards**

Due to the relative humidity of the home gaps may appear between boards after the installation has occurred. This is due to the expanding and contracting of materials and is the responsibility of the homeowner to maintain humidity levels in the home. If gaps persist and are in excess of 1/8 inch, Neal Communities will repair gaps for a period of 1- year from your warranty date.

## **Hardwood Floor Boards are Cupping or Crowning**

Cupping and Crowning in floors appears as a result of excessive moisture conditions in the home. It is the customer's responsibility to control moisture levels, spills and humidity within the home and keep fluctuations under control. Cupping and Crowning under typical conditions should not exceed 1/16 inch in height in a 3 inch span. Neal Communities will correct or repair boards that exceed the above performance guideline for a period of 1-year from your warranty date.

## **Excessive Lippage Along the Joints of Prefinished Edges**

Lippage greater than 1/16 inch is considered excessive and Neal Communities will repair affected areas for a period of 1-year from your warranty date.

## **Top Coating is Peeling or Chipping**

Under normal usage, peeling or chipping should not occur in the top coating of hardwood floors. Typically chipping occurs due to something snagging on the edge of the floor and splintering a piece off and is not covered under the warranty. However if factory-applied finished are peeling or chipping without undue stress, Neal Communities will repair affected areas for a period of 1-year from your warranty date. This process typically has to go through the manufacturer for verification and inspection, so their literature about the specific product should also be consulted.

## **Hardwood Flooring Has Buckled**

Wood floors are highly susceptible to levels of moisture and buckling typically results from high levels of moisture or the introduction of water contacting the floor. It is the homeowner's responsibility to control moisture and excess water from contacting the flooring from spills, leaks or cleaning. If the floor buckling has occurred from something within the contractor's control, Neal Communities will repair the affected areas for a period of 1-year from your warranty date.

### **Flooring has released from the Substrate**

Hardwood flooring should not release from the substrate and the adhesive used is specifically designed to adhere to the substrate, wood and control moisture transfer between the two products. If the floor releases, Neal Communities will repair the affected areas for a period of 1-year from your warranty date.

## **INTERIOR TRIM**

### **Interior Trim has Gaps at Splice, or Mitered Corners**

The door casing, base and crown moldings are subject to expansion and contraction and will exhibit splits at the seams or where the trim material meets the walls. Neal Communities will caulk and/or putty the areas where cracks have appeared for a period of 30 days from your warranty date as this is considered homeowner maintenance and is inherent to the products.

### **Nails Visible in the Trim Material**

Nails should not be visible in the trim material during normal viewing. Neal Communities will repair nail holes or hammer marks that are visible from a standing position 6 feet away in normal lighting conditions, for a period of 1-year from your warranty date.

### **Trim Material Split**

Splits that appear in the trim material that are in excess of 1/8 inch will be repaired by Neal Communities for a period of 1-year from your warranty date. Caulk and wood putty are acceptable repairs.

### **Wood Grain Variations Showing**

Wood grain variations are common and unavoidable, and therefore not covered under the parameters of the Neal Communities Warranty.

## **LANDSCAPING**

Landscaping plans have been designed as part of the master plan for your community. The irrigation and drainage systems are part of that master plan. The association governing your community must approve any changes to your landscaping or drainage system in advance. Maintenance of your landscaping and drainage system is the responsibility of each homeowner, or the lawn contractor hired by your community association.

Your home was landscaped and sodded prior to your home being turned over. There are a number of factors that play a part in the health and ability for your yards landscaping and sod to thrive; weather, sunlight and maintenance are a few. Neal Communities will evaluate any dead or dying landscape, sod or tree within the period of

30-days from your warranty date, as a courtesy, as this is considered a homeowner's maintenance responsibility after turnover.

### **Rainfall**

In this climate, it is normal to see standing water on lawns for 24 hours after heavy rains. Drainage swales and retention areas may remain wet throughout the entire rainy season.

### **Grading**

Neal Communities, along with our civil engineers and the local municipalities, have established the drainage plan for your community. Your property is graded to carry water away from your home. The water in your yard is directed to swales that carry the water to its intended collection spot. Standing water should not remain in the yard for more than 24 hours after a rain fall or water event, and 48 hours in the swale areas, unless designed to do so. These timeframes may be longer in the case of excessive rain or rain for consecutive days.

While it is the homeowner's responsibility to ensure that the drainage swales are maintained, Neal Communities will evaluate any drainage issue where there is standing water for more than 24 hours (48 hours in the case of a swale), for a period of 1 year from your warranty commencement date. Differing soil conditions allow water to percolate through the soil at different rates, thus drainage will be evaluated on a case by case basis. If the yard's drainage is altered by the installation of landscaping, pool, lanai, an addition to the home, damage from lawn equipment or lack of proper maintenance, the Neal Communities warranty is void, and it will be the responsibility of the homeowner to reestablish the proper drainage. Saturated soil without standing water, in many cases, is considered normal and not covered under the parameters of the Neal Communities Warranty.

Maintenance of deck drains, and downspouts that might cause soil erosion are the responsibility of the individual homeowner. Grading or drainage of areas inside privacy fences or screen cages is also the responsibility of the individual homeowner.

### **Ground Settling**

In the event the ground has settled in the areas of utility trenches or the foundation of the home that interferes with the drainage of the yard, Neal Communities will repair these areas for the first 90 days after your warranty commencement date. If the area has been altered by the homeowner, it will be the homeowner's responsibility to correct and not covered under the parameters of the Neal Communities Warranty.

### **Soil Erosion**

Neal Communities is not responsible for soil erosion. During the construction of your home, Neal Communities has protected the slopes and when the home was completed, established the proper grades.

During Construction, Neal Communities will make all reasonable efforts to protect any existing tree or shrub, but cannot guarantee the survival. Existing trees and/or shrubs are not covered under the parameters of the Neal Communities Warranty.

## MILDEW

Mildew is a fungus that spreads through the air in microscopic spores, and is common in Florida. Cleaning mildew from your home falls under homeowner maintenance and is not covered under the parameters of the Neal Communities Warranty.

## MIRRORS and SHOWER ENCLOSURES

To clean your mirrors use any reliable liquid glass cleaner or polisher available at most hardware or grocery stores. Avoid acidic cleaners and splashing water under the mirror; either can cause the silvering to deteriorate. Avoid getting glass cleaners on plumbing fixtures as some formulas can deteriorate the finish. Shower enclosures create extremes of heat and moisture that cause caulking to deteriorate quickly. Frequent cleaning and checking caulk can prevent leaks. Always use a clear silicone caulk in this area. Mirrors and showers enclosures are not covered under the parameters of the Neal Communities Warranty for cosmetic defects after turnover.

## PAINT and STAIN

### Exterior

Regular attention will preserve the beauty and value of your home. Check the painted and stained surfaces of your home's exterior annually. Repaint before much chipping or wearing away of the original finish occurs; this will save the cost of extensive surface preparation. Climatic conditions control the chemical structure of the paint used on the exterior. Over time, this finish will fade and dull a bit. Avoid having sprinklers spray water on the exterior walls of your home. This will cause blistering, peeling, mildew, and other damage to the home. The Exterior of your new home should be repainted with-in the first 5-years. This is important to maintenance item which will help protect your home.

### Exterior Ceilings

Care must be taken when cleaning dirt or insect nests from exterior ceilings. These ceilings are constructed of exterior drywall and textured with drywall compound before being painted. Use of a water hose to clean them will damage the paint and will cause the ceiling to deteriorate. Hand cleaning with a cloth or brush is the only safe method to clean them.

### Paint Fading

Paint on the exterior of your home is exposed to sunlight and weather conditions that will cause your paint to fade overtime; this is a normal condition. Additionally, paint on the interior of your home will also fade as it is exposed to sunlight. Paint fading is not covered under the parameters of the Neal Communities Warranty.

### **Mildew and/or Fungus on the Exterior Paint**

Mildew and fungus can grow anywhere under the proper conditions. Should mildew or fungus appear on your exterior paint, Neal Communities will clean the affect area and repaint, if necessary, within the period of 30-days from your warranty date.

Note: Due to a number of factors- weather, sunlight and exposure- a perfect match of paint cannot be guaranteed. If more that 50 % of a wall/ceiling is affected, Neal Communities will repaint the wall/ceiling to the closet corner. Otherwise, Neal Communities will attempt to match the paint as closely as possible.

## **PATIOS and DECKS**

### **Appearance**

Concrete pool decks are "floating slabs" which are not connected to either the pool shell or the house. Due to different thermal expansion rates of the concrete surface and the surrounding water filled or air-conditioned environments, it is normal for minor movement to occur. The resulting cracks are normal and not considered a deficiency.

### **Cleaning**

The deck topping can be spot cleaned by scrubbing lightly with any mild household cleaner. The heavy relief texture of the "spraycrete" used on most deck surfaces may require occasional bleaching or light pressure washing by a professional. A new coat of concrete stain every few years will keep the surface bright and clean looking.

Paver decks may require the occasional light pressure washing by a professional.

NOTE: When pressure washing or hosing down deck, do not apply water to the exterior drywall surfaces (ceiling) of the porch or lanai. This will damage the finish.

## **PHONE JACKS**

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

## **PLUMBING**

We want to draw your attention to a water-saving regulation that went into effect in 1993, which prohibits the manufacture of toilets that use more than 1.6 gallons of water per flush. In the search for a balance among comfort, convenience, and sensible use of natural resources, the government conducted several studies. The 1.6-gallon toilet turned out to be the size that overall consistently saves water. As a result of implementing this standard, flushing twice is occasionally necessary to completely empty the toilet bowl. Even though you flush twice on occasion, rest assured that overall you are saving water and we have complied with the law. Similarly, flow restrictors are manufactured into most faucets and all showerheads.

### **Backflow Preventer**

County ordinance requires you to have your backflow preventer inspected annually by a licensed plumber. If it is subjected to freezing temperatures, it can no longer be calibrated. Therefore, in the event of a freeze warning, we suggest that you either cover the backflow preventer with a blanket or leave a faucet in the home dripping slightly.

### **Clogs**

The main causes of toilet clogs are domestic items such as disposable diapers, excessive amounts of toilet paper, sanitary supplies, Q-tips, dental floss, and children's toys. Improper garbage disposal use also causes many plumbing clogs. Always use plenty of cold water when running the disposal. This recommendation also applies to grease; supplied with a steady flow of cold water, the grease congeals and is cut up by the blades. If you use hot water, the grease remains a liquid, then cools and solidifies in the sewer line. Allow the water to run 10 to 15 seconds after shutting off the disposal. You can usually clear clogged traps with a plumber's helper (plunger). If you use chemical agents, follow directions carefully to avoid personal injury or damage to the fixtures. Plumbing clogs are not covered under the parameters of the Neal Communities Warranty unless resulting from a workmanship defect.

### **Extended Absence**

If you plan to be away from your home for an extended period of time, we suggest that you turn off the water supply to your home at the main shut off at the side of your house. You should also be sure to set the water heater temperature to its lowest or "vacation" setting as well as set your ice maker to the off position.

Your caretaker can easily turn on the water for short periods of time to run toilets and faucets to be sure that water does not evaporate in the traps and allow sewer gases into your home.

### **Low Pressure**

Occasional cleaning of the aerators on your faucets (normally every three to four months) will allow proper flow of water. The water department controls the overall water pressure.

### **Shut-Offs**

Your main water shut-off is located near your meter. You can also shut off water at the main valve on the side of your house. Each toilet has a shut-off on the water line under the tank. Hot and cold shut-offs for each sink are on the water lines under the sink.

### **Plumbing Leaks**

During the construction of your home, your plumbing connections were pressure tested to ensure a proper connection.

Neal Communities will repair any leak found in the plumbing system for a period of 2-years from your warranty date.

### **Plumbing Pipes Make Noise**

The noise from water flowing through the pipes or the expansion and contraction of the water pipes is a normal occurrence and not covered under the Neal Communities warranty. If the noise is from a water hammer noise (pounding sound) should occur, Neal communities will repair the water hammer for a period of 2-years from your warranty date.

### **No Water to Home**

Water is supplied by your local municipality and delivered to your home through a series of water mains to a meter, and then to your home. If for some reason you find you have no water to your home, first check to see if the water supply shut-off is open, then check to see if there is a broken line between your home and the water meter. If all appears well, contact the municipality.

## **POOL and SPA**

**Please see your Waterscapes Pool Warranty.**

## **ROOF and ROOF VENTS**

### **Roof Vents**

Roof vents and louvers should not leak. Occasionally, due to extreme weather conditions, you may experience water infiltration inside these vents. This is not considered a leak and is to be expected.

During periods of high wind, you may experience noise similar to "tapping" coming from the roof vents over the bathrooms. These vents contain metal flappers that are required to minimize insect and rodent access, and are affected by wind gusts depending on their orientation. This is not considered a defect and is to be expected during these conditions.

### **Severe Weather**

After severe storms, do a visual inspection of the roof for damage and notify your insurance company if you find any.

### **Truss Deflection**

Performance guidelines note that a truss may deflect 1 inch in 8 feet in a single truss, or ½ inch between two trusses.

If the deflection exceeds the above parameters and has impacted the structural components of the roof, Neal Communities will add structural support to the affected members for a period of ten years from your warranty date.



### **Roof Sheathing is Bowed**

Performance guidelines note that roof sheathing may bow ½ inch in 2 feet. In certain instances, particularly with shingle roofs, the outline of the decking and trusses can be seen. This will be magnified at certain times of the day and in certain light conditions. This situation is normal.

If bowing exceeds the above parameters, Neal Communities will repair the affected area for a period of 1-year from your warranty date.

### **Roof Leaks**

Your roof should not leak under normal weather conditions.

Neal Communities will repair any roof leaks during your first year of warranty.

### **Shingles Blown off Roof During High Winds**

Under normal weather conditions, shingles should not blow off roof.

Neal Communities will repair any shingle that has blown off the roof, unless the wind speeds exceed the manufacturer's warranty, or if a severe weather situation has affected the area, for a period of 1-year from your warranty date. Neal Communities will attempt to match the replacement shingles as closely as possible, but cannot guarantee a color match.

### **New Tiles or Shingles will not match the existing Product**

In any roof repair, the new material will not match the existing product due to weather conditions, dye lot variations, and the like. Neal Communities will attempt to match the existing product as closely as possible, but cannot guarantee a match. Coloration is not warranted.

### **Shingles Curling at Corners**

It is completely normal for shingles to not lie completely flat.

Neal Communities will replace shingles that have curled during normal weather condition for a period of 1-year from your warranty date. The shingle manufacturer's warranty may also cover this occurrence for a longer period of time.

### **Roof Tile Color Variations**

It is completely normal to have some variation in the color of the roof tile. The color of the tile is affected by any number of factors; sun light or lack of, weather and oxidation, to name a few. Color variation is expected.

Due to the factors described above, this is not covered under the parameters of the Neal Communities Warranty.

### **Roof Tile Chipped, Slipped or Broken**

The tile roof on your home is for decorative purposes only and may require periodic maintenance. Be sure that anyone who stands on the roof knows how, and where, to walk to prevent breaking individual tiles.

With the exception of tile broken by foot traffic, cleaning of roof, weather, golf ball or any object striking the roof, Neal Communities will replace defective roof tile and slipped tile for a period of 1-year from your warranty date. Cosmetic chips and broken tiles on the roof are not covered under the parameters of the Neal Communities Warranty due to the above-mentioned factors.

Replacement of broken tiles after initial walkthrough is the homeowner's responsibility.

### **Roof Tile Efflorescence**

The white, powdery substance that sometimes accumulates on surfaces is called efflorescence. This is a natural phenomenon that occurs as the moisture evaporates and leaves salt behind; it is a temporary condition, but it is difficult to determine how long the effects will last. Rainwater generally will remove these deposits. Consult your home center or hardware store for commercial products to remove efflorescence. As efflorescence is naturally occurring and not uncommon, there will be no corrective action taken by Neal Communities.

### **Roof Shingles or Tiles are not Horizontally Aligned**

Shingles or tiles are installed per the manufacturer's instructions. At times, the horizontal alignment needs to be adjusted to accommodate conditions on the roof. Some shingles and tiles are designed with an irregular bottom edge; these irregularities are inherent in the design.

Neal Communities will repair or replace shingles that do not fall in the manufacturer's guidelines. Neal Communities will attempt to match the existing shingle or tile color as closely as possible during the first year of your warranty.

### **Shading or Shadowing Pattern**

Shadowing or shading patterns do occur and are sometimes affected by the orientation of the roof. This is a normal occurrence. Shading or shadowing is not covered under the parameters of the Neal Communities Warranty.

### **Mildew, Algae, or Moss on Roof**

Due to Florida climate, the growth of moss, mildew and algae can occur. This should be cleaned from your roof, and should be done by a licensed contractor. This is considered

homeowner maintenance, and therefore not covered under the parameters of the Neal Communities Warranty.

## SCREEN ENCLOSURES

The screen enclosure around your pool consists of a structural gutter upon which the aluminum frame is attached. It is a homeowner maintenance responsibility to keep the gutter clean so that the gutter does not overflow or leak. The bottom beam of the screen cage is slightly raised off the deck to allow for drainage and should be cleaned regularly to maintain proper drainage at the bottom of the enclosure.

Your screen enclosure requires ongoing care and maintenance as it is subjected to high wind gusts, harsh sun, clawing wildlife, golf balls, trees, and other environmental impacts. Neal Communities warrants installation workmanship and the frame material against manufacturer defects for the period of 1-year from your warranty date. Loose, torn, damaged, dented, or faded framing and fabric are not covered under the parameters of the Neal Communities Warranty

## SIDING

### **Siding Bowed**

Due to this products exposure to the exterior conditions, sunlight, temperature change and humidity, exterior siding can bow; this is considered normal. If any bowed siding exceeds ½ inch in 32 inches, Neal Communities will repair within the period of 1-year from your warranty date.

### **Gaps at the Edge or Joints of the Siding**

The expansion and contraction of the siding during various weather conditions will cause gaps. If gaps exceed 3/16 inch, Neal Communities will make repairs for the period of 1-year from your warranty date.

### **Nails in the Siding Visible**

Nails were set according to the manufacturer's recommendations. If a nail or nail hole is exposed, and does not meet the manufacturer's recommendations, Neal Communities will repair during the period of 1-year from your warranty date.

### **Siding Texture Variations**

The siding on your home is a composite manufactured with the imbedded texture. Texture variation is not covered under the parameters of the Neal Communities Warranty.

### **Siding is Loose**

The siding on your home should not be loose. Neal Communities will repair/replace any loose siding for the period of 1-year from your warranty date.

### **Nails Staining Siding**

The nails used to install the siding should not cause stains on the siding. If staining does occur, Neal Communities will repaint and touch-up for the period of 1-year from your warranty date.

### **Severe Weather**

Hail, rain and wind can cause a great deal of damage in a severe storm, so inspect the house after such weather. Promptly report damage caused by severe weather to your insurance company. Damaged caused by weather is not covered under the parameters of the Neal Communities Warranty.

## **SMOKE DETECTORS**

Read the manufacturer's manual for detailed information on the care of your smoke detectors. It is wired directly into your home's wiring system but does have a back up battery inside which needs to be changed by you periodically. We recommend changing the batteries twice a year. A good way to remember this is do it every daylight savings.

## **STUCCO**

Stucco is a brittle cement product that is subject to expansion and contraction. Minor hairline cracks will develop in the outer layer of stucco. This is normal and does not reduce the function of the stucco in any way. **IT IS IMPORTANT THAT YOU SEAL THESE CRACKS TO AVOID MOISTURE INFILTRATION.**

The performance guidelines note that stucco cracks will not exceed 1/8 inch.

Neal Communities will repair stucco cracks in excess of 1/8 inch one time during a period of 1-year from your warranty date. Caulk and touch-up paint is an acceptable repair. Please remember that Neal Communities will attempt to match both the color and texture as closely as possible, but a complete match is not guaranteed.

### **Stucco Texture and Color Match**

Stucco is a cement based product and is therefore difficult, if not impossible, to color match. Stucco is applied by hand and is therefore unique, so it is not possible to have exact matches in texture.

Due to the conditions described above, added with the effects of weather, differences in the color and texture of the stucco are not covered under the parameters of the Neal Communities Warranty.

### **Stucco Texture Loss**

Texture should not separate from substrate. Neal Communities will repair the area for a period of 1-year from your warranty date.

### **Stucco Appears Wet**

Wet chalky patches within painted stucco are usually indication of needing additional paint. Neal Communities will repair the areas for a period of 1-year from your warranty date. Beyond 1-year is considered homeowner maintenance. The exterior of your new home should be repainted within the first 5-years. This is an important maintenance item which will help protect your home.

### **Efflorescence**

The white, powdery substance that sometimes accumulates on surfaces is called efflorescence. This is a natural phenomenon that occurs as the moisture evaporates and leaves salt behind; it is a temporary condition, but it is difficult to determine how long the effects will last. Rainwater generally will remove these deposits. Consult your home center or hardware store for commercial products to remove efflorescence. As efflorescence is naturally occurring and not uncommon it is typically not covered under warranty. Neal Communities will evaluate reported instances for a period of 1-year from your warranty date.

### **Sprinklers**

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

## **TERMITES**

We treat the home for subterranean termites and provide you with a sticker on your water heater confirming that treatment. In order to maintain your termite coverage after the first year please contact the pest company located on your sticker for renewal. Treatment for other types of insects or animal infestations is your responsibility.

## **VENTILATION**

There are a few ventilation areas in your home that require periodic maintenance to maintain peak efficiency.

### **Clothes Dryer Vent**

This vent must be inspected regularly and cleaned annually to be sure it is not clogged with lint or other obstructions that will not only reduce the efficiency of your clothes dryer, but also present a fire hazard if not maintained.

### **Return Air Vents**

Air filters in the return air vents of your air conditioning system must be changed monthly to allow maximum cooling and cleanest air possible. Do not cover or in any way obstruct the fresh air supply.

### **Kitchen Filters**

Your kitchen cook top or microwave may contain filters that need cleaning or changing to reduce cooking odors and allow maximum absorption.

## **WINDOWS, SCREENS, and PATIO DOORS**

Windows and glass doors are sealed to both the building and the window frame. It is the responsibility of the homeowner to periodically check and reseal all glass and frames to prevent leaks.

NOTE: THE ALTERING OF ANY WINDOWS/GLASS WITH NON-FACTORY INSTALLED TINTING VOIDS THE WARRANTY.

### **Air Infiltration**

The windows and sliding glass doors are not designed to completely eliminate air infiltration, particularly in high wind situations.

Neal Communities will repair and/or adjust any window that exhibits excessive air infiltration for a period of 1-year from your warranty date.

### **Condensation**

Condensation on interior surfaces of the windows and frames comes from high humidity within the home combined with low outside temperatures and inadequate ventilation. Family lifestyle significantly influences these conditions. If your home includes a humidifier, closely observe manufacturer's directions for its use, especially during periods of cooler temperatures. Controlling interior temperature and humidity needed to minimize condensation is a homeowner's responsibility and not covered under the parameters of the Neal Communities Warranty.

### **Door Tracks**

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

### **Glass Defects**

The glass in your home should be free of manufacturing defects. Neal Communities will replace any defective glass; including stress cracks, items between panes and seal failure during the period of 1-year from your warranty date.

### **Broken, Missing, or Damaged Parts**

Windows should not have broken glass, and screens and hardware should not be damaged or missing, at the time of turnover on the home. All windows should be operational at the time of orientation and any discrepancies should be reported at that time.

Any issues reported with broken glass, missing or damaged screens, or missing or damaged hardware after turnover on the home are not covered under the Neal Communities Warranty. Defective products or mechanical parts that fail will be corrected by Neal Communities for a period of 1-year from your warranty date.

### **Leaks**

The windows in your home are installed per the manufacturer's recommendations and are designed to keep water out of your home. Some water is expected to enter and sit in certain areas of your windows and sliding glass doors, such as slider tracks and sills. Extreme weather conditions (wind driven rain) will also allow for some moisture intrusion. It is the homeowner's responsibility to keep up with the maintenance of the windows, particularly keeping the weep holes clear of debris, and inspecting and re-caulking.

Neal Communities will correct any discrepancies in the installation of the window that allow for water intrusion, outside of the above parameters, for a period of 1-year from your warranty date.

### **Scratched Glass**

Glass panels should not have scratches or imperfections that are visible from a distance of 8 feet away, when viewed in normal lighting conditions without direct sunlight, when standing perpendicular to the glass surface, and viewing the center majority of that surface.

Neal Communities will replace any scratched glass that meets the above criteria; this must be reported at time of walk through or within the period of 30-days from your warranty date. Subsequent damage is the responsibility of the homeowner.

### **Weep Holes**

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

## **WOOD FLOORS**

### **Wood Sub Floor Squeaks**

If your wood sub floor develops a squeak, Neal Communities will attempt to reduce the noise, to the extent possible, one time during the period of 1-year from your warranty date. This repair will be done without removing the floor or ceiling finishes. Neal Communities cannot guarantee that a sub floor will be noise free.