



Homeowner Manual

Email us at: warranty@buildpyramid.com

Phone: (910) 392-7201



Homeowner Manual

Receipt

Congratulations on your decision to build a new home!

Pyramid Homes is proud to deliver this copy of our homeowner manual to you as part of the purchase agreement materials for your new home:

Date _____

Community _____

Floor plan _____

Address _____

Legal _____

Please acknowledge for our records that you received this manual:

Purchaser _____

Date _____

Purchaser _____

Date _____



NON-WARRANTABLE ITEMS

The following items are not covered under builder one year limited warranty program:

Hardware - cabinet pulls, kick plates, faucets, doorknobs, finishes on light fixtures

Countertops - chips and scratches. Granite tops will have seams and must be sealed periodically. Solid Surface tops will not have seams.

Marble and bathtubs and sinks - chips, scratches, cracks and dents

Carpet – stains, cuts, or pet damaged areas

Hardwood floors - scratches and finish

Ceramic Tile Floors – scratches, finish and dents

Vinyl Flooring - cuts and finish

Vinyl Siding – holes, cuts (due to rocks, lawnmower, weed eater damage)

Landscaping and shrubs – starter program – must be watered, reseeded & fertilized by homeowner

Irrigation Systems - dirty or cracked sprinkler heads. Adjusting sprinkler heads is homeowner responsibility.

Trees - no one knows when or why a tree will die

Mailboxes – This includes the post and the mailbox

Glass and Mirrors - breakage and scratches

Leaks - caused by backed up gutters. It is the homeowner's responsibility to keep gutter free from blockage.

Concrete – finish, cracking, and coloration of concrete

Screens – window screens and sliding glass door screens

Non-warrantable refers only to the finish on these items, not to the workmanship or installation of the product. Any items in homes supplied by Buyer will not be covered under Builders One-Year Warranty.

Subdivision _____ Lot _____ Address _____

PHI Representative

Date

Homeowner's Signature

Congratulations on your decision to purchase a new home from Pyramid Homes. We share your excitement about your new residence and look forward to working with you.

Pyramid Homes designed this *Homeowner Manual* to assist you after the purchase of your home. The information presented here will answer many questions and prepare you for each step of the new home experience, making this exciting time easier.

This manual provides you with maintenance guidelines and a description of our limited warranty program, component by component.

Please take time to review this material thoroughly. Note the amount of detail we have provided. Your new home will receive the same attention to detail.

If you need clarification or additional details about any topic discussed, please give us a call. We are delighted to welcome you as part of the Pyramid Homes family and are always ready to serve you.

Sincerely,

Pyramid Homes, Inc.

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Introduction

Pyramid Homes

For over 63 years the people at Pyramid Homes have been part of a family-owned business, building affordable, quality homes to meet the needs of your lifestyle. Rex Stephens, Vice President, remembers when his father built his first home in 1946. "I grew up in the home building business in a small town where everyone knew your reputation and the quality of your hard work. The mindset of seeing my customers at the hometown ballgame, at church, or at the hardware store is still with me today." After 60 years of experience in the industry, Rex understands what families expect in their new homes. "Quality workmanship, good looks, low maintenance and excellent value are still the benchmarks of our new homes today."

Throughout the years, Pyramid Homes has learned how to streamline the building process and efficiently build quality homes far beyond industry standards. For more than 2 generations, we have forged long-term working relationships with numerous vendors who exhibit unparalleled levels of expertise, and the personal pride in their work. In turn, you can expect consistent high-quality construction in our homes.

The attention to detail we put in our homes is just as apparent in the surroundings we create. Placing an emphasis on landscaping, common areas and amenities is notable in any one of our neighborhoods. You can also expect outstanding customer service, which makes Pyramid Homes one of the top builders in the area. We respond quickly to your home requests and make sure your needs are met.

Pyramid Homes has been actively involved in the community through involvement with Habitat for Humanity and the Yahweh Center. We are long standing members of the National Association of Home Builders, the Wilmington-Cape Fear Homebuilders' Association and Wilmington Regional Association of REALTORS®. Pyramid has consistently won many Parade of Homes awards for their designs and attention to details throughout the years.

As an industry leader, Pyramid Homes is conscious of new market trends, and we use this knowledge to continually improve our home products. It enables us to use building products that are more efficient and offer homebuyers up-to-date standard features. We offer a wide variety of floor plans to fit anyone's style and budget. We've built thousands of homes throughout the Cape Fear area, and each one is a testament to our reputation. To us, building is about more than just construction, it's about creating affordable lifestyles for our homebuyers.

Section 2: Caring for Your Home

- ✓ Homeowner Use and Maintenance Guidelines—introduction to the maintenance information in this manual
- ✓ Pyramid Homes Limited Warranty Guidelines—introduction to the criteria Pyramid Homes uses to screen warranty items
- ✓ Warranty Reporting Procedures—standard, emergency, miscellaneous, and appliance warranty procedures
- ✓ Warranty Item Processing Procedures—a simple description of a complex process
- ✓ Help Us to Serve You—things you need to know so we can provide effective warranty service
- ✓ Warranty Service Summary—a one-page guide to who to contact in various service situations
- ✓ Energy and Water Conservation—suggestions consuming energy and water wisely
- ✓ Appliance Service—a worksheet where you can record serial and model numbers along with manufacturer service phone numbers
- ✓ Home Care Supplies—create a shopping list of and supplies you will need to care for your home
- ✓ Maintenance Schedule—a place to make notes about routine maintenance tasks and plan your schedule
- ✓ Air Conditioning through Wood Trim—an alphabetical list of the items in your home, including maintenance hints, warranty criteria, and troubleshooting tips

Caring for Your Home

Pyramid Homes has constructed your home with carefully selected materials and the effort of experienced craftsmen and laborers under the supervision of our field personnel, with the administrative support of our office personnel. Although this group works from detailed plans and specifications, no two homes are exactly alike. Each one is unique; a home is one of the last hand-built products left in the world. Over time, each behaves differently.

Although quality materials and workmanship have been used in creating your home, similar to an automobile, it requires care from the first day. Regular homeowner maintenance is essential to providing a quality home for a lifetime. This section of our manual was assembled in to assist you in that effort.

Homeowner Use and Maintenance Guidelines

We are proud of the homes we build and the neighborhoods in which we build them. We strive to create lasting value. This is best achieved when you, as the homeowner, know and perform appropriate maintenance tasks. Periodic maintenance is necessary because of normal wear and tear, the inherent characteristics of the materials used in your home, and normal service required by the mechanical systems. Natural fluctuations in temperature and humidity also affect your home, resulting in maintenance items. The natural and manufactured materials, the components interact with each other and the environment.

We recognize that it is impossible to anticipate and describe every attention needed for good home care. We focused on items that homeowners commonly ask about. The subjects are listed in alphabetical order to make finding answers to your questions convenient. Because we offer home buyers a variety of floor plans and optional features, this manual may discuss components that are not present in your home.

Checklists

You will find several checklists included in this manual. These cover energy and water conservation tips, appliance service information, home maintenance supplies list, and a maintenance schedule. Again we make no claim that we have included every detail. We do believe we have provided you with a good start, and we've allowed space for you to add your own notes to our checklists.

Prompt Attention

In addition to routine care, many times a minor maintenance attention provided immediately saves you a more serious, time-consuming, and sometimes costly repair later. Note also that neglecting routine maintenance can void applicable limited warranty coverage on all or part of your home.

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By caring for your new home attentively, you ensure uninterrupted warranty coverage as well as your enjoyment of it for years. The attention provided by each homeowner contributes significantly to the overall desirability of the community.

Manufacturer Literature

Please take time to read the literature (warranties and use and care guides) provided by the manufacturers of consumer products and other items in your home. The information contained in that material is not repeated here. Although much of the information may be familiar to you, some points may differ significantly from homes you have had in the past.

We make every effort to keep the information in this manual current. However, if any detail in our discussion conflicts with the manufacturer's recommendations, you should follow the manufacturer's recommendations.

Activate specific manufacturer's warranties by completing and mailing any registration cards included with their materials. In some cases, manufacturer's warranties may extend beyond the first year and it is in your best interests to know about such coverages.

Pyramid Homes Limited Warranty Guidelines

While we strive to build a defect-free home, we are realistic enough to know that, with repeated use, an item in the home may fail to perform as it should. When this occurs, we will make necessary corrections so the item meets our warranty guidelines. In support of this commitment, Pyramid Homes provides you with a limited warranty.

Corrective Actions

In addition to the information contained in the limited warranty itself, this manual includes details about the criteria we will use to evaluate concerns you report. The purpose is to let you know what our warranty commitment is for the typical concerns that can come up in a new home. The manual describes the corrective action we will take in many common situations.

We Sometimes Break Our Own Rules—In Your Favor

Our criteria for qualifying warranty repairs are based on typical industry practices in our region and meet or exceed those practices. Please note that we reserve the right, at our discretion, to exceed these guidelines if common sense or individual circumstances make that appropriate, without being obligated to exceed all guidelines to a similar degree or for other homeowners whose circumstances are different.

We Sometimes Say No

With a product as complex as a home, different viewpoints regarding which tasks are homeowner maintenance responsibilities and which are Pyramid Homes warranty

responsibilities are possible. If you request warranty service on a maintenance item, we will explain to you the steps you should take to care for the item. We are available to answer your home-care questions during and after your warranty period. Providing normal maintenance for your home is your job.

Warranty Specimen Provided for Your Review

You will receive the signed limited warranty document at your closing. We provide a specimen copy for your review at the time you sign your purchase agreement. Please read through this information, as well as the service procedures and guidelines discussed on the following pages. If you have any questions, please contact our warranty office.

Warranty Reporting Procedures

Providing warranty service for a new home is more complicated than for other products. When you purchased your home, you actually purchased hundreds of items and the work of 35 to 50 independent trade contractors. With so many details and people involved, a planned system is essential.

Our warranty service system is designed based on your written report of nonemergency items. This provides you with the maximum protection and allows us to operate efficiently, thereby providing faster service to all homeowners. Emergency reports are the only service requests we accept by phone. Please put all nonemergency service requests in writing.

You are welcome to mail, fax, e-mail, or drop off your list in person at our main office. Keep a copy for your records. This written system permits Pyramid Homes personnel to focus their time producing results for you and following up. Experience has taught us that accuracy and efficiency suffer when we work outside this system and sacrifice careful documentation.

Near the end of your one year warranty period, you should submit a service request if you have any items to report. This is the best time for you to request the "one-time" repairs we offer on several components such as drywall.

Emergency Service

While emergency warranty situations are rare, when they occur, prompt response is essential. Begin by checking items you can check. Troubleshooting tips appear in this manual for several of your home's components:

- Air conditioning
- Electrical
- Heat system
- Plumbing
- Roof (leak)
- Water heater

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Please refer to the individual categories to review these hints; you will find them at the end of the corresponding sections. Often the appropriate action by you can solve a problem immediately or mitigate the situation until a technician arrives.

If your review of the troubleshooting tips fails to solve the problem, during business hours, call Pyramid Homes' warranty office:

(910) 392-7201

After hours, or on weekends or holidays, call the necessary trade contractor or utility company directly. Their phone numbers are listed on the Emergency Phone Numbers magnet you receive at orientation. We suggest that you insert the Emergency Phone Numbers magnet on your refrigerator or near your phone.

Our trade contractors or local utility companies provide emergency responses to the following conditions:

- ▶ Total loss of heat when the outside temperature is below 50 degrees F
- ▶ Total loss of electricity
- ▶ Total loss of water
- ▶ Plumbing leak that requires the entire water supply to be shut off
- ▶ Gas leak

Note that if a service (gas, electricity, water) is out in an entire area, attention from the local utility company is needed. Trade contractors are unable to help with such outages.

Air Conditioning. Understandably, if your air conditioner is not working, you want it fixed pronto. In a typical scenario, many other homeowners across our region will discover they too need service on their air conditioners on the same hot day that you do. The trades who address these needs generally respond to calls on a first come, first served basis. If your call for service comes during this time period, you may wait several days for a technician to arrive. For this reason, we recommend that you operate your air conditioner as soon as warm temperatures begin. In this way, if service is needed, you can avoid the rush and get a more satisfactory response.

Roof Leak. While we agree with homeowners that a roof leak is indeed an emergency, the reality is that repairs cannot safely or effectively be performed while the roof is wet. During business hours, contact our office with the information, take appropriate steps to mitigate damage, and we will follow up when conditions make repairs possible. (See *Roof* for more details.)

Other Emergencies. In addition to emergency situations covered by our limited warranty, be prepared for other kinds of emergencies. Post phone numbers for the fire department, police, paramedics, and poison control near phones in your home. Have companies in mind in the event you need a locksmith, water extraction, glass breakage repair, or sewer router service. If you are new to the area, neighbors may be able to recommend good service providers. Introduce your children to neighbors who might be available to help in an emergency if you are not home.

Other Warranty Service

If you wish to initiate nonemergency warranty service between the standard, you are welcome to do so by sending in a service request form (we've included 2 copies of this form at the back of this manual) or simply by writing a letter that includes your name, address, phone numbers, and a list of your concerns.

We schedule appointments for miscellaneous requests on a first come, first served basis between the standard appointments. As a result, service on miscellaneous requests may take a bit longer to address.

Kitchen Appliance Warranties

The manufacturers of kitchen appliances have asked to work directly with homeowners if any repairs are needed for their products. Customer service phone numbers are listed in the use and care materials for each appliance. Be prepared to provide the model and serial number of the item and the closing date on your home. For your convenience, we have included an Appliance Service information sheet among the other checklists in this manual.

Appliance warranties are generally for one year; refer to the literature provided by the manufacturer for complete information. Remember to mail in any registration cards you receive with manufacturer materials. Being in the manufacturer's system assures that in the event of a recall the company can contact you and arrange to provide the needed correction.

Warranty Item Processing Procedures

When we receive a warranty service request, we may contact you for an inspection appointment. Warranty inspection appointments are available Monday through Friday, 8:00 a.m. to 4:00 p.m. We inspect the items listed in your written request to confirm warranty coverage and determine appropriate action. Generally, reported items fall into one of three categories:

- ▶ Trade contractor item
- ▶ In-house item
- ▶ Home maintenance item

If a trade contractor or an in-house employee is required to perform repairs, we issue a warranty work order describing the situation to be addressed. If the item is home maintenance, we will review the maintenance steps with you and offer whatever informational assistance we can. Occasionally the inspection step is unnecessary. In that case, we issue the needed work orders and notify you that we have done so.

Help Us to Serve You

We can provide service faster and more accurately if we have all the necessary information. With your warranty request, please include:

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- ▶ Your name, address, and the phone numbers where you can be reached during business hours.
- ▶ A complete description of the problem, for example, "guest bath—cold water line leaks under sink," rather than "plumbing problem."
- ▶ Information about your availability or the best days or times to reach you. For instance, if calling you at work is acceptable, let us know. Otherwise, we will use your home phone number. If you are usually home on Thursday, mention that.

Access to Your Home

Pyramid Homes conducts inspections of interior warranty items only when an adult is available to accompany our representative and point out the items you have listed. Both our in-house service technicians and those of our trade contractors will likewise perform repairs only when an adult is available to admit them to your home. An adult is a person 18 or older who has your authorization to admit service personnel and sign completed work orders.

We do not accept keys, nor will we permit our trade contractors to accept your key and work in your home without an adult present. While we recognize that this means processing warranty service items may take longer, we believe your peace of mind and security should be our first concern.

Exterior Items

Exterior items can usually be inspected and repaired without an adult present, provided access is available (for instance, no locked gate). However, we will contact you the day prior to any visit and let you know we will have someone on your property. If you prefer to meet with us and discuss the item(s) in question, we are happy to arrange an appointment to do that.

Repair Appointments

Depending on the work needed, at the conclusion of the inspection appointment, the warranty manager will most likely ask you to designate a *work date*—a date a minimum of 10 days from the inspection date—for approved repairs to be made. This 10-day time frame allows us to notify appropriate trades people and arrange for most repairs to occur on the same day.

Although on occasion work must occur in sequence and more than one work date might be needed, this system works well in the majority of situations. Once work date appointments are set, we confirm them the day before and our warranty manager follows up to confirm repairs are completed.

Inspection and Work Hours

Many homeowners ask whether evening and weekend appointment times are available. Pyramid Homes understands the desire for appointments outside normal business hours. We recognize the trend to services being available "24/7" in many businesses. However, in investigating how such

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appointments could be arranged, we discovered many factors that make extended service hours impractical.

- ▶ A significant portion of repairs require daylight for proper execution. This applies to drywall, paint, and exterior work of almost any type.
- ▶ We also found that most of the 35 to 50 independent trade contractors who helped us build your home—many of whom operate as small companies—were unable to work all week and also be available for extended hours. Therefore, the few repairs that could be performed in off-hours failed to eliminate the need for repair appointments during normal hours.
- ▶ Administrative staff and supervisors would need to be available to answer questions. Having some personnel work extended hours meant being short staffed during normal business hours.
- ▶ When we calculated the impact on wages and salaries for adding more personnel or compensating existing personnel for working non-traditional hours, we found that this affected overhead, and consequently the prices for our homes.

We are still looking for a workable long-term answer to this recognized dilemma. Meanwhile, our warranty hours will be as follows:

- ▶ Administrative staff: Monday through Friday, 8:00 a.m. until 5:00 p.m.
- ▶ Inspection appointments: Monday through Friday, 8:00 a.m. until 4:00 p.m.
- ▶ Work appointments: Monday through Friday, 8:00 a.m. until 4:00 p.m.

Evening and weekend appointments are reserved for emergency situations. We appreciate your understanding and cooperation with these policies.

Pets

Pyramid Homes respects the pets that many homeowners count as members of their households. To prevent the possibility of an animal getting injured or lost, or giving in to its natural curiosity about tools and materials used for repairs, we ask that you restrict all animals to a comfortable location during any warranty visit, whether for inspection or warranty work. This policy is also for the protection of our employees and trades personnel. We have instructed Pyramid Homes and trades personnel to reschedule the appointment if pets have access to the work area.

Your Belongings

In all work that we perform for our homeowners we are concerned that their personal belongings be protected. When warranty work is needed in your home, we ask that you remove vulnerable items or items that might make performing the repair difficult. Pyramid Homes and trade personnel will reschedule the repair appointment rather than risk damaging your belongings.

Surfaces

We expect all personnel who work in your home to arrive with appropriate materials to cover the work area, protecting it from damage and catching the dust or scraps from the work being

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performed. Similarly, all personnel should clean up the work area, removing whatever excess materials they brought in.

Repair personnel will routinely check the work area for any existing damage to surfaces. They will document any scratches, chips, or other cosmetic damage prior to beginning repairs to avoid any later disagreement about how and when such damage occurred.

Signatures on Work Orders

Signing a work order acknowledges that a technician worked in your home on the date shown and with regard to the items listed. It does not negate any of your rights under the warranty nor does it release us from any confirmed warranty obligation. If you prefer not to sign the work order, the technician will note that, sign the work order and return it to us for our records. We appreciate your taking a moment to respond to the items listed and let us know your opinion. If you are dissatisfied with any service we provide, you can note that on the work order or call the warranty office with your feedback. We will review your concerns and determine whether our requirements have been met. While complaints of this type are infrequent, sometimes we find the homeowner is correct and more attention is needed.

Completion Time

Regular review of outstanding work orders is part of our office routine. Checking with trades and homeowners alike, we strive to identify the cause for delays and get all warranty work completed within an appropriate and reasonable amount of time.

We intend to complete warranty work orders within 15 work days of the inspection unless you are unavailable for access. If a back-ordered part or similar circumstance causes a delay, we will let you know. Likewise, when weather conditions prevent the timely completion of exterior items, we track those items and follow up to ensure that they are addressed when conditions are right. This can mean a wait of several months.

Missed Appointments

Good communication is one key to successful completion of warranty items. We strive to keep homeowners informed and to protect them from inconvenience. One of our challenges in this regard is when unexpected events sometimes result in missed appointments.

If a Pyramid Homes employee or a trade person will be late, he or she should contact you as soon as the delay is recognized, offering you a choice of a later time the same day or a completely different appointment. If you must miss an appointment, we appreciate being alerted as soon as you realize your schedule has changed. We can put work orders on "hold" for 10 to 30 days and re-activate them when your schedule offers a better opportunity to arrange access to the home.

Warranty Service Summary

The many details of warranty coverage can be confusing. We hope this summary of key points will help. If you do not know whom to contact, call our warranty office and we will guide you.

Warranty Hours

- ▶ Administrative staff: Monday through Friday, 8:00 a.m. until 5:00 p.m.
- ▶ Inspection appointments: Monday through Friday, 8:00 a.m. until 4:00 p.m.
- ▶ Work appointments: Monday through Friday, 8:00 a.m. until 4:00 p.m.

Appliances

Contact the manufacturer directly with model and serial number, closing date, and description of problem. Refer to your Appliance Service information sheet.

Emergency

First, check the troubleshooting tips under several individual headings in this manual. If those tips do not solve the problem, during our business hours (Monday through Friday, 8:00 a.m. until 5:00 p.m.), call our warranty office:

(910) 392-7201

After business hours or on weekends or holidays, contact the trade or appropriate utility company directly using the emergency numbers you receive at your orientation. If you need additional assistance you can call (910) 392-7201 and an on-call Pyramid representative will assist you with your emergency.

Nonemergency

Mail, fax, e-mail, or drop off your list of items at our warranty office. You will find warranty service request forms at the end of this manual or you can request copies by calling our office.

Phone (910) 392-7201	Pyramid Homes
Fax (910) 799-1455	PO Box 4127
warranty@buildpyramid.com	Wilmington, NC 28406

Storm Damage or Other Natural Disaster

Contact your homeowner's insurance agent immediately. Contain damage as much as possible without endangering yourself. In extreme situations, photograph the damage.

Energy and Water Conservation

Good planning and thoughtful everyday habits can save significant amounts of energy and water. In the process of conserving, you also save money as an additional benefit. Keep these hints in mind as you select and use your home's features:

Heating and Cooling

- ☐ Maintain all your home's systems in clean and good working order to prevent inconvenience and maximize efficiency. Arrange for a professional to service heat and air conditioning systems a minimum of once every two years.
- ☐ Keep filters clean or replace them monthly.
- ☐ Learn how to use your day/night thermostat for comfort and efficient energy use.
- ☐ If you have a zoned system (more than one furnace and separate controls) think through operating schedules and temperature settings to maximize comfort and minimize energy consumption.
- ☐ During cold days, open window coverings to allow the sun to warm your home. Close them when the sun begins to set.
- ☐ Limit use of your fireplace in extremely cold or windy weather when the chimney draft will draw room air out at an extreme rate.
- ☐ During the winter, humidifying the air in your home allows the air to retain more heat and is a general health benefit. Note: If condensation develops on your windows, you have taken a good thing too far and need to lower the setting on the humidifier. Avoid use of the humidifier when you are using your air conditioner.
- ☐ Ceiling fans cost little to operate and the moving air allows you to feel comfortable at temperatures several degrees higher.
- ☐ One hot days, close all windows and the window coverings on windows facing the sun to minimize solar heating and reduce demands on your air conditioner.
- ☐ Whole house fans draw cool outside air into the home through open windows, often effectively creating a comfortable temperature. Avoid running a whole house fan at the same time as air conditioning.

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- ☐ Plan landscaping elements that support efficient energy use:
 - ▶ Deciduous trees provide shade during the summer and permit solar warming in winter.
 - ▶ Evergreen trees and shrubs can create a windbreak and reduce heating costs.
 - ▶ Position trees to shade the roof and still allow good air flow around the home.
 - ▶ Plant shrubs and trees to shade the air conditioner without obstructing air flow around the unit.
- ☐ Keep the garage overhead doors closed.

Water and Water Heater

- ☐ Set your water heater at 120 degrees if your dishwasher has a water booster heater. If not, set the water heater at 140 degrees.
- ☐ Follow the steps outlined in the manufacturer's directions for draining water from your water heater in order to remove accumulated hard-water scale that builds up inside the tank. Timing will depend on the nature of your water supply.
- ☐ Correct plumbing leaks, running toilets, or dripping faucets ASAP.
- ☐ Keep aerators clean.

Appliances

- ☐ In selecting your home's appliances, compare the information on the (yellow and black) Energy Guide sticker. Sometimes spending a bit more up front can reduce operating costs over the life of the appliance, conserving energy at the same time.
- ☐ Use cold water when operating your disposal. This not only saves hot water you pay to heat, it preserves the disposal motor.
- ☐ When baking, preheat your oven just five minutes before you use it. When possible, bake several items at the same time or at least consecutively. Turn the oven off a few minutes before baking time is done.
- ☐ Microwave rather than using the range when possible, especially during hot weather.
- ☐ Run the dishwasher when it has a full load and use the air-dry cycle. Avoid regular use of the rinse and hold cycle.
- ☐ Turn electric burners off a few minutes before cooking is complete.

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- ☐ Refrigerators with the freezer on top generally use significantly less energy than side-by-side models. Select an appropriate size for your needs; two small refrigerators use more energy than one large one.

Electrical

- ☐ Use compact fluorescent bulbs or fluorescent tubes where possible. Incandescent bulbs are the least efficient source of light.
- ☐ Turn lights and other electric items off when you finish using them or leave the room.

Maintenance

- ☐ Caulk in dry weather when temperatures are moderate. Check all locations, such as:
 - ▶ Foundation penetrations (electrical, phone, water, cable tv, and gas line entrances)
 - ▶ Around fans and vents
 - ▶ Joints between door or window frames and siding
- ☐ Check weather-stripping on all exterior doors and adjust as needed. Ensure that door thresholds are a good fit—most are adjustable.
- ☐ After any activity in the attic, check that the insulation is evenly distributed.

Your Additional Reminders and Notes:

Appliance Service

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

Closing Date _____

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

Air Conditioning

Homeowner Use and Maintenance Guidelines

Air conditioning can greatly enhance the comfort of your home, but if it is used improperly or inefficiently, wasted energy and frustration will result. These hints and suggestions are provided to help you maximize your air conditioning system.

Your air conditioning system is a whole-house system. The air conditioning unit is the mechanism that produces cooler air. The air conditioning system involves everything inside your home including, for example, drapes, blinds, and windows.

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. For best results, close the drapes on these windows.

Time is very important in your expectations of an air conditioning system. 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.

For example, if you come home at 6:00 p.m. when the temperature has reached 90 degrees F and set your thermostat to 75 degrees, the air conditioning unit will begin cooling, but will take much longer to reach the desired temperature. During the whole day, the sun has been heating not only the air in the house, but the walls, the carpet, and the furniture. At 6:00 p.m. the air conditioning unit starts cooling the air, but the walls, carpet, and furniture release heat and nullify this cooling. By the time the air conditioning unit has cooled the walls, carpet, and furniture, you may well have lost patience.

If evening cooling is your primary goal, set the thermostat at a moderate temperature in the morning while the house is cooler, allowing the system to maintain the cooler temperature. The temperature setting may then be lowered slightly when you arrive home, with better results. Once the system is operating, setting the thermostat at 60 degrees will *not* cool the home any faster and can result in the unit freezing up and not performing at all. Extended use under these conditions can damage the unit.

Adjust Vents

Maximize air flow to occupied parts of your home by adjusting the vents. Likewise, when the seasons change, readjust them for comfortable heating.

Compressor Level

Maintain the air conditioning compressor in a level position to prevent inefficient operation and damage to the equipment.

See also Grading and Drainage.

Filters

Your air conditioning system has an air filter to help keep the air in your home clean. For maximum efficiency, this filter should be replaced monthly. Clogged filters can cause a unit malfunction. The instruction manual for your system will tell you the location of the filter and how to clean and replace it. Manufacturers do not recommend the use of pleated filters as they obstruct the air flow and cause the system to run more and do more harm to the system.

Manufacturer's Instructions

The manufacturer's manual specifies maintenance for the condenser. Review and follow these points carefully. Since the air conditioning system is combined with the heating system, follow the maintenance instructions for your furnace as part of maintaining your air conditioning system.

Temperature Variations

Temperatures may vary from room to room by several degrees Fahrenheit. This is due to such variables as floor plan, orientation of the home on the lot, type and use of window coverings, and traffic through the home.

Troubleshooting Tips: No Air Conditioning

Before calling for service, check to confirm that the:

- Thermostat is set to "cool" and the temperature is set below the room temperature.
- Air conditioner breakers on the main electrical panel are on. (Remember if a breaker trips you must turn it from the tripped position to the off position before you can turn it back on.)
- 220 switch on the outside wall near the air conditioner is on.
- Filter is clean to allow air flow.
- Vents in individual rooms are open.
- Air returns are unobstructed.
- Air conditioner has not frozen from overuse.

Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

Pyramid Homes Limited Warranty Guidelines

The air conditioning system should maintain a temperature of 78 degrees or a differential of 15 degrees from the outside temperature, measured in the center of each room at a height of 5 feet above the floor. Lower temperature settings are often possible, but neither the manufacturer nor Pyramid Homes guarantee this.

Compressor

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

Nonemergency

Lack of air conditioning service is not an emergency. Air conditioning contractors in our region respond to air conditioning service requests during normal business hours and in the order received.

Pyramid Homes recommends contacting a licensed HVAC company for maintenance on your unit to help it run efficiently.

Appliances

Instruction manuals and other papers accompany your new electrical or gas appliances are left in your home. Many heavy-duty appliances such as refrigerators, air conditioners, washing machines, dryers, dishwashers, etc. have motors, which require servicing from time to time. Consult the appropriate service manual for care of each of these.

Fill out and mail any return postcards necessary to record warranties and keep a list of the authorized service agencies in the back of this manual. Read all instructional literature so you will know how to get the best from what you own.

If an electrical appliance fails to work, before calling Pyramid Homes, Inc.'s appliance subcontractor – be sure the appliance is plugged in and no circuit breakers are tripped. If a gas appliance fails to work, check to see if the pilot light is lit. If you suspect a gas leak, turn off the main gas valve near the meter and call the utility company.

Homeowner Use and Maintenance Guidelines

Please see your *Appliance Service* information sheet.

Pyramid Homes Limited Warranty Guidelines

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

Attic Access

Homeowner Use and Maintenance Guidelines

The attic space is designed and intended for light storage only. We provide access to this area for maintenance of mechanical equipment that may traverse the attic space. When you perform needed tasks in the attic, use caution and avoid stepping off wood members onto the drywall. This can result in personal injury or damage to the ceiling below. Your limited warranty does not cover such injury or damage.

Pyramid Homes Limited Warranty Guidelines

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

Bathtubs, Showers, and Sinks

Tile and Porcelain Enamel (Vitreous China) – The surface of these fixtures is hard, smooth and glossy like a mirror, but it is not indestructible. Carelessness causes chipping, scratches and stains. A blow from a heavy or sharp object will chip the surface and scraping or banging metal utensils in a sink will gradually scratch and dull the surface. The finish is then susceptible to stains, which become increasingly harder to remove. Shiny new fixtures can also be dulled or stained within a short time through improper or excessive use of strong abrasive cleansers. Most household cleansers are mildly abrasive, but used with plenty of water, some of them are not harmful; however a nonabrasive cleanser is safer. Aerosol bathroom cleansers are generally nonabrasive. If you prefer a dry material, baking soda and Bon Ami Powder (not Bon Ami Cleanser) are nonabrasive. Dirt, food, grease, rust or water minerals cause most stains.

Stainless Steel – Stainless steel fixtures and sinks generally resist staining and need a thorough scrubbing only occasionally. Use a nonabrasive cleanser or a commercial stainless steel cleanser. Stainless steel sinks will dent when they receive a strong impact.

Fiberglass Tubs and Showers – Never use powdered cleansers of any type of abrasive on Fiberglass tubs and showers. Special Fiberglass cleansers are available at most supermarkets. Spray window cleansers are also effective. For long-term protection, wax your Fiberglass units with a high quality automobile wax immediately on move in and after each major cleaning.

Shower Enclosures – To clean shower enclosures an ordinary dishwashing detergent (not soap) will do a good job unless hard water minerals have been deposited. For these, use a commercial glass cleanser containing ammonia of 1 tablespoon of household ammonia in a quart of water. **WARNING:** Be sure to read the caution note on the label before using ammonia. Never use steel wool or scouring pads on the metal portion of these enclosures. It will remove the protective finish applied by the manufacturer and cause unsightly scratches.

Caulking – If the caulking around the bathtub, shower stall 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 causing a possible expensive repair.

Fixtures – Do not use abrasive cleansers or scouring pads to clean fixtures, as they will damage the finish. Clean only with a soft damp cloth.

To prolong the life and beauty of your plumbing fixtures, follow these precautions:

1. Don't let food waste stand in sink. Dispose of food waste through your disposal as it accumulates.
2. Don't use plumbing fixtures to hold paint cans, trash or tools while you are redecorating. Cover them when painting walls and ceilings.
3. Don't step in a bathtub or shower stall with shoes on for any reason. Shoes carry hundreds of gritty particles that will scratch the surface

Brick

Homeowner Use and Maintenance Guidelines

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

Though masonry units are durable and aesthetically pleasing, they are not without inherent deficiencies of their own. Brick walls are not necessarily waterproof, may vary in color from kiln batch to kiln batch, and are subject to minor cracking due to extremes in temperature. With all our modern technology, masonry units are still put in place by hand labor, one at a time, with a wet bonding agent, which, in itself, will have varying degrees of uniformity, color and strength.

Efflorescence

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

Tuck-Pointing

After several years, face brick may require tuck-pointing (repairing the mortar between the bricks). Otherwise, no regular maintenance is required.

Weep Holes

You may notice small holes in the mortar along the lower row of bricks. These holes allow moisture that has accumulated behind the brick to escape. Do not fill these weep holes or permit landscaping materials to cover them.

Pyramid Homes Limited Warranty Guidelines

We check the brick-work during the orientation to confirm correct installation of designated materials.

Cracks

One time during the warranty period, we repair masonry cracks that exceed 3/16 inch.

Cabinets

Homeowner Use and Maintenance Guidelines

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

Cleaning

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

Hinges

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

Moisture

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

Pyramid Homes Limited Warranty Guidelines

During the orientation, we will confirm that all cabinet parts are installed and that their surfaces are in acceptable condition.

Alignment

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

Operation

Cabinets should operate properly under normal use.

Separations

We will correct gaps between cabinets and the ceiling or cabinets and the walls by caulking or other means if the gap exceeds 1/8 inch (locations behind appliances are exempted from this repair).

Warping

If doors or drawer fronts warp in excess of 1/4 inch within 24 inches, we will correct this by adjustment or replacement.

Wood Grain

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

Carpet

Homeowner Use and Maintenance Guidelines

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

Burns

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

Cleaning

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

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

Vacuuming high-traffic areas daily helps keep them clean and maintains the upright position of the nap. Wipe spills and 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 after 18 months in your home and then once a year after that.

Crushing

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

Fading

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

Filtration

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

See also Ghosting.

Fuzzing

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

Pilling

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

Rippling

With wall-to-wall carpeting, high humidity may cause rippling. If the carpet remains rippled after the humidity has left, have a professional restretch the carpeting using a power stretcher, not a knee-kicker.

Seams

Carpet usually comes in 12-foot widths, making seams necessary in most rooms. Visible seams are not a defect unless they have been improperly made or unless the material has a defect, making the seam appear more pronounced than normal. The more dense and uniform the carpet texture, the more visible the seams will be.

Carpet styles with low, tight naps result in the most visible seams. Seams are never more visible than when the carpet is first installed. Usually with time, use, and vacuuming the seams become less visible. You can see examples in the model homes of how carpet seams diminish after they have been vacuumed repeatedly and have experienced traffic.

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 or lighter in these areas. A good vacuuming, which makes the pile all go in the same direction, provides a temporary remedy.

Shedding

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

Snags

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

Sprouting

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

Stains

No carpet is 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 your care and maintenance brochures for recommended cleaning procedures for your particular fiber. Pretest any spot-removal solution in an inconspicuous area before using it in a large area. Apply several drops of the solution, hold a white tissue on the area, and count to ten. Examine both tissue and carpet for dye transfer and check for carpet damage.

Pyramid Homes recommends seeking the advice of a professional carpet cleaner for stain removal.

Static

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

Pyramid Homes Limited Warranty Guidelines

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

Edges

Edges of carpet along moldings and edges of stairs should be held firmly in place. In some areas, metal or other edging material may be used where carpet meets another floor covering.

Seams

Carpet seams will be visible. Pyramid Homes will repair any gaps or fraying.

Caulking

Homeowner Use and Maintenance Guidelines

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

Colored Caulk

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

Latex Caulk

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

Silicone Caulk

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

Pyramid Homes Limited Warranty Guidelines

During the orientation we confirm that appropriate areas are adequately caulked.

One-Time Repair

We will touch up caulking one time during your materials and workmanship period. We suggest that this be performed with your 11-month service.

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

Ceramic Tile

Homeowner Use and Maintenance Guidelines

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

Glazed tile products should be cleaned routinely with all-purpose, non oil based household or commercial cleaner. The entire area should be cleaned with the cleaner through the use of a cotton mop, cloth, sponge or non-metallic brush. The entire area should be rinsed with clean water to remove any cleaning solution residue. Remember that you should sweep or vacuum floor areas prior to cleaning to remove any dust or debris. Routine cleaners should never contain acids or ammonia. Acids can damage the grout and the glazed surface of the tile and ammonia can discolor the grout.

Cleaning

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

Pyramid Homes Homeowner Manual

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

Grout Discoloration

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

Grout maintenance: Neither sealing the grout nor using a 100% Epoxy Grout will guarantee against surface build up or discoloration of the grout. Grout needs to be cleaned on a periodic basis to remove any surface buildup. Routine grout cleaning can be done with a daily concentrated household or commercial cleaner depending on the application. When heavy duty grout cleaning is required, you will need to use a professional strength Tile & Grout Cleaner that is capable of removing grease, soap scum, body oil, mildew stains, algae and synthetic or acrylic waxes from the grout joints. This type of product can be purchased from most Home Centers or through your local professional Floor Covering Dealer

Sealing Grout

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

Separations

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

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

Pyramid Homes Limited Warranty Guidelines

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

One-Time Repair

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

Concrete Flatwork

Homeowner Use and Maintenance Guidelines

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

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

Cleaning

Avoid washing exterior concrete slabs with cold water from an outside faucet when temperatures are high and the sun has been shining on the concrete. The abrupt change in temperature can damage the surface bond of the concrete. We recommend sweeping for keeping exterior concrete clean. If washing is necessary, do this when temperatures are moderate. Repeated cleaning of the garage floor by hosing can increase soil movement by allowing water to penetrate any existing cracks. We recommend sweeping to clean the garage floor.

Cracks

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

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

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

Expansion Joints

We install expansion joints to help control expansion. However, as the concrete shrinks during the curing process, moisture can penetrate under the concrete and lift the expansion joint. When

this occurs, fill the resulting gap with a gray silicone sealant, which you can purchase at most hardware stores.

Heavy Vehicles

Prohibit commercial or other extremely heavy vehicles such as moving vans and other large delivery trucks from pulling onto your driveway. We design and install concrete drives for conventional residential vehicle use only: family cars, vans, light trucks, bicycles, and so on.

Ice, Snow, and Chemicals

Driving or parking on snow creates ice on the drive, which magnifies the effects of snow on the concrete surface. Remove ice and snow from concrete slabs as promptly as possible after snow storms. Protect concrete from abuse by chemical agents such as pet urine, fertilizers, radiator overflow, repeated hosing, or de-icing agents, such as road salt that can drip from vehicles. 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.

Pyramid Homes Limited Warranty Guidelines

Concrete slabs are floating—they are not attached to the home's foundation walls. Because these slabs are not a structural (load-bearing) element of the home, they are excluded from coverage under the structural warranty. The limited warranty coverage is for one year unless the requirements of your loan state otherwise.

Color

Concrete slabs vary in color. Pyramid Homes provides no correction for this condition.

Cracks

If concrete cracks reach 1/4 of an inch in width or vertical displacement, Pyramid Homes will patch or repair them one time during the warranty year. Subsequently, concrete slab maintenance is your responsibility. If you prefer to have the slab replaced, the price and scheduling the work will be the homeowner responsibility. However, we advise against this expense since the new slab will crack as well.

Finished Floors

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

Level Floors

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

Separation

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

Settling or Heaving

Pyramid Homes will repair slabs that settle or heave in excess of 2 inches or if such movement results in negative drainage (toward the house) or hazardous vertical displacement.

Spalling (Surface Chips)

Causes of spalling include repeated hosing of concrete for cleaning, animal urine, radiator overflow, fertilizer, uncleared snow and ice, ice-melting agents, and road salts from vehicles. Repair of spalling is a home maintenance task.

Standing Water

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

Condensation

Homeowner Use and Maintenance Guidelines

When warm, moist air comes into contact with cooler surfaces, the moisture condenses. Outside we see this as dew; inside you may see it as a layer of moisture on glass windows and doors. This condensation comes from high humidity within the home combined with low outside temperatures and inadequate ventilation. Family lifestyle significantly influences two out of three of these conditions.

New Construction

Some experts have estimated that a typical new home contains 50 gallons of water. Water is part of lumber, concrete, drywall texture, paint, caulk, and other materials used in building. Wet weather during construction adds more. This moisture evaporates into the air as you live in your

home—adding to the moisture generated by normal living activities. Over time, this source of moisture will diminish.

Normal Activities

As you live in your home, your daily lifestyle contributes to the moisture in the air also. Cooking, laundry, baths and showers, aquariums, plants, and so on all add water to the air in your home. Likewise, your daily routine can mitigate the amount of moisture in your home and reduce condensation on interior surfaces.

Temperature

Avoid setting your thermostat at extreme temperatures. Heating your home will cause the materials to dry out faster, generating more moisture into the air; drying the materials out too fast also increases shrinkage cracks and separations.

Ventilation

Develop the habit of using exhaust fans in bathrooms and over the stove. When weather conditions permit, open windows so fresh air can circulate through your home. Keep the dryer exhaust hose clean and securely connected.

See also Ventilation.

Pyramid Homes Limited Warranty Guidelines

Condensation results from weather conditions and a family's lifestyle. Pyramid Homes has no control over these factors. The limited warranty coverage excludes condensation.

Countertops

Homeowner Use and Maintenance Guidelines

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

Caulking

The caulking between the countertop and the wall, along the joint at the backsplash (the section of counter that extends a few inches up the wall along the counter area), and around the sink may shrink, leaving a slight gap. Maintaining a good seal in these locations is important to keep moisture from reaching the wood under the laminates and to prevent warping.

Cleaning

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

Mats

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

Wax

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

See also Ceramic Tile.

Pyramid Homes Limited Warranty Guidelines

During your orientation we confirm that all countertops are in acceptable condition. We repair noticeable surface damage such as chips, cracks, and scratches noted on the orientation list. Repair of surface damage noted subsequent to this is one of your home maintenance responsibilities.

Laminates

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

Your kitchen counter tops are constructed of top quality plastic laminate materials. Because this product is a sheet of very hard plastic, laminated to a wooden base, you must be careful not to disturb the bond between the wood and the plastic. To avoid such a problem, always be sure to use a hot pad for anything, which is likely to exceed 250 degrees. Anything coming directly off a burner or from the oven will be much too hot to place directly on the plastic surface.

Laminated plastic tops are very easy products to maintain; however, there are a few ways to increase their life and prolong their beauty: most spots, glass rings, etc. will usually wipe clean with a damp cloth and mild soap. For more stubborn stains, we recommend Formica brand spray cleaner

NOTE: Be careful of the inks used in marking grocery products, especially meat and produce. They are often indelible and can be extremely difficult to remove.

1. Never cut items directly on the counter top. Cutting and slicing will create scratches and knife marks, which can become unsightly hiding places for dirt.
2. Counter tops are not constructed for sitting. Excessive weight can cause warping, drawer malfunction or even cause the top to pull away from the wall.

Natural Stone

Natural Stone will contain a visible and physical texture. This texture will differ from stone to stone. Several Characteristics that may alter the compositions of this texture are minerals, dry veins, mesh backing, pitting, and surface fissures.

Pyramid Homes granite countertops have been sealed by the fabricator with a penetrating sealer. We recommend that you re-seal your granite countertops once every two years.

To care and maintain your granite use warm water with a drop of dishwashing liquid can be used for everyday cleaning as well as granite wipes and cleaners that can be purchased at any home store.

Don't clean up spills immediately as natural stone is porous and will absorb liquids over a period of time.

Do use place mats under hot dishes and cookware.

Do NOT use abrasive cleaners such as dry cleaners or soft cleaners.

Do NOT sit, stand or walk on natural stone countertops as they will crack.

Do NOT use a dirty dish cloth as it will streak and leave a film on the surface.

Do NOT use products with lemon or vinegar as it may dull the surface.

In the unlikely event that a stain occurs most stains can be removed with a poultice that will draw the stain from the stone. Pyramid Homes recommends contacting a professional fabricator for this issue.

Manufactured Marble

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

Separation from Wall

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

Decks & Rails

Homeowner Use and Maintenance Guidelines

Wood decks add to the style and function of your home and are a high maintenance part of your home's exterior.

Effects of Exposure

Wood decks are subject to shrinkage, cracking, splitting, cupping, and twisting. Nails or screws may work loose and will need routine maintenance. Plan to inspect your decks regularly, a minimum of once each year, and provide needed attention promptly to maintain an attractive appearance and forestall costly repairs. Pyramid Homes recommends that you treat or restain your decks annually to keep them looking their best.

Foot Traffic

As you use your decks, abrasives and grit on shoes can scratch or dent the wood surface. Regular sweeping and mats can mitigate this but will not completely prevent it.

Outdoor Furniture

The surface of the decking can be damaged by moving grills, furniture, or other items. Use caution when moving such items to prevent scratches, gouges, and so on.

Sealing or Water Repellent

To prolong the life and beauty of your deck, treat it periodically with a water repellent or wood preservative. Local home centers or hardware stores offer several products to consider for this purpose. Always follow manufacturer directions carefully.

Snow and Ice

Heavy snow or ice that remains on the deck over long periods increases wear and tear on the deck. Prompt removal can reduce adverse effects. Use caution in shoveling to avoid needless scratching of the deck boards.

Stain

Exposed wood decks have been stained with a semi-transparent oil stain to protect and beautify the wood. Each board takes the same stain differently and variations in color will be readily noticeable. Over time, with exposure to weather and use, further variations in color will occur.

Pyramid Homes Limited Warranty Guidelines

Exposed wood decks are constructed to meet structural and functional design. During the orientation, we will confirm that the wood decks are in satisfactory condition.

Color Variation

Color variations are a natural result of the way in which wood accepts stain and are excluded from limited warranty coverage.

Replacement Boards or Rails

Shrinkage, cracking, splitting, cupping, and twisting are natural occurrences in wood decks and are excluded from limited warranty coverage. In extreme situations where personal safety is involved, if Pyramid Homes provides replacement of boards or rails, the new material will not match existing pieces that have been exposed to elements and use. Pyramid Homes does not provide corrections when problems occur due to lack of normal maintenance.

Doors and Locks

Homeowner Use and Maintenance Guidelines

The doors installed in your home are wood products subject to such natural characteristics of wood as shrinkage and warpage. Natural fluctuations caused by humidity and the use of forced air furnaces, showers, and dishwashers, interior doors may occasionally require minor adjustments.

Bifold Doors

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

Bi-fold closet doors offer tremendous convenience to the homeowner, as well as enhance the look of your home; however, the mechanics of these types of doors are more complicated than a hinged door. Gentleness is the key when operating each type. No up or down pressure should be applied. In the case of bi-fold doors, pull toward you when opening and let the door open itself.

If bi-fold closet doors become difficult to operate or jump from their tracks, adjustment areas can easily be found on the rear side of the doors. Also, these types of doors are installed, matched sets. If you should remove the doors for any reason, be sure to put each section back in its original position.

Exterior Finish

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

Failure to Latch

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

Hinges

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

Keys

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

Locks

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

Passkeys used during construction of your new home will not operate the locks after you have used the key that you received at settlement.

Passage door hardware in any home can work loose through use. Keep a careful watch to avoid excessive play in the doorknob escutcheon plate. In the event a doorknob or privacy lock should become inoperative, it is usually because looseness has allowed the interior mechanism to slip out of place. Removal and reinstallation of the fixture (a simple process) will usually correct the problem. Doors with key-type hardware are more complicated and usually require the service of a locksmith.

Special care to the tracks of sliding glass doors is recommended. Always keep the tracks clean of debris. A very small amount of oil is also recommended on a periodic basis at both the bottom of the door and the lock mechanism. Silicone lubricant is good for the tracks.

Shrinkage

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

Slamming

Slamming doors can damage both doors and jambs and can even cause cracking in walls. Teach children not to hang on the doorknob and swing back and forth; this works loose the hardware and causes the door to sag.

Sticking

Pyramid Homes Homeowner Manual

The most common cause of a sticking door is the natural expansion of lumber caused by changes in humidity. When sticking is caused by swelling during a damp season, do not plane the door unless it continues to stick after the weather changes.

Before planing a door because of sticking, try two other steps: first, apply either a paste wax, light coat of paraffin, or candle wax to the sticking surface; or second, tighten the screws that hold the door jamb or door frame. If planing is necessary even after these measures, use sandpaper to smooth the door and paint the sanded area to seal against moisture.

Warping

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

Weather Stripping

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

Pyramid Homes Limited Warranty Guidelines

During the orientation we confirm that all doors are in acceptable condition and correctly adjusted. Pyramid Homes will repair construction damage to doors noted on the orientation list.

Adjustments

Because of normal settling of the home, doors may require adjustment for proper fit. Pyramid Homes will make such adjustments.

Panel Shrinkage

Panels of wood doors shrink and expand in response to changes in temperature and humidity. Although touching up the paint or stain on unfinished exposed areas is your home maintenance responsibility, Pyramid Homes will repair split panels that allow light to be visible.

Warping

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

Drywall

Homeowner Use and Maintenance Guidelines

The interior walls of your home are constructed of gypsum wallboard, sometimes known as drywall. They will last without undue maintenance for the life of your home. 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.

Ceilings

The ceilings in your home are easy to maintain: periodically remove dust or cobwebs as part of your normal cleaning and repaint as needed.

CAUTION: Pyramid Homes, Inc. will not be responsible for any damages. Locate a ceiling joist in which to attach hardware for heavy hanging plants, lamps, etc.

The drywall used in your ceiling is not designed to support excessive weight.

CAUTION: We recommend the use of waterbeds only when installed on slab floors. Waterbeds should not be installed in second floor or bonus room areas.

Repairs

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

Repair hairline cracks with a coat of paint. You can repair slightly larger cracks with 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.

Pyramid Homes Limited Warranty Guidelines

During the orientation, we confirm that drywall surfaces are in acceptable condition.

One Time Repairs

One time during the materials and workmanship warranty, Pyramid Homes will repair drywall shrinkage cracks and nail pops and will touch up the repaired area using the same paint color that was on the surface when the home was delivered. Touch-ups will be visible.

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

Lighting Conditions

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

Related Warranty Repairs

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

Easements

Homeowner Use and Care Guidelines

An easement is a right to use the land owned by another person for a specific purpose such as a right-of-way to go across the property of another.

Easements are areas where such things as utility supply lines can pass through your property. They permit service to your lot and adjacent lots, now and in the future. Your lot will also include drainage easements, meaning the runoff from adjacent lots pass across your property. Likewise, water from your property may run across a neighboring lot. Easements are recorded and are permanent.

Trees, shrubs, gardens, play equipment, storage sheds, fences or other items which you install in or across these easements may be disturbed if service entities—such as the gas, electric, or phone companies—need access to lines for repairs or to connect service to nearby homesites.

Utility companies, the United States Postal Service, and others have the right to install equipment in easements. These might include streetlights, mailboxes, or junction boxes to name a few. Neither Pyramid Homes nor you as the homeowner have the authority to prevent, interfere with, or alter these installations. Plans for the location of such items are subject to change by the various entities involved. Because they have no obligation to keep Pyramid Homes informed of such changes, we are unable to predict specific sites that will include such equipment.

Although homeowners typically landscape and fence around easements, the utility company would not be required to repair any landscaping or fencing in their easement. Your sales representative will show you any easements on your home site.

See also Property Boundaries.

Electrical System

Homeowner Use and Maintenance Guidelines

The electrical wiring and equipment in Pyramid Homes, Inc. homes is protected by circuit breakers. They are the safety valves of your home's electrical system.

The electrical service entrance, which provides power to the service panel, has been designed for the electrical needs of your home. Do not tamper with this cable.

Every home has a master circuit breaker located in the service panel box along with small circuit breakers. When the master breaker is tripped, the electricity in your home is cut off. Should breaker trip always first switch the breakers to FULL OFF and then back to FULL ON to reset circuit breakers.

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.

Breakers Tripping

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

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

Buzzing

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

Fixture Location

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

GFCI (Ground-Fault Circuit-Interrupters)

State electrical codes now require bathroom and exterior convenience outlets to be wired to breakers, which utilize Ground Fault Interrupter (GFI) circuits. These circuits are very sensitive, and as a security feature, any undue resistance or overload will trip the breakers. Do not use heavy appliances or more than one appliance at a time on these circuits. GFCI receptacles have a built-in element that senses fluctuations in power. Quite simply, the GFCI is a circuit breaker. Building codes require installation of these receptacles in bathrooms, the kitchen, outside, and

the garage (areas where an individual can come into contact with water while holding an electric appliance or tool). Heavy appliances such as freezers or power tools will trip the GFCI breaker.

Caution: Never plug a refrigerator or food freezer into a GFCI-controlled outlet. The likelihood of the contents being ruined is high and the limited warranty does not cover such damage.

Each GFCI circuit has a test and reset button. Once each month, press the test button. This will trip the circuit. To return service, press the reset button. If a GFCI breaker trips during normal use, it may indicate a faulty appliance and you will need to investigate the problem. One GFCI breaker can control up to three or four outlets.

ARC Faults (Arc-Fault Circuit Interrupter)

State electrical codes now require ARC fault breakers in home. These circuits are very sensitive, and as a security feature, any undue resistance or overload will trip the breakers. Do not use heavy appliances or more than one appliance at a time on these circuits.

As of January 1, 2011 Arc-Fault Circuit-Interrupter (AFCI) Protection is now required in the majority of branch circuits throughout the house. Conventional circuit breakers only respond to overloads and short circuits; so they do not protect against arcing conditions that produce erratic current flow. An AFCI is selective so that normal arcs do not cause it to trip.

Arcing faults often occur in damaged or deteriorated wires and cords. Some causes of damaged and deteriorated wiring include puncturing of wire insulation from picture hanging or cable staples, poorly installed outlets or switches, cords caught in doors or under furniture, furniture pushed against plugs in an outlet, natural aging, and cord exposure to heat vents and sunlight.

Tamper-Resistant Receptacle

In addition to the arc-fault requirements, all new and replaced 120 volt, 15 and 20amp receptacles in and around dwelling units will need to be the tamper-resistant type.

Tamper-resistant, (TR) receptacles have spring-loaded shutters that close off the contact openings, or slots, of the receptacles. When a plug is inserted into the receptacle, both springs are compressed and the shutters then open, allowing for the metal prongs to make contact to create an electrical circuit. Because both springs must be compressed at the same time, the shutters do not open when a child attempts to insert an object into only one contact opening, and there is no contact with electricity. Tamper-resistant receptacles are an important next step to making the home a safer place for children.

Grounded System

Your electrical system is a three-wire grounded system. Never remove the bare wire that connects to the box or device.

Light Bulbs

You are responsible for replacing burned-out bulbs other than those noted during your orientation.

Luminous Light Panels

Translucent panels covering ceiling lights are made of polystyrene plastic. To clean, gently push up, tilting the panel slightly and remove it from the fixture frame. Wash with a diluted (1 to 2 percent) solution of mild detergent and warm water. Do not rinse; the soap film that remains reduces static electricity that attracts dust.

Over time, the plastic panel may yellow and will become brittle and may need to be replaced if it cracks or breaks. Replacement material can be found at home center and hardware stores. Most suppliers will cut the panel to fit so if you need to purchase a replacement, be sure to note the size you need.

Bulbs for these fixtures can be purchased at home centers or hardware stores. Avoid exceeding the wattage indicated inside the fixture.

Modifications

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

Outlets

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

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

Underground Cables

Before digging, check the location of buried service leads by calling the local utility locating service. In most cases, wires run in a straight line from the service panel to the nearest public utility pad. Maintain positive drainage around the foundation to protect electrical service connections.

Under- or Over-Cabinet Lights

The selection of optional under- or over-cabinet lighting provides either task lighting or atmosphere to your kitchen. We suggest you note the size and type of bulbs in these fixtures and keep replacements on hand.

TROUBLESHOOTING TIPS: NO ELECTRICAL SERVICE

No Electrical Service Anywhere in the Home

Before calling for service, check to confirm that the:

- ▶ Service is not out in the entire area. If so, contact the utility company.
- ▶ Main breaker and individual breakers are all in the on position.

No Electrical to One or More Outlets

Before calling for service, check to confirm that the

- ▶ Main breaker and individual breakers are all in the on position.
- ▶ Applicable wall switch is on
- ▶ GFCI is set (see details on GFCIs, earlier in this section)
- ▶ ARC fault not tripped (see details on ARC Faults)
- ▶ Item you want to use is plugged in
- ▶ Item you want to use works in other outlets
- ▶ Bulb in the lamp is good

Other Possible Electrical Related Issues

- ▶ If your disposal or dishwasher won't operate: First – for the disposal, push the reset button located on the disposal; Second, check to be sure both appliances are plugged into the proper receptacle. The duplex receptacle under your sink is especially wired with one outlet for the dishwasher and one for the disposal (connected to a wall switch). Also check the circuit breaker.
- ▶ If an electric water heater won't function, check the circuit breaker. If that does not help, turn the power OFF and push the reset button located under the water heater access cover. Turn power back ON.
- ▶ If your oven won't heat, refer to the manufacturer's manual to be certain you are properly operating the time controls. Sometimes this can be tricky. Also check the circuit breaker.
- ▶ If the bath or utility exhaust fan won't run and makes no humming noise or movement, the problem is electrical. If there is any movement or humming, the problem is in the fan.
- ▶ If an outlet sparks when plugged into, be certain the appliance is off before plugging in. If it still sparks, try another outlet. If you get sparks from a second outlet, the problem is in the

appliance cord. If you do not get sparks, have the first receptacle inspected. **A licensed electrician should check sparks from wall switches.**

- ▶ If a wall switch or receptacle is hot to the touch, you should immediately trip the circuit breaker serving that fixture and contact a licensed electrician

Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

Pyramid Homes Limited Warranty Guidelines

During the orientation, we confirm that light fixtures are in acceptable condition and that all bulbs are working. Pyramid Homes' limited warranty excludes any fixture you supplied.

Designed Load

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

GFCI (Ground-Fault Circuit-Interrupters)

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

Power Surge

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

Expansion and Contraction

Homeowner Use and Maintenance Guidelines

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

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

phenomenon. Even though properly installed, caulking shrinks and cracks. Maintenance of caulking is your responsibility.

Pyramid Homes Limited Warranty

Pyramid Homes provides one-time repairs to many of the effects of expansion and contraction. See individual categories such as drywall and caulk for details.

Fencing

Homeowner Use and Maintenance Guidelines

Depending on the community in which your home is located, fencing may be included with your home, it may be an optional item, or it may be an item you consider adding after your move-in. When Pyramid Homes installs fencing as part of your new home, we confirm its good condition during your orientation. All types of fencing require some routine attention.

Drainage

In planning, installing, and maintaining fencing, allow existing drainage patterns to function unimpeded. When installing a fence, use caution in distributing soil removed to set posts to avoid blocking drainage swales. Plan enough space under the bottom of a wood fence for water to pass through.

Homeowner Association Architectural Review

If you choose to add fencing after moving into your new home, keep in mind the need to obtain approval from the Architectural Review Committee of your homeowners association. Specific requirements about style, height, position on the lot are described in the current architectural review guidelines which you can obtain from a committee member. Special requirements apply to homes on corner lots where drivers must have adequate visibility. Additionally, in some communities, zoning laws may impact private fencing. Your responsibilities include checking on such details.

Pyramid Homes recommends that you engage the services of professionals to install your fence. Be certain to inform a fence installer of all design review requirements.

See also Property Boundaries.

Variation

Height and location of Pyramid Homes installed fences will vary with lot size, topography, and shape. Pyramid Homes must meet the requirements of the Architectural Review process just as any homeowner would.

Wood Fences

The lumber used to construct wood fences is rough cedar. Over time it will crack, warp, and split. Unless extreme, these conditions require no action on your part. As the wood ages and shrinks, nails may come loose and require attention. Also check the posts and any gates twice a year and tighten hardware or make needed adjustments.

Pyramid Homes Limited Warranty

If fencing is part of your home purchase, we will confirm the acceptable condition of the fence during your orientation. Pyramid Homes will correct fence posts that become loose during the warranty period. Be aware that damage to fencing caused by severe weather should be referred to your homeowner insurance company and is specifically excluded from warranty coverage.

Fireplaces

Pyramid Homes offers direct-vent and ventless gas fireplaces. If you ordered this type of fireplace, it is demonstrated during the orientation. Read and follow all manufacturers' directions.

Gas Fireplace

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

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

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

Ventless Fireplace

Ventless fireplaces have a built in oxygen depletion sensor and operate without electricity. The clean burning heating efficient logs require no chimney or outside venting, so all the heat stays in the room.

After homeowner has their gas installed after closing, Pyramid Homes will have the fireplace installer come to your home for a fireplace start-up and review the operating procedures for your fireplace.

Pyramid Homes Limited Warranty Guidelines

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

Discoloration

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

Downdraft

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

Glass Doors

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

Water Infiltration

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

Fireplace suggested guidelines

It is important to follow certain guidelines for proper usage of any fireplace to avoid potential difficulties and hazards.

- This appliance gives off high temperatures and you need to keep away draperies and furniture.
- Children should be carefully supervised when they are in the same room as your fireplace appliance.
- Under no circumstances should this appliance be modified. Any parts that have to be removed for servicing should be replaced prior to operating this appliance.
- Installation and repair should be done by a qualified service person. The appliance should be inspected before use and annually by a professional service person. More frequent cleaning may be required due to excessive lint from carpeting, draperies, etc. It is imperative that control compartments burners and circulating air passageways of the appliance be kept clean.

- Control compartments, burners and air passages in this appliance should be kept clean and free of dust and lint. Make sure that the gas valve and pilot light are turned OFF before you clean this unit.
- The venting system of this appliance should be inspected at least once a year and if needed, your venting system should be cleaned, if applicable.
- Clothing or other flammable material should not be used as a drying rack for clothing nor should Christmas stockings or decorations be hung from it.
- **Under no circumstances should any solid fuels (wood, paper) be used in this appliance.**
- For safe operation, glass doors must be closed if a vented unit
- Do not use this heater if any part has been under water. Immediately call a qualified service technician to inspect the heater and to replace any gas control that has been under water.

WARNING: Do not operate appliance with the glass front removed, cracked or broken. Replacement of glass should be done by a licensed or qualified service person if a vented unit.

Glass cleanings

It will be necessary to clean the glass periodically. It is recommended (by the manufacturer) that the glass be cleaned two or three times with non-abrasive common household cleansers and warm water. After that the glass should be cleaned 2-3 times per season depending on the circumstances.

- Do not clean when the glass is hot
- The use of substitute glass will void all product warranties
- Care must be taken to avoid breakage of the glass
- Do not operate this fireplace without the glass front or with a broken glass front
- Do not strike or abuse glass

Foundation

Homeowner Use and Maintenance Guidelines

We install the foundation of your home according to the recommendations of our state building codes. The walls of the foundation are poured concrete with steel reinforcing rods. To protect your home's foundation, follow guidelines for installation and maintenance of landscaping and drainage in this manual.

Cracks

Surface cracks are not detrimental to the structural integrity of your home. If a crack develops in a foundation wall that allows water to come through, follow the procedures for submitting a warranty claim.

Pyramid Homes Limited Warranty Guidelines

The foundation of your home has been installed according to the North Carolina State Building Codes. The walls of the foundation are poured concrete with steel reinforcing rods.

Cosmetic Imperfections

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

Cracks

Shrinkage or backfill cracks are not unusual in foundation walls. Pyramid Homes will seal cracks that exceed 1/8 inch in width.

Leaks

Pyramid Homes will correct conditions that permit water to enter the home, provided you have complied with the drainage, landscaping, and maintenance guidelines.

Garage Overhead Door

Homeowner Use and Maintenance Guidelines

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

The moving parts of garage doors should be oiled about every three months. The screws and bolts that fasten the hardware to any wood areas should be tightened in about a year because the wood shrinks a little as it ages. Except for those times you need them open, garage doors should be kept closed to prevent sagging.

Light Visible

Garage overhead doors cannot be airtight. Some light will be visible around the edges and across the top of the door. Weather conditions may result in some precipitation entering around the door as well as some dust especially until most homes in the community have landscaping installed.

Lock

If the lock becomes stiff, apply a silicone or graphite lubricant. Do not use oil on a lock, as it will stiffen in winter and make the lock difficult to operate.

Lubrication

Every 6 months, apply a lubricant such as silicone spray to all moving parts: track, rollers, hinges, pulleys, and springs. Avoid over lubricating to prevent drips on vehicles or the concrete

floor. At the same time, check to see that all hardware is tight and operating as intended without binding or scraping.

Opener

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

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

Expect to replace the battery in the garage opener remote controls about once a year.

Safety

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

For your safety, after the expiration of the one-year warranty, have any needed adjustments made by a qualified specialist. The door springs are under a considerable amount of tension and require special tools and knowledge for accurate and safe servicing. Have the door inspected by a professional garage door technician after any significant impact to the door.

Sag

The garage door may sag slightly due to its weight and span.

Pyramid Homes Limited Warranty Guidelines

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

Gas Shut-Offs

Homeowner Use and Maintenance Guidelines

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.

Gas Leak

If you suspect a gas leak, leave the home and call the gas company immediately for emergency service.

Pyramid Homes Limited Warranty Guidelines

The gas company is responsible for leaks up to the home. Pyramid Homes will correct leaks from the outside connections into the home.

Ghosting

Homeowner Use and Maintenance Guidelines

Recent feedback from homeowners (in both old and new homes) regarding black sooty stains which develop on surfaces in homes (on carpet, walls, ceilings, appliances, mirrors, and around area rugs—to list a few examples) have caused much investigation and research.

The conclusion of the research and laboratory tests has been that the majority of this staining or "ghosting" results from pollution of the air in the home caused by burning scented candles. Incomplete combustion of hydrocarbons as these candles burn contributes a considerable amount of soot to the air. This sooty substance then settles or accumulates on surfaces of the home. The sooty deposits are extremely difficult to remove; on some surfaces (light-colored carpet, for instance), they are impossible to clean completely away.

The popularity of scented candles has increased many-fold in recent years. If this is an activity that is part of your lifestyle, we caution you about the potential damage to your home. When this condition results from homeowners burning candles or other lifestyle choices, the resulting damage is excluded from our limited warranty coverage.

See also Carpet/Filtration.

Grading and Drainage

Homeowner Use and Maintenance Guidelines

The final grades around your home have been inspected and approved for proper drainage of your lot. The local building authorities as well as Pyramid Homes inspect the site. Yards drain from one to another. You and your neighbors share an overall drainage plan for the community. Use caution when installing landscaping, fencing, or additions to your home to prevent causing water problems on your lot or adjacent lots.

Drainage

Pyramid Homes Homeowner Manual

Typically, the grade around your home should slope 6 inches in the first 10 feet. In most cases, drainage swales do follow property boundaries. Maintain the slopes around your home to permit the water to drain away from the home as rapidly as possible. This is essential to protect your foundation. Failure to do so can result in major structural damage and will void your warranty.

Exterior Finish Materials

Maintain soil levels 6 inches below siding, stucco, brick, or other exterior finish materials. Contact with the soil can cause deterioration of the exterior finish material and encourages pest infestations.

Rototilling

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

Settling

The area we excavated for your home's foundation was larger than the home to allow room to work. In addition, some trenching is necessary for installation of utility lines. Although we replaced and compacted the soil, it does not return to its original density. Some settling will occur, especially after prolonged or heavy rainfall or melting of large amounts of snow. Settling can continue for several years. Inspect the perimeter of your home regularly for signs of settling and fill settled areas as needed to maintain positive drainage.

Subsurface Drains

Occasionally Pyramid Homes installs a subsurface drain to ensure that surface water drains from a yard adequately. Keep this area and especially the drain cover clear of debris so that the drain can function as intended.

See also Landscaping.

Pyramid Homes Limited Warranty Guidelines

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

Backfill Settlement

Backfilled or excavated areas around the foundation and at utility trenches should not interfere with the drainage away from your home. If these areas settle during the first year, Pyramid Homes will fill the areas one time and subsequently will provide you with fill dirt to maintain positive drainage.

Erosion

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

New Sod

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

Recommendations

Once final grades are set, Pyramid Homes will inspect drainage problems reported in writing during the warranty period, compare grades to those originally established, and advise you on corrective actions you might take. The ground must be dry and free of frost to make these determinations.

Swales

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

Under Concrete

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

Gutters and Downspouts

Homeowner Use and Maintenance Guidelines

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

Extensions or Splashblocks

Extensions should discharge outside of rock or bark beds so that water is not dammed behind the edging materials that might be used.

Ladders

Use caution when leaning ladders against gutters, as this may cause dents.

Leaks

If a joint between sections of gutter drips, caulk the inside joint using a commercial gutter caulking compound available at hardware stores.

Snow and Ice

Clear excess snow from downspouts as soon as possible to allow the gutter to drain and to prevent damage. Severe ice or snow build-up can damage gutters, and such damage is not covered by the limited warranty.

See also Roof/Ice Dam.

Pyramid Homes Limited Warranty Guidelines

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

Leaks

We correct leaks that occur during the warranty period.

Overflow

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

Standing Water

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

Hardware

Homeowner Use and Maintenance Guidelines

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

Pyramid Homes Limited Warranty Guidelines

We confirm that all hardware is in acceptable condition during orientation. The limited warranty excludes repairs for cosmetic damage subsequent to the orientation.

Pyramid Homes will repair hardware items that do not function as intended.

Hardwood Floors

Homeowner Use and Maintenance Guidelines

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

Cleaning

Sweep on a daily basis or as needed. Never wet-mop a hardwood floor. Excessive water causes wood to expand and can possibly damage the floor. When polyurethane finishes become soiled, damp-mop with a mixture of 1 cup vinegar to one gallon of warm water. When damp-mopping, remove all excess water from the mop. Check with the hardwood company if your floor has a water-based finish.

Dimples

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

Filmy Appearance

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

Furniture Legs

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

Humidity

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

Mats and Area Rugs

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

Separation

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

See also Warping.

Shoes

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

Spills

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

Splinters

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

Sun Exposure

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

Traffic Paths

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

Warping

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

Wax

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

Pyramid Homes Limited Warranty Guidelines

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

See the manufacturer's warranty pamphlet that you received at walk thru for more detail in maintaining your hardwood

Separations

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

Heating System: Heat Pump

Homeowner Care and Maintenance

If your home contains a heat pump system, you should be aware of the performance characteristics unique to these systems. As with any system, read the manufacturer's literature and follow all instructions for efficient operation and maintenance of your system. Clean or replace filters once a month. Provide professional service for your system at least once every two years.

Air Circulation Across Coils

Keep the outside unit clear of any materials that would interfere with air circulation. Snow, ice, landscaping materials, trash, leaves, and other accumulating items can cause inefficiency or damage the unit.

Air Conditioning and Heating

A heat pump system operates differently from a gas forced-air furnace. The same system provides both heat and air conditioning. This is possible because a refrigerant flows back and forth in the coils of the heat pump, controlled by a reversing valve. In the heating mode, the heat pump removes heat from the outside air and transfers it to the inside air. In the cooling mode, it does just the opposite, removing heat from the inside air and discharging it outside of the home. The thermostat inside your home controls this heating or cooling activity.

Air Temperature at Vents

Do not expect dramatic temperature differences in the air coming from the vents as is common with other kinds of systems. The coils used in a heat pump system operate at lower temperatures than those common in a gas forced-air system. As a result, for example, in the heat mode, air from the supply vents will typically range from 85 to 90 degrees F. The vents will not feel hot, though the air discharged is warmer than the air in the room by as much as 20 degrees.

Auxiliary Heat System

At lower outside temperatures, less heat is available for the heat pump to draw from the exterior air. Therefore, from time to time the auxiliary heat system will come on to maintain the temperature you set at the thermostat. The auxiliary system will also come on whenever the temperature at the thermostat is moved 1.5 degrees or more at one time. If the light stays on when the outside temperature is more than 30 degrees F, contact a service person.

Defrost Cycle

When the heat pump is operating in the heat mode, the coils outside may reach below freezing temperatures. Moisture in the air will condense into frost and accumulate on the coils under these circumstances. From time to time, the system will go into defrost mode to clear accumulated frost from the coils. This is a normal part of the operation of the system and will occur automatically.

During the defrost cycle, the outside fan will stop temporarily. The temperature of airflow into the home will be a bit lower during the defrost cycle. The defrost cycle can only occur once every 90 minutes and lasts no longer than 10 minutes.

Night Setback

Unless you have a night setback thermostat designed to work with a heat pump system, do not turn the thermostat down in the evenings. Adjust the temperature a fraction of a degree at a time until a comfortable, permanent setting is found.

Register Adjustment

Registers will require adjustment from time to time to maximize your family's comfort. Do not completely close off more than one supply register at a time. This can restrict the airflow too much and reduce the efficiency of the system. A good technique is to completely open all the vents, and then gradually move the temperature setting up until the coolest room is comfortable. Once the coolest room is comfortable, gradually close the vents in the warmer rooms until all rooms are comfortable as well. Reverse the process for air conditioning.

Return Air Vents

As with any heating system, return air vents must be clear so the air flows through the ducts unimpeded. Avoid placing furniture where it blocks the return air vents.

TROUBLESHOOTING TIPS: NO HEAT OR AUXILIARY HEAT STAYS ON WHEN OUTSIDE TEMPERATURE IS 30 DEGREES OR ABOVE

Before calling for service, check to confirm that the:

- ▶ Thermostat is set to "heat" and the temperature is set above the room temperature.
- ▶ Breaker on the main electrical panel is on. (Remember, if a breaker trips you must turn it from the tripped position to the off position before you can turn it back on.)
- ▶ Filter is clean to allow airflow.
- ▶ Vents in individual rooms are open.
- ▶ Air returns are unobstructed.
- ▶ Outside unit is not blocked by snow or other materials.
- ▶ Outside coil does not have an excessive ice build-up.

Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

Pyramid Homes Limited Warranty Guidelines

Refer to the manufacturer's limited warranty for information regarding warranty coverage.

Insulation

Homeowner Use and Maintenance Guidelines

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

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

Pyramid Homes Limited Warranty Guidelines

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

Landscaping

Homeowner Use and Maintenance Guidelines

Pyramid Homes Homeowner Manual

Providing complete details on landscape design is beyond the scope of this manual. Many excellent books, videos, and computer software programs are available that offer you this information. Local nurseries and landscape professionals can also assist you.

In planning your landscaping, think of proportion, texture, color, mature size, maintenance needs, soft and hard surfaces, lighting, fencing, edging, and water requirements. A beautiful yard requires considerable planning and regular attention. Most homeowners take years to achieve the yard they want. Planning to install items in stages can spread the cost and work over several seasons.

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

Homes not receiving rear landscaping in contract by Pyramid Homes will be full responsibility of homeowner for their landscaping and drainage. Pyramid Homes will not be responsible for or warrant any soil grades, drainage, stabilization or erosion that may occur after closing. It is the Buyers responsibility to maintain proper grades and non-erosive conditions in your yard. Pyramid Homes strongly urges all homeowners to establish permanent lawns in their yards as soon as possible to maintain soil conditions as they are at time of closing.

Additions

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

Backfill

We construct the foundation of your home beginning with an excavation into the earth. When the foundation walls are complete, the area surrounding them is backfilled. Soil in this area is not as compact as undisturbed ground. Water can penetrate through the backfill area to the lower areas of your foundation. This can cause potentially severe problems such as cracks in foundation walls, and floor slab movement. Avoid this through proper installation of landscaping and good maintenance of drainage.

Backfill areas will settle and require prompt attention to avoid damage to your home and voiding of the structural warranty.

Keep downspout extensions in the down position to channel roof runoff away from the foundation area of your home. Routine inspection of downspouts, backfill areas, and other drainage components is an excellent maintenance habit.

See also Grading and Drainage.

Bark or Rock Beds

Do not allow edging around decorative rock or bark beds to dam the free flow of water away from the home. You can use a nonwoven landscape fabric between the soil and rock or bark to restrict weed growth while still permitting normal evaporation of ground moisture.

Erosion

Until your yard is established and stable, erosion will be a potential concern. Heavy rains or roof runoff can erode soil. The sooner you restore the grade to its original condition, the less damage will occur.

Erosion is of special concern in drainage swales. If swales become filled with soil runoff, they may not drain the rest of the yard, causing further problems. Correcting erosion is your responsibility. You may need to protect newly planted seed with erosion matting or reseed to establish grass in swales. It can take several years to fully establish your lawn in such challenging areas.

Fertilization

Fertilizer is a source of nutrients for grass and plants. Nitrogen (N), phosphorus (P), and potassium (K) are not usually available in soil in sufficient quantities for good growth and must be added periodically as fertilizer. Nitrogen is needed to promote growth, thickness, dark green color, and overall health in established lawns. Potassium encourages disease resistance, winter heartiness, and enhances overall plant vigor; winterizing fertilizers contain high potassium. Grass type determines your fertilization schedule. Fescue and bluegrass should be fertilized in early spring and early fall. Warm season grasses such as bermuda, centipede, and zoysia must be periodically fertilized in the warmer months: May through September.

If your turfgrass appears thin and unthrifty, first water well for a period of several weeks to be certain that drought is not being confused with hunger. If it still appears hungry, fertilize as noted herein. Centipede turfgrass can be fertilized in mid June, using a high potassium fertilizer (5-5-15). Use no more than 10 lbs. of complete fertilizer per 1000 sq. ft. Yellow appearance may indicate an iron deficiency. Spray iron (ferrous) sulfate (2 oz. In water per 1000 sq. ft.) To enhance color as needed, following label instructions 4 to 6 weeks before first expected frost, fertilize centipede with 1 pound of potash per 1000 sq. ft. using 1.6 pounds of muriate of potash (0-0-6-) or 2 pounds of potassium sulfate (0-0-50).

Hired Contractors

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

Insects & Disease

Though not a common occurrence, fungal disease and insects are potentially devastating to turf grasses. Under favorable conditions, diseases such as brown patch, dollar spot, and leaf spot are capable of destroying large areas of turf in a short period of time. Early diagnosis and treatment are essential for control.

White grubs feed on roots just below the soil surface and in large numbers are capable of doing severe damage. Symptoms of white grubs are dead areas of turf, which are easily pulled and rolled up from the ground. The presence of moles may also indicate that white grubs are present.

Liming

Soils in the North Carolina area are naturally acidic. High soil acidity binds needed nutrients making them unavailable to grass plants, resulting in a thin, yellowed lawn.

High acidity is also a contributing factor in moss problems. Lime is the most effective soil treatment to correct low pH (soil acidity).

A soil pH test is necessary to attain accurate liming rates: and you can have your soil tested. Though often overlooked, liming is a simple management tool for maintaining a beautiful lawn.

Managing Soil

Vital to the fertility of all soils – and particularly needed in sand and clay – is organic matter. Gardeners therefore incorporate organic soil amendments into their soil to improve or maintain the soils texture and thereby encourage healthy root growth.

Included among organic soil amendments are ground bark, peat moss, leaf mold, sawdust and wood shavings, manure and compost. Before using inorganic soil amendments (either lime or gypsum) check with your County Agricultural Agent for advisability and guidelines.

It may be necessary to aerate soil on a yearly basis using a mechanical aerator. Coring, the recommended means of aerating, pushes hollow metal tubes three to four inches deep into the soil and removes a cylindrical plug, thus reducing compaction. Aerate when the soil is moist, not too wet or too dry. The addition of gypsum to heavy clay will also improve soil texture.

Mowing

Improper mowing methods can be very damaging to turfgrass. Lawn mower blades should be kept sharp and in good working condition. Dull blades tear grass leaves rather than cutting them. Catching clippings is recommended with any type of mower.

Centipede should be mowed to a height of 1"-2" all season. Raise mowing height to 1 1/2" several weeks before expected frost.

Power rake (vertical mow) to remove thatch (layer of undecayed grass) in late May if you think this is necessary. A 2 or 3-inch blade spacing set 1/4 inch deep in one direction works best. Do not use a power rake with 1-inch blade spacing as severe turf injury may result.

Natural Areas

During construction, we remove construction debris from natural areas. Removing dead wood, tree limbs, fallen trees, or other natural items is your responsibility.

Planning

Locate plants and irrigation heads out of the way of pedestrian or bicycle traffic and car bumpers. Space groves of trees or single trees to allow for efficient mowing and growth. Group plants with similar water, sun, and space requirements together.

Plant Selection

Plant with regard to your local climate. Favor native over exotic species. Consider ultimate size, shape, and growth of the species.

See also Property Lines.

Requirements

Check with your local building department and homeowners association before designing, installing, or changing landscaping for any regulations that they require you to follow.

Seeded Lawns

If lawn seeding is part of your home purchase, consider this just the first step in establishing your yard. Remember that the forces of nature are far stronger than grass seed. You will need to overseed at some point, perhaps more than once. Heavy storms can cause washouts and erosion that you will need to correct. It generally takes at least three growing seasons to establish a good lawn, longer if weather conditions are difficult or if you do not have the time to devote to lawn care.

Before over-seeding, remember to fill any slight depressions with a light layer of topsoil. Minimize traffic of all kinds on newly seeded areas and avoid weed killer for at least 120 days. Keep the seed moist, not wet.

Sod

Newly placed sod requires extra water for several weeks. Water in the cool part of the day (ideally just before sunrise) at regular intervals for the first three weeks. Be aware that new sod and the extra watering it requires can sometimes create drainage concerns (in your yard or your neighbor's) that will disappear when the yard is established and requires normal watering.

Soil Mix

Provide good soil mixes with sufficient organic material. Use mulch at least 3 inches deep to hold soil moisture and to help prevent weeds and soil compaction.

In areas with high clay content, prepare the soil before installing your grass. First cover the soil with 2 inches of sand and 1 inch of manure that is treated and odorless. Rototill this into the soil to a depth of 6 inches (rototill parallel to the swales). Whether you use seed or sod, this preparation helps your lawn to retain moisture and require less water. Installing a lawn over hard soil permits water to run off with little or no penetration and your lawn will derive minimal benefit from watering or rain.

Apply appropriate fertilizer and weed and pest controls as needed for optimal growth. Investigate organic compounds for additional protection of the environment.

Sprinkler System

If Pyramid Homes included a sprinkler system with your home, we will arrange to have the installer demonstrate the system and make final adjustments shortly after you move in. The installer will note and correct any deficiencies in the system at the same time. Whether we install your sprinkler or you install it yourself, keep these points in mind.

You are responsible for routine cleaning and adjusting of sprinkler heads as well as shutting the system down in the fall. Failure to drain the system before freezing temperatures occur can result in broken lines, which will be your responsibility to repair.

Conduct weekly operational checks to ensure proper performance of the system. Direct sprinkler heads away from the home. Trickler- or bubbler-type irrigation systems are not recommended for use adjacent to your home.

Automatic timers permit you to water at optimum times whether you are at home, away, awake, or asleep. The amount of water provided to each zone can be accurately and consistently controlled and easily adjusted with a timed system. Check the system after a power outage and keep a battery in place if your system offers that as a backup.

Sprinkler systems are not covered by Pyramid Homes during the one year limited warranty. Please contact the installer for any issues.

Stones

The soil in your area may have stones and rocks. Removing these naturally occurring elements is a maintenance activity. If Pyramid Homes installs seed or sod, large rocks will be picked up and surface raking performed. You will need to provide continued attention to this condition as you care for your yard.

Trees

Pyramid Homes values trees as one of the features that make up an attractive community and add value to the homes we build. We take steps to protect and preserve existing trees in the area of your home. In spite of our efforts, existing trees located on construction sites can suffer

damage from construction activities, which manifest months after the completion of construction.

Damage to existing trees can be caused by such things as compaction of soil in the root zone, changing patterns of water flow on the lot, disturbing the root system, and removing other trees to make room for the home. The newly exposed tree may react to conditions it is unaccustomed to. Caring for existing trees, including pruning dead branches or removing these trees altogether is your responsibility.

Remember to water trees during the summer or during warm dry periods in the winter.

Mulch around trees and avoid tilling or planting flower beds around trees. This is especially important while trees are recovering from the construction process.

Trees and other plant materials that exist on the lot when construction begins and are part of any landscaping installed by Pyramid Homes are excluded from warranty coverage.

Utility Lines

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

Before any significant digging, check the location of buried service leads by calling the local utility locating service. In most cases, wires and pipes run in a straight line from the main service to the public supply.

See also Easements.

Waiting to Landscape

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

Watering

As with any plant, water is one of the basic requirements for healthy growth. The water requirements of a lawn are determined by the following factors: the type of grass, frequency of natural precipitation, soil type, temperature, wind velocity, humidity, and maintenance practices. Even with all these variables, certain guidelines exist. Most important is to water your lawn when it needs it. The symptom of drought stress is "footprinting" in the lawn. Except when seeding, it is more important to water deeply than frequently. Deep watering promotes deep root growth.

One inch of water once a week is usually sufficient for established lawns. Newly seeded lawns must stay constantly moist. Sprinkling lightly two or three times a day until the young grass is established is necessary for a healthy stand.

Weeds

Weed swill appear in your new lawn whether seed or sod is used. Left unlandscaped, your yard will quickly begin to show weeds. When soil is disturbed, dormant seeds come to the surface and germinate. The best control is a healthy lawn, achieved through regular care and attention.

Infestation of weeds can be a major barrier in developing a thick, dense lawn. Weeds compete with grass plants for valuable nutrients and water. Furthermore, weeds can hinder a successful over-seeding by impeding seed germination.

Weeds commonly are categorized into two classes: grassy type weeds such as crabgrass and broadleaf types such as dandelions. Weeds should be chemically controlled. The correct herbicide applied at the right time and rate can easily eliminate most lawn weeds.

Herbicides are either pre-emergent in which weeds are controlled as they germinate or post-emergent herbicides are best applied when established weeds are actively growing.

The best defense against weeds, however, is maintaining a thick, healthy lawn by fertilizing, watering, and mowing properly.

Pyramid Homes Limited Warranty

We will confirm the healthy condition of all plant materials during the orientation. Maintaining landscaping is your responsibility.

Suggestions for Lawn Maintenance

Your yard was landscaped with Centipede sod in the front yard and in areas as noted in your contract. Centipede is a hearty grass, which grows well in our area if properly maintained. A variety of plants and shrubs common to the area have been used in the plant beds. We want everyone to take care of their own yard so that your community will look its best. With the help of this maintenance sheet and advice you can receive from the Cooperative Extension office your yard should grow and mature over the years.

- 1) Water lawn and shrubs as needed, typically once or twice a week during winter and 4 to 5 times a week during the summer. Your lawn needs thatching or heavy raking once a year during the early spring.
- 2) Lawn areas should be fertilized with a top grade fertilizer such as 10-10-10 or a fertilizer that is recommended for Centipede lawns.
- 3) All azaleas should be trimmed 4-6 weeks after they bloom to insure blooms for next year.
- 4) Other shrubbery needs trimming during the fall (except azaleas).
- 5) Use a good fertilizer such as a 10-10-10 to fertilize shrubbery.
- 6) Any problems with shrubs, etc. should be pointed out at time of final walk- through of your new home.

IT IS EXTREMELY IMPORTANT THAT YOU MAINTAIN YOUR YARD

***BECAUSE LANDSCAPING IS NOT COVERED UNDER YOUR
PYRAMID HOMES WARRANTY PROGRAM.***

If you have specific questions, please contact the Cooperative Extension Department in your area. Ask to speak to a Master Gardener and they will be glad to give you any suggestions on other lawn maintenance needs.

Mildew

Homeowner Use and Maintenance Guidelines

Mildew is a fungus that spreads through the air in microscopic spores. They love moisture and feed on surfaces or dirt. On siding, they look like a layer of dirt. To determine whether you are dealing with mildew or dirt, wipe the surface with a cloth or sponge dampened with bleach. If the bleach causes the surface to lose its dark appearance, you are most likely seeing mildew.

Cleaning mildew from your home is your responsibility. Solutions that remove mildew are available from local paint or home improvement stores. Wear protective eyewear and rubber gloves for this task; the chemicals that remove mildew are unfriendly to humans.

Pyramid Homes Limited Warranty Guidelines

We will remove any mildew noted during the orientation. Pyramid Homes warranty excludes mildew.

Mirrors

Homeowner Use and Maintenance Guidelines

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

Pyramid Homes Limited Warranty Guidelines

We will confirm that all mirrors are in acceptable condition during the orientation. Pyramid Homes will correct scratches, chips, or other damage to mirrors noted during the orientation.

Paint and Stain

Homeowner Use and Maintenance Guidelines

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

Colors

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

Exterior

Regular attention will preserve the beauty and value of your home. Check the painted and stained surfaces of your home's exterior annually. Repaint before much chipping or wearing away of the original finish occurs; this will save the cost of extensive surface preparation.

Plan on refinishing the exterior surface of your home approximately every two to three years or as often as your paint manufacturer suggests for your area and climate. Climatic conditions control the chemical structure of the paint used on the exterior. Over time, this finish will fade and dull a bit. Depending on the exposure to weather of each surface, the paint on some parts of your home may begin to show signs of deterioration sooner than others.

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

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

Severe Weather

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

Stain

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

Touch-Up

When doing paint touch-ups, use a small brush, applying paint only to the damaged spot. Touch-up may not match the surrounding area exactly, even if the same paint mix is used. When it is

time to repaint a room, prepare the wall surfaces first by cleaning with a mild soap and water mixture or a reliable cleaning product.

Wall Cracks

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

See also Drywall.

Pyramid Homes Limited Warranty Guidelines

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

Cracking

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

Pyramid Homes recommends a close check to determine need for fresh caulking semi-annually

Fading

Expect fading of exterior paint or stain caused by the effects of sun and weather. Pyramid Homes limited warranty excludes this occurrence.

Touch-Up Visible

Paint touch-up is visible under certain lighting conditions.

Wood Grain

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

Pests and Wildlife

Homeowner Use and Maintenance Guidelines

Insects such as ants, spiders, wasps, and bees, and animal life such as woodpeckers, squirrels, mice, and snakes, may fail to recognize that your home belongs to you. Addressing concerns involving these pests and wildlife goes with being a homeowner. Informational resources include, among others, the state wildlife service, animal control authorities, the county extension service, pest control professionals, Internet, and public library.

Phone Jacks

Homeowner Use and Maintenance Guidelines

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

Pyramid Homes Limited Warranty Guidelines

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

Plumbing

Homeowner Use and Maintenance Guidelines

Your plumbing system has many parts, most of which require little maintenance. Proper cleaning, occasional minor attention, and preventive care will assure many years of good service from this system.

Aerators

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

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. To clean an aerator, unscrew it from the mouth of the faucet, remove any debris, rinse the washer and screens, realign them in their original order and replace the unit on the faucet mouth. These should be cleaned every three or four months.

See also Dripping Faucet.

Cleaning

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

Chlorine Tablets

Toilet manufacturers do not recommend the use of chlorine tablets that could damage parts in the toilets. Any use of these tablets voids the warranty on the toilet.

Clogs

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

You can usually clear clogged traps with a plumber's helper (plunger). If you use chemical agents, follow directions carefully to avoid personal injury or damage to the fixtures.

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

P-Traps

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, which prevents any airborne bacteria and odor of the sewer gas from entering the house. If any fixture is used infrequently, it should be turned on at regular intervals to replace evaporating water and insure the barrier remains intact. Traps, because of their shapes, are also the points at which drains are most likely to become clogged.

Dripping Faucet

You can repair a dripping faucet by shutting off the water at the valve directly under the sink, then removing the faucet stem, changing the washer, and reinstalling the faucet stem. The shower head is repaired the same way. Replace the washer with another of the same type and

size. You can minimize the frequency of this repair by remembering not to turn faucets off with excessive force. (Please note that some manufacturers do not use rubber washers.)

Extended Absence

If you plan to be away for an extended period, you should drain your water supply lines. To do this, shut off the main supply line and open the faucets to relieve pressure in the lines. You may also wish to shut off the water heater. Do this by turning off the cold water supply valve on top. Drain the tank by running a hose from the spigot on the bottom to the outside of the home. If you leave the tank full, keep the power on and set the temperature to its lowest or "vacation" setting. Check manufacturer's directions for additional hints and instructions.

Fiberglass Fixtures (i.e. tubs and showers)

For normal cleaning use a nonabrasive bathroom cleanser and sponge or nylon cleaning pad. Avoid steel wool, scrapers, and scouring pads. Auto wax can provide a shine and restore an attractive appearance.

Freezing Pipes

Provided the home is heated at a normal level, pipes should not freeze at temperatures above 0 degrees Fahrenheit. Set the heat at a minimum of 55 degrees F if you are away during winter months.

NEVER LEAVE YOUR HOME WITHOUT HEAT DURING COLD WEATHER.

If a pipe should freeze, defrosting may prevent damage from occurring. Pipes must be thawed slowly to prevent formation of steam, which could burst the pipes.

The first step is to restore heat to the affected part of the house. The pipe is most likely to be on an outside wall exposed to winter winds. Open all faucets connected to the line so that steam can escape if any forms during thawing. Begin the thawing at the frozen points nearest the faucet. A thermometer held against an exposed pipe helps to locate this point. A heat lamp set at 6 inches from the wall will thaw the pipes behind it. As the pipe thaws, move the source of heat towards the frozen part until the job is completed.

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. Make sure all faucets are tightly closed and not dripping. Cover all outside faucets with a Styrofoam cover available at any hardware store or nursery. Drain all water hoses and protect by storing inside.

***PYRAMID HOMES, INC. WILL NOT BE RESPONSIBLE FOR FROZEN WATER
PIPES WHICH FREEZE AND/OR BURST.***

Keep garage doors closed to protect plumbing lines running through this area from freezing temperatures.

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

Jetted Tubs

If your home includes a jetted tub follow manufacturer directions for its use and care. Never operate the jets unless the water level is at least one inch above the jets. Be cautious about using the tub if you are pregnant or have heart disease or high blood pressure; discuss the use of the tub with your doctor. Tie or pin long hair to keep it from away from the jets where it might become tangled—a potentially dangerous event.

Clean and disinfect the system every one to two months, depending on usage. To do this, fill the tub with lukewarm water and add one cup of liquid chlorine bleach. Run the jets for 10 to 15 minutes, drain and fill again. Run for 10 minutes with plain water, drain.

Auto wax will help seal and preserve your tub's surface. Avoid abrasive cleansers.

Laundry Tub

If you have a laundry room tub, the faucet does not have an aerator. This is to allow the laundry tub faucet to accept a hose connection.

Leaks

If a major plumbing leak occurs, the first step is to turn off the supply of water to the area involved. This may mean shutting off the water to the entire home. Then contact the appropriate contractor.

Low Flush Toilets

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 shower heads and cannot be removed. We apologize for any inconvenience this may cause.

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.

Main Shut-Off

The water supply to your home can be shut-off entirely in two locations. The first is at the meter and the second is in the garage. We will point both of these out during your orientation.

Marble or Manufactured Marble

Marble and manufactured marble will not chip as readily as porcelain enamel but can be damaged by a sharp blow. Avoid abrasive cleansers or razor blades on manufactured marble; both damage the surface. Always mix hot and cold water at manufactured marble sinks; running only hot water can damage the sink.

Outside Faucets

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

Porcelain

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

Running Toilet

To stop running water, check the shut-off float in the tank. You will most likely find it has lifted too high in the tank, preventing the valve from shutting off completely. In this case, gently bend the float rod down until it stops the water at the correct level. The float should be free and not rub the side of the tank or any other parts. Also check the chain on the flush handle. If it is too tight, it will prevent the rubber stopper at the bottom of the tank from sealing, resulting in running water.

Shut-Offs

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

Sprinklers

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

See also Landscaping/Sprinkler.

Stainless Steel

Clean stainless steel sinks with soap and water to preserve their luster. Avoid using abrasive cleaners or steel wool pads; these will damage the finish. Prevent bleach from coming into prolonged contact with the sink as it can pit the surface. An occasional cleaning with a good stainless steel cleaner will enhance the finish. Rub in the direction of the polish or grain lines and dry the sink to prevent water spots.

Avoid leaving produce on a stainless steel surface, since prolonged contact with produce can stain the finish. Also avoid using the sink as a cutting board; sharp knives will gouge the finish.

Local water conditions affect the appearance of stainless steel. A white film can develop on the sink if you have over-softened water or water with a high concentration of minerals. In hard water areas, a brown surface stain can form appearing like rust.

Tank Care

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

Water Filter or Softener

If you install either a water filter or a water softener, carefully read the manufacturer's literature and warranty for your specific model.

If your home includes a septic system, prior to installing a water softener, discuss with the vendor whether the system you are considering will adversely affect your septic system.

See also Septic System.

TROUBLESHOOTING TIPS: PLUMBING

No Water Anywhere in the Home

Before calling for service, check to confirm that the:

- Main shut off on the inside of your home is open.
- Main shut off at the street is open.
- Individual shut-offs for each water-using item are open.

No Hot Water

See Water Heater

Leak Involving One Sink, Tub, or Toilet

- Check caulking and grout.
- Confirm shower door or tub enclosure was properly closed.
- Turn water supply off to that item.
- Use other facilities in your home and report problem on next business day.

Leak Involving a Main Line

- Turn water off at the main shut off in your home located in the garage.
- Call emergency number for service.

Back Up at One Toilet

If only one toilet is affected, corrections occur during normal business hours.

- Shut off the water supply to the toilet involved.
- Use a plunger to clear the blockage.
- Use a snake to clear the blockage.
- If you've been in your home fewer than 30 days, contact Pyramid Homes or the plumber listed on your Emergency Phone Numbers sheet.
- If you've been in your home over 30 days, contact a router service.

Sewer Back Up Affecting Entire Home

- If you've been in your home fewer than 30 days, contact Pyramid Homes or the plumber listed on your Emergency Phone Numbers sheet.
- If you've been in your home over 30 days, contact a router service.
- Remove personal belongings to a safe location. If items are soiled, contact your homeowner insurance company.

Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

Pyramid Homes Limited Warranty Guidelines

During the orientation we will confirm that all plumbing fixtures are in acceptable condition and are functioning properly, and that all faucets and drains operate freely.

Clogged Drain

Pyramid Homes will correct clogged drains that occur during the first 30 days after closing. If a household item is removed from a clogged drain during this time, we will bill you for the drain service. After the first 30 days, you are responsible for correcting clogged drains.

Cosmetic Damage

Pyramid Homes will correct any fixture damage noted on the orientation list. Repairing chips, scratches, or other surface damage noted subsequent to the orientation list is your responsibility.

Exterior Faucets

Pyramid Homes will repair leaks at exterior faucets noted on the orientation list. Subsequent to orientation, repair of a broken line to an exterior faucet is your responsibility.

Freezing Pipes

Provided the home is heated at a normal level, pipes should not freeze. Set heat at 55 degrees F if you are away during winter months. Keep garage doors closed to protect plumbing lines that run through this area.

Leaks

Pyramid Homes will repair leaks in the plumbing system. If a plumbing leak caused by a warranted item results in drywall or floor covering damage, Pyramid Homes will repair or replace items that were part of the home as originally purchased. We do not make adjustments for secondary damages (for example, damage to wallpaper, drapes, and personal belongings). Insurance should cover these items.

Noise

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

Supply

Pyramid Homes will correct construction conditions that disrupt the supply of water to your home if they involve service from the main water supply to your home, provided actions of yours have not caused the problem. Disruption of service due to failure of the water department system is the responsibility of the water department to correct.

Property Boundaries

Homeowner Use and Maintenance Guidelines

If chose to pay for in your contact, at closing you will receive a copy of a survey that shows your lot and the location of your home on the lot. To construct the home Pyramid Homes established the property boundaries and corners.

During construction, some of the monuments that mark the lot corners may be affected or covered up by grading, excavation, installation of utility lines and other typical construction activities. If you wish to install a fence, swimming pool, add a deck or patio to your home, or otherwise establish a permanent structure, we advise that you have professional surveyors locate and mark property boundaries to be certain they are accurate and you have found all corners.

See also Easements.

Resilient Flooring

Homeowner Use and Maintenance Guidelines

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

Cleaning

Use a damp mop occasionally to prolong the period between cleanings. However, when floors are dull or cannot be refurbished by simple mopping, give them a thorough cleaning. 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 the cleaning solution, rinse the floor and let it dry. Some vinyl floors are designed to never need waxing, but most of them require a coat of floor polish, such as a "mop and let dry" product.

The best polish for most vinyl floors is a water emulsion wax. Use either a floor finish or a wax on the clean dry floor. Finishes provide hard films that don't smear but do not respond to buffing. Waxy polishes leave softer films with a slightly lower gloss that can be buffed to restore appearance.

Apply moderate coats; the right amount is the least that can be applied without streaking. Let it dry about 30 minutes before exposure to traffic. Periodically, usually once or twice a year, take off the build up of old polish or wax with a remover. Dilute wax remover as recommended, apply, rinse, and let dry and apply a new coat of polish. **See the manufacturers warranty pamphlet for more information.**

Color and Pattern

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

Limit Water

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

Moving Furniture

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

No-Wax Flooring

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

Raised Nail Heads

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

Scrubbing and Buffing

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

Seams

Any brand or type of resilient flooring may separate slightly due to shrinkage. Seams can lift or curl if excessive moisture is allowed to penetrate them. You can use a special caulking at tub or

floor joints to seal seams at those locations. Avoid getting large amounts of water on the floor from baths and showers.

Pyramid Homes Limited Warranty Guidelines

We will confirm that resilient floor covering is in acceptable condition during your orientation. Pyramid Homes limited warranty does not cover damage to resilient floors caused by moving furniture or appliances into the home. We can assist you in contacting professionals who can repair such damage if it occurs in your home. Pyramid Homes is not responsible for discontinued selections.

Adhesion

Resilient floor covering should adhere. Pyramid Homes will repair lifting or bubbling and nail pops that appear on the surface.

Ridges

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

Seams

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

Roof

Homeowner Use and Maintenance Guidelines

Your roof will give years of service if it is properly maintained. Flashing seals are placed where the roof abuts walls, chimneys, and valleys or where two roof slopes meet. If a leak should occur, call a qualified roofer to make the repairs. If it is repaired as soon as the roofing material has dried, the cost will be far less than if the job is postponed. A qualified roofer should inspect your roof at least every three years. If your home has a pitched roof, the crawl space between the ceiling and roof will have louvered openings. These are to allow warm, moist air collecting there to escape. Louvered openings, soffit vents, and ridge vents should remain unobstructed all year round. If they are closed, harmful quantities of moisture may accumulate.

The shingles on your roof do not require any treatment or sealer. The less activity your roof experiences, the less likely it is that problems will occur.

Clean Gutters

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

Ice Dam

On occasion, depending on conditions and exposure, as rising heat from inside your home melts snow on the roof, the water runs down and when it reaches the cold eaves, it may freeze. An accumulation of this type of ice dams the subsequent runoff and the water begins to back up, sometimes working its way up and under shingles, ultimately leading into your home through windows or ceilings.

If your home design or orientation makes it vulnerable to this occurrence, you may want to install an electric gutter heater strip in the susceptible areas.

Leaks

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

Limit Walking

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

If you have to walk on your roof for any reason, be careful not to damage the surface of the flashing. Be particularly careful when installing a TV or radio antenna; a careless job can cause serious leaks.

Severe Weather

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

TROUBLESHOOTING TIPS: ROOF LEAK

Please keep in mind that roof leaks cannot be repaired while the roof is wet. However, you can get on the schedule to be in line when conditions dry out, so do call in your roof leak.

- Confirm the source of the water is the roof rather than from a
 - Plumbing leak

- Open window on a higher floor
- Ice dam
- Clogged gutter or downspout
- Blowing rain or snow coming in through code required roof vents
- Gap in caulking
- ▶ Where practical, place a container under dripping water.
- ▶ If a ceiling is involved, use a screwdriver to poke a small hole in the drywall to release the water.
- ▶ Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.
- ▶ Remove personal belongings to prevent damage to them. If damage occurs, contact your homeowner insurance company to submit a claim.
- ▶ Report the leak to Pyramid Homes during first available business hours.

Pyramid Homes Limited Warranty Guidelines

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

Ice Dam

An ice build-up (ice dam) may develop in the eaves during extended periods of cold and snow. Your homeowner insurance may cover this damage which is excluded from warranty.

Inclement Weather

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

Rough Carpentry

Pyramid Homes Limited Warranty Guidelines

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

Floor Deflection

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

Floor Level

Floors will be level to within 1/4 inch within any 32-inch distance as measured perpendicular to any ridge or indentation. Pyramid Homes will correct floor slope that exceeds 1/240 of the room.

Plumb Walls

Pyramid Homes will correct walls that are out of plumb more than 1/2 inch in an 8-foot distance or walls that are bowed more than 1/4 inch in any 32-inch measurement.

Septic System

Homeowner Use and Maintenance Guidelines

A septic system consists of two basic parts. First a septic tank, and second an underground disposal field. Bacteria break down solids forming a sludge which is moved by incoming water out to the disposal field where is filtered out into the soil. To help preserve the effectiveness of the system, keep these points in mind:

- ▶ Avoid disposing of chemicals such as solvents, oils, points, and so on, through the septic system
- ▶ Avoid using commercial drain cleaners. They can kill the bacteria that are working to break down the solid waste matter.
- ▶ Food from a disposal decomposes more slowly and adds to the solids in the tank. Coffee grounds may clog the system.
- ▶ Avoid disposing of any paper product (diapers, sanitary supplies, paper towels and so on) other than toilet paper through the system.
- ▶ Do not rely on yeast or chemical additive to digest sludge. They are not an alternative to regular pumping and may actually harm the system.
- ▶ Drain surface water away from the disposal field. Eliminate unnecessary sources of water in the area of the disposal field. Plant only sod over the disposal field. Avoid fertilizers in this area.
- ▶ Conserve indoor water use to put less strain on the system. Correct leaky faucets or running toilets promptly. Keep in mind that a water softener will generate 30 to 85 gallons of water every regeneration cycle.
- ▶ Do not drive on the disposal field or build over it.

Pumping the System

Over time, the matter not broken down by the bacteria can clog the system. This will happen in spite of careful use and good maintenance. To prevent serious problems, regular pumping to clean out the tank is essential—usually every 1 to 2 years, more often if usage is heavy.

System Failure

Signs that your septic system is failing include:

- ▶ Black water with a foul odor backing up in drains or toilets.
- ▶ Toilets flush slowly.
- ▶ Water ponds on top of the disposal field.
- ▶ Grass stays green over the disposal field even in dry weather.

If you believe your system requires attention, call a professional to assess the situation. Have the system pumped. If a new system is required, a permit must be obtained from the county or municipality where your home is located.

Water Softener

Prior to installing a water softener, discuss with the vendor whether the system you are considering will adversely affect your septic system.

Pyramid Homes Limited Warranty Guidelines

During the orientation we confirm that the septic system is working properly and that you are familiar with the location of the tank and disposal field.

While we install the system in accordance with codes and plans based on your soil conditions, we do not warrant that the septic system will function indefinitely. Weather, ground water, environmental conditions, topography, as well as your family's habits can all generate unpredictable effects.

Shower Doors or Tub Enclosures

Homeowner Use and Maintenance Guidelines

Shower doors and tub enclosures require minimal care. Using a squeegee to remove water after a bath or shower will keep mineral residue and soap film to a minimum. A coating of wax can also help prevent build up of minerals and soap.

Use cleaning products suggested by the manufacturer to avoid any damage to the trim and hardware.

Avoid hanging wet towels on corners of doors; the weight can pull the door out of alignment and cause it to leak.

Check and touch-up caulking on an as needed basis.

Pyramid Homes Limited Warranty Guidelines

During your orientation we will confirm the good condition of all shower doors and tub enclosures. Pyramid Homes warrants that shower doors and tub enclosures will function according to manufacturer specifications.

Siding

Homeowner Use and Maintenance Guidelines

Siding expands and contracts in response to changes in humidity and temperature. Slight waves are visible in siding under moist weather conditions; shrinkage and separations will be more noticeable under dry conditions. These behaviors cannot be entirely eliminated.

Wood and Wood Products

Wood or wood-product siding will require routine refinishing. The timing will vary with climatic conditions. Maintain caulking to minimize moisture entry into the siding. Note that some paint colors will require more maintenance than others and some sides of the home may show signs of wear sooner based on their exposure to the elements. Some wood siding, such as cedar, is subject to more cracking and will require more maintenance attention.

Vinyl

Vinyl siding will occasionally require cleaning. Start at the top to avoid streaking and use a cleaning product recommended by your siding manufacturer. Follow directions carefully.

Cement Based Products

Cement based siding will require repainting and caulking just as wood products do.

See also Paint and Wood Trim.

Pyramid Homes Limited Warranty Guidelines

Pyramid Homes warrants all siding to be free of defects in material and workmanship. We will confirm the good condition of the siding during your orientation. Subsequent damage to the siding will be by your responsibility to repair.

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

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

Pyramid Homes limited warranty does not cover cracks or holes in siding typically caused from rocks, lawn mowers etc and are not a defective in the material of the siding.

Smoke Detectors

Homeowner Use and Maintenance Guidelines

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

Battery

If a smoke detector makes a chirping sound that is a sign that the battery needs to be replaced. Follow manufacturer instructions for installing a new battery. Most smoke detectors use a 9 volt battery.

Cleaning

For your safety, clean each smoke detector monthly to prevent a false alarm or lack of response in a fire. After cleaning, push the test button to confirm the alarm is working.

Locations

Smoke detectors are installed in accordance with building codes, which dictate locations. Pyramid Homes cannot omit any smoke detector and you should not remove or disable any smoke detector.

Pyramid Homes Limited Warranty Guidelines

Pyramid Homes does not represent that the smoke detectors will provide the protection for which they are installed or intended. We will test smoke detectors during the orientation to confirm that they are working and to familiarize you with the alarm. You are responsible for obtaining fire insurance.

Stairs

Homeowner Use and Maintenance Guidelines

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

Pyramid Homes Limited Warranty Guidelines

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

Termites

Homeowner Use and Maintenance Guidelines

We treat the foundation of your home for termites and provide you with a certificate confirming that treatment. Plan to renew this treatment annually or as directed by the literature that accompanies the certificate. Treatment for other types of insects or animal infestations is your responsibility.

Regular Inspections

Regularly inspect your home for signs of termites or conditions that would allow their attack.

- Check for wrinkles or waves in wood trim.
- Tap wood to see if it sound or feels hollow.
- Inspect under the carpet tack strip by lifting the edge of carpet in the corner of a room. The tack strip is untreated and provides a convenient path for termites through your home.
- Watch for tubes of dirt, called mud tubes, which extend from the soil up to your home.
- Keep soil away from any wood parts of your home.
- Be certain all roof water and precipitation moves quickly away from your home's foundation.
- Avoid storing wood on the ground and against your home.
- Maintain a safe zone of at least two feet in width around the perimeter of your home. Avoid planting grass or shrubs, installing any sprinkler device, or digging of any kind in this area. If you disturb this area, have it re-treated to restore protection.
- Before installing stepping stones, river rock, concrete, or so on, against the home, chemically treat the area that will be underneath the new material.
- If you add onto or change the exterior of your home, be sure to have the areas treated first.

If you believe you see signs of termites or if you have any questions, contact your termite treatment company for guidance.

Pyramid Homes Limited Warranty Guidelines

We certify treatment of your foundation for termites at closing. This is our final action for termites. Pyramid Homes warranty excludes treatment for any other insect (such as ants) or animal (such as mice) infestations.

Ventilation

Homeowner Use and Maintenance Guidelines

Homes today are built more tightly than ever. This saves energy dollars but creates a potential concern. Condensation, cooking odors, indoor pollutants, radon, and carbon monoxide may all

accumulate. We provide mechanical and passive methods for ventilating homes. Your attention to ventilation is important to health and safety. Building codes require attic and crawl space vents to minimize accumulation of moisture.

Attic Vents

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

Crawl Space Vents

Homes with crawl spaces usually include two or more vents. Open crawl space vents for summer months and close them for winter months, pulling insulation over them. Failure to close these vents and replace insulation may result in plumbing lines freezing in the crawl space. This occurrence is not covered by your warranty.

Daily Habits

Your daily habits can help keep your home well ventilated:

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

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

Pyramid Homes Limited Warranty Guidelines

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

Water Heater: Electric

Homeowner Care and Maintenance

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

Drain Tank

Review and follow the manufacturer's timetable and instructions for draining several gallons of water from the bottom of the water heater. This reduces build-up of chemical deposits from the

water, thereby prolonging the life of the tank as well as saving energy dollars. Also drain the tank if it is being shut down during periods of freezing temperatures. Carefully follow the instructions in the manufacturer's literature.

Element Cleaning or Replacement

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

Pressure Relief Valve

As a safety feature, your water heater comes equipped with a pressure and temperature relief valve. This should be checked every three to four months to assure operation. If the unit should fail to operate, this valve will prevent a dangerous build-up of temperature and pressure. When the valve is operating, it will appear the tank is leaking when it is merely releasing excess pressure.

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

Safety

Keep the area around a water heater clear of stored household items since doing so might obstruct the airflow & create a fire hazard. Never use the top of the water heater as a storage shelf.

Temperature

All water heaters, whether gas or electric, have a control mechanism to govern water temperature. The dials are set according to state required water temperature settings. A correct temperature setting is especially important for the proper operation of your dishwasher. Too little heat will cause your dishes to not get clean; too much heat will bake food to the dishes. Pyramid Homes will not adjust the temperature of water heater for safety issues. You may contact a licensed plumber for further details.

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

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

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

Your water being too hot often causes noisy water pipes, which may create steam in the pipes. This should be corrected immediately because the accompanying vibration can damage pipe connections and cause them to leak. Should this occur, a simple adjustment to lower your water heater temperature setting will eliminate the build-up of steam.

TROUBLE SHOOTING TIPS: NO HOT WATER

Before calling for service, check to confirm that the

- Water heater breaker on your main electric panel is in the on position. (Remember if a breaker trips you must turn it from the tripped position to the off position before you can turn it back on.)
- Temperature setting is not on “vacation” or too low.
- Water supply valve is open.

Refer to the manufacturer's literature for specific locations of these items and possibly other troubleshooting tips.

Even if the trouble shooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

Pyramid Homes Limited Warranty

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

Water Heater: Gas

Homeowner Use and Maintenance Guidelines

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

Condensation

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

Drain Tank

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

Pilot

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

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

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

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

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

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

Safety

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

Temperature

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

TROUBLESHOOTING TIPS: NO HOT WATER

Before calling for service, check to confirm that the:

- Pilot is lit. (Directions will be found on the side of the tank.)
- Temperature setting is not on “vacation” or too low.
- Water supply valve is open.

Refer to the manufacturer's literature for specific locations of these items and possibly other troubleshooting tips.

Even if the trouble shooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

Pyramid Homes Limited Warranty Guidelines

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

See also Plumbing

Windows, Screens, and Sliding Glass Doors

Homeowner Use and Maintenance Guidelines

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

Acrylic Block

Clean during moderate temperatures with only a mild soap and warm water using a sponge or soft cloth and dry with a towel. Avoid abrasive cleaners, commercial glass cleaner, razors, brushes, or scrubbing devices of any kind. Minor scratches can often be minimized using by rubbing a mild automotive polish.

Aluminum

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

Condensation

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

Screen Storage and Maintenance

The window screens in your Pyramid Homes, Inc. home are constructed of good quality nylon. They never need painting or other preservatives. A gentle washing and hosing about once a year is all that is needed for maintenance. It is not necessary to remove window screens in the winter although some people do prefer to do so.

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

Sills

Window sills in your home are made of wood, wood product, man-made marble, or marble. The most common maintenance activity is dusting. Twice a year, check caulking and touch-up as needed. Wax is not necessary but can be used to make sills gleam. Protect wood and wood product sills from moisture. If you arrange plants on a sill, include a plastic tray under the pot.

Sliding Glass Doors

Sliding glass doors are made with tempered glass which is more difficult to break than ordinary glass. If broken, tempered glass breaks into small circular pieces rather than large splinters which can easily cause injury.

Keep sliding door tracks clean for smooth operation and to prevent damage to the door frame. Silicone lubricants work well for these tracks. Acquaint yourself with the operation of sliding door hardware for maximum security.

Under certain lighting conditions, door glass may be hard to see. If you keep the screen fully closed when the glass door is open, your family will be accustomed to opening something before going through. You may want to apply a decal to the glass door to make it readily visible.

Sticking Windows

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

Tinting

Applying tinting or foil lining to dual pane windows can result in broken windows due to heat build-up. Some manufacturers void their warranty on the windows if you apply tinting or foil lining. Contact the manufacturer to check on their current policy before you apply such coatings.

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.

Pyramid Homes Limited Warranty Guidelines

We will confirm that all windows, screens, and sliding glass doors are in acceptable condition during the orientation. Pyramid Homes will repair or replace broken windows or damaged screens noted on the orientation list. Windows should operate with reasonable ease and locks should perform as designed. If they do not, Pyramid Homes will provide adjustments.

Condensation

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

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

Infiltration

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

Scratches

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

Tinting

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

See also Ventilation

Wood Trim

Homeowner Use and Maintenance Guidelines

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

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

See also Expansion and Contraction

Pyramid Homes Limited Warranty Guidelines

During the orientation we will confirm that wood trim is in acceptable condition. Minor imperfections in wood materials will be visible and will require no action. Pyramid Homes will correct readily noticeable construction damage such as chips and gouges listed during the orientation.

Exterior

Pyramid Homes will caulk and apply touch-up paint to cracks in exterior trim components that exceed 3/16 inch. We provide this repair one time only near the end of the first year. Paint or stain touch-up will not match. We will correct any separation at joints that allows water to enter the home.

Raised Grain

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



Dear Homeowner,

We want our Homeowner Manual to be relevant and useful to the needs of our customers and homeowners. We revise this material once each year and would appreciate your feedback and comments.

1. Please indicate how you used this manual:

- ☐ Read it from cover to cover
- ☐ Briefly looked it over
- ☐ Looked up answers to specific questions on occasion
- ☐ Did not use it at all

1. Did you find the information:

- ☐ Useful
- ☐ Easy to understand
- ☐ Accurate

2. What topics should we add?

3. Are there any topics we need to clarify, or any item that was confusing?

4. Do you have any additional comments?

Please fill in your name, address, and phone number below (optional):

Name _____

Address _____

Phone Number _____

Please check here if you would like us to call you ____

Thank you,

Pyramid Homes



Warranty Program Booklet

This warranty does not cover consequential or incidental damages.

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Introduction

The Builder is providing this warranty program in writing in order to identify our warranty goals, standards and operation procedures. Section A describes the protection which this program affords to the Purchaser; Section B defines the terms used in this Agreement and sets forth the exclusions from the program; Section C sets forth warranty standards which will govern the interpretation and operation of the program; Section D sets forth the procedures to be used when reporting a potential warranty item.

The Purchaser should understand that every newly constructed home needs maintenance and that it is the Purchaser's responsibility to maintain the home. Any damage or defect caused or worsened by neglect, abnormal use, or improper maintenance and operation on the part of the Purchaser will not be covered by this Agreement.

Section A: The Warranty Program

The protection provided under the one year limited warranty program is automatically transferable to subsequent Purchasers.

1. Protection Provided

The limited warranty program provides you with a one (1) year limited warranty commencing on the effective date as specified in Section B, and subject to the terms and conditions listed herein, the Builder warrants that for a period of one (1) year your home will be free from defects due to nonconformity with the warranty standards set forth in Section C of this Agreement and that your home will have no Major Structural Defects (as defined in Section B of this Agreement) and that certain portions of the cooling, heating, ventilating, electrical and plumbing systems will be free from defects due to nonconformity with the warranty standards set for in Section C of the Agreement.

2. Builder's Responsibility and Purchaser's Rights

If a defect in your home arises due to nonconformity with the warranty standards during this Agreement, or if a covered defect in your home's cooling, ventilating, electrical or plumbing systems arises due to nonconformity with the warranty standards during this Agreement, the Builder will repair or replace the defective item; if a Major Structural Defect arises in your home during this Agreement, the Builder will repair or replace the defective item, limited to such actions as are necessary to restore load-bearing capability to the load-bearing components of the home and to repair those elements of the home damaged by the Major Structural Defect which make the home unsafe or unlivable.

3. Conditions Effecting Builder's Responsibility; and Purchaser's Rights

In each instance, the Builder's responsibilities of warranty coverage are subject to the following:

- (a) In the event of a warranty claim, the decision of whether to repair or replace defective items is solely the Builder's decision.
- (b) The Builder's aggregate total liability is limited to and shall not exceed the sale price listed on the Final Closing Statement.
- (c) Actions taken to cure defects will not extend the periods of coverage specified in this Agreement.

- (d) When the Builder finishes repairing or replacing a defective item, you must sign and deliver to the Builder a full and unconditional release of all legal obligations with respect to the defect.
- (e) In the event the builder repairs or replaces any defective item covered by this Agreement, the Builder shall be subrogated to all of your rights of recovery therefore against any person or entity and you agree to execute and deliver any and all instruments and papers and to take any and all other actions necessary to secure such rights, including, but not limited to, assignment of the proceeds of any other insurance or warranties to the Builder as appropriate. You shall do nothing to prejudice such rights or subrogation.
- (f) This Agreement provides coverage only in excess of coverage provided by other warranties or insurance, whether collectible or not.
- (g) If a claim under this Agreement involves a common element in a townhouse, only an authorized representative of the townhouse association may make the claim. However, if the Builder retains a voting interest in the association of more than 50%, unit owners representing 25% of the voting interests in the association may make the claim.
- (h) If a Major Structural Defect (as defined in Section B of this Agreement) arises in your home during the one (1) year warranty, the Builder, at its sole option, will repair or replace the defective item, limited to such actions necessary to restore load-bearing capability to the load-bearing components of the home and to repair those elements of the home damaged by the Major Structural Defect will make the home unsafe or unlivable.

4. General Terms and Conditions Affecting this Agreement

- (a) All notices required under this Agreement must be in writing and sent to the Builder. (See Section D)
- (b) Should any provision of this Agreement be determined by a court of competent jurisdiction to be unenforceable, that determination will not affect the validity of the remaining provisions.
- (c) This Agreement is binding on the Builder and Purchaser, his heirs, executors, administrators, successors and assigns.

- (d) If performance of any of the Builder's respective obligations under this Agreement is delayed by an event not resulting from their own conduct, such performance will be excused until the delaying effects of the event are remedied. Such events include acts of God or the common enemy, war, riot, civil commotion or sovereign conduct, or acts by persons who are not parties to this Agreement.

Section B: Definitions and Exclusions

1. Definitions

For the purpose of this Agreement, the following terms shall have the meanings set forth herein:

- (a) **Purchaser:** The Purchaser shall include the first Purchaser of the home under this Agreement and any and all successors in title, lessees having a leasehold interest in the home of at least fifty years, and a mortgage in possession of the home.
- (b) **Builder:** Pyramid Homes, Inc.
- (c) **Effective Date of Warranty:** One (1) year from the closing date or occupancy date which ever occurs first.
- (d) **Home:** A single family dwelling, a two-or-more unit structure which may be conveyed as a single unit, and the common elements which comprise the building in which a condominium/townhouse unit is situated and which it shares in common with other units in the building.
- (e) **Major Structural Defects:** Only actual physical damage to the following specified load-bearing segments of the home, caused by a failure of such segments which affects their load-bearing functions to the degree that the home becomes unsafe or unlivable:
 - (1) Roof framing members and systems (rafters and trusses);
 - (2) Floor systems (joists);
 - (3) Bearing walls and partitions;
 - (4) Columns;
 - (5) Lintels;
 - (6) Girders;
 - (7) Load-bearing beams; and
 - (8) Foundation systems and footings.

Examples of non-load-bearing elements, which will be deemed not to have Major Structural Defect potential, are:

- (1) Non-load-bearing partitions and walls;

- (2) Wall tile or paper, etc;
 - (3) Plaster, lathes, or dry walls;
 - (4) Floor and sub flooring material;
 - (5) Brick, stucco, stone, or veneer;
 - (6) Any type of exterior siding;
 - (7) Roof shingles, sheathing, and tar paper;
 - (8) Heating, cooling, ventilating, plumbing, electrical, and mechanical systems;
 - (9) Appliances, fixtures, or items of equipment; and
 - (10) Doors, trim, cabinets, hardware, insulation, paint, and stains.
- (f) **Cooling, Ventilating and Heating Systems:** All ductwork, refrigerant lines, steam and water pipes, registers, connectors and dampers.
- (g) **Plumbing Systems:** All pipes (supply and waste) and their fittings, including septic tanks and their pipe drain fields, as well as gas supply lines and vent pipes, up to the public utility connections.
- (h) **Electrical Systems:** All wiring, electrical boxes, connections, up to the public utility connection.
- (i) **Fixtures, Appliances and Items of Equipment including Attachments and Appurtenances:** Water heaters, pumps, stoves, refrigerators, compactors, garbage disposals, stoves and ranges, dishwashers, washers and dryers, bathtubs, sinks, commodes, faucets and valves, lights and fixtures, switches, outlets, circuit breakers, thermostats, furnaces and oil tanks, humidifiers, oil purifiers, ventilating fans, air condition material, in-house sprinkler systems and similar items.
- (j) **Warrantor:** The Builder and where applicable the manufacturer.

2. Exclusions

The Builder **does not cover** the following under this Agreement:

- (a) Failure of the Builder to complete construction of the home or any part of the home on or before the Effective Date. Any incomplete item is not considered a defect. The warranty period for any item completed after the Effective Date shall be deemed to have commences on the Effective Date.

- (b) Any defect, which does not result in actual physical damage or loss.
- (c) All consequential damages, including but not limited to costs of shelter, transportation, food, moving, storage or other incidental expenses related to relocation during repairs.
- (d) Personal property damage or bodily injury.
- (e) Any claim reported to the builder after an unreasonable delay or later than thirty days after the expiration of the applicable warranty period.
- (f) Loss or damage caused directly or indirectly by insects, birds, vermin, rodents, wild or domestic animals.
- (g) Any loss or defects which arise while the home is used primarily for non-residential purposes.
- (h) Loss or damage caused by soil movement, including subsidence, expansion or lateral movement of the soil (excluding flood and earthquake) which is covered by any other insurance or for which compensation is granted by legislation.
- (i) Normal deterioration or normal wear and tear.
- (j) Any deficiencies in or damage caused by material or work supplied by anyone other than the Builder or its employees, agents, or subcontractors, including but not limited to the items listed as additional exclusions.
- (k) Damages or losses caused by a defect in construction of the home by the Builder or its employees, agents, or subcontractors, but resulting from accidents, riots, civil commotion, nuclear hazards, acts of God or nature, fire, explosions, blasting, smoke, water escape, windstorms, hail, lightning, falling trees, aircraft, vehicles, flood, mud slides, sinkholes, faults, crevices, earthquake, including land shock waves or tremors before, during or after a volcanic eruption.
- (l) Loss or damage resulting from the Purchaser's failure to minimize or prevent such loss or damage in a timely manner.
- (m) Loss or damages to or resulting from defects in out-buildings including, but not limited to detached carports (except) outbuildings which contain plumbing, electrical heating, cooling or ventilation systems serving the home (a fence, utility line or similar union shall not cause an outbuilding to be considered attached), site located swimming pools and other recreational facilities; driveways; fences;

landscaping (including sodding, seeding, shrubs, trees and plantings) French drains; off-site improvements; or any other improvements not a part of the home itself.

- (n) Loss or damage to real property which is not part of the home (and is not considered a part of the home covered by this Agreement) and which may or may not be included in the Final Sales Price.
- (o) Loss or damage resulting from, or made worse by, changes in the grading of the property by anyone except the Builder or its employees, agents or subcontractors.
- (p) Loss or damage resulting from, or made worse by, modifications or additions to the home made after commencement of the term of this Agreement (other than changes made in order to meet the obligations of this Agreement).
- (q) Loss or damage resulting from, or made worse by, dampness, condensation or heat build-up caused by the failure of the Purchaser to maintain proper ventilation.
- (r) Any defect, damage or loss which is caused or made worse by failure of the purchaser to notify the Builder of any defect within reasonable period of time.
- (s) Any defect, damage or loss which is caused or made worse by failure by anyone other than the builder or its agents, employees, or subcontractors to comply with the manufacturers; warranty requirements concerning appliances, fixtures or items or equipment.
- (t) Loss or damage resulting from, or made worse by, negligent maintenance or operation of the home and its systems by anyone other than the Builder or its employees, agents or subcontractors.
- (u) Following this Agreement, any deficiencies in fixtures, appliances and items of equipment whether or not components of the cooling, ventilating, heating, electrical, plumbing or in-house sprinkler systems. During this Agreement, coverage on fixtures, appliances, and items of equipment (including attachments and appurtenances) is for one (1) year or the manufacturer's written warranty period, whichever is less. {Damage caused by improper maintenance or operation, negligence, or improper service by the Purchaser or its agents will not be covered by this Agreement.}

- (v) Loss or damage resulting from a condition or resulting in actual physical damage to the home, including uninhabitability or health risk due to the presence or consequences of unacceptable levels of radon, formaldehyde, carcinogenic substances, or other pollutants and contaminants; or the presence of hazardous or toxic materials.
- (w) Loss or damage caused directly or indirectly by flood, surface water, waves, tidal water, overflow of a body of water, or spray from any of these (whether or not driven by wind), water backs up from sewers or drains, changes in the water table which were not reasonably foreseeable, or water below the surface of the ground (including water which exerts pressure on or seeps or leaks through a building, sidewalk, driveway, foundation, swimming pool or other structure), wetlands, springs or aquifers.
- (x) Loss or damage caused directly or indirectly by improper watering of the yard or plant beds, which keep the home's exterior, moist and thereby causing deterioration to the home.

Section C: Warranty Standards

1. Purpose of the Standards

This section establishes the standards by which it will be determined whether your home has a problem, which is covered, by this Agreement and the obligation of the Builder to correct those defects. Where specific standards and obligations are not set forth, the standard shall be the accepted industry practice for workmanship and materials.

2. Conditions Applicable

The applicability of the warranty standards is conditioned upon the fact that your home is constructed in compliance with all local building codes as well as one of the following codes or the Minimum Property Standards of the U.S. Department of Housing and Urban Development.

Building Code

International Residential Code (IRC)
One & Two Family Dwelling
North Carolina State Building Code
Standard Building Code

Plumbing Code

International Residential Code (IRC)
North Carolina State Plumbing Code
Standard Plumbing Code

Mechanical Code

International Residential Code (IRC)
North Carolina State Mechanical Code
Standard Mechanical Code

Electrical Code

International Residential Code (IRC)
Electrical Code for One or Two Family Dwellings
National Electrical Code
North Carolina State Electrical Code

3. Additional Conditions: Purchaser's Responsibility

The applicability of these warranty standards is further conditioned upon the purchaser's proper maintenance of the home to prevent damage due to neglect, abnormal use or improper maintenance.

4. Standards Applicable During Warranty Period

Pages 14-21 give examples of typical homeowner concerns and defines the Builder's responsibility per this warranty agreement.

Section D: Reporting Procedures

Your home has passed many inspections by Pyramid, City and County personnel. Even with the number of quality checks in the construction of a new home, it may become necessary to request regular service. (Emergency service will be addressed later). In order that we may address all of your concerns at one time, and cause the least amount of disruption to your home life, we ask that you observe the following procedures.

When you have a concern with your home, please refer to this manual to familiarize yourself with Pyramid Homes, Inc.'s responsibility. If you believe the item is covered by this warranty, please submit one of the service request forms provided or send a letter to:

Pyramid Homes, Inc.
Customer Care Department
PO Box 4127
Wilmington, NC 28406
warranty@buildpyramid.com

Upon receipt of this request, a customer service representative will call to let you know we have received your request (please include home, work and cell numbers). Your representatives will then call you, review the service request, and transfer all warranted request to an authorized work order. They will then either complete the work or schedule the appropriate crews to complete the work. Upon completion you will be asked to sign that the work has been completed.

There are some repairs that either due to emergency or merely for convenience, you may wish to schedule yourselves. We have included the name and phone numbers of the plumbing, heating and air conditions, and electrical contractors, as well as other important phone numbers to assist you in this regard.

We hope these simple steps will help us give you a level of service second to none.

HOMEOWNERS' CONCERNS	GENERAL INFORMATION	PYRAMID HOME'S RESPONSIBILITY
	MASONRY AND CONCRETE	
1. Concrete foundation wall cracks	Shrinkage or settlement cracks are common and should be expected within certain tolerances.	Any cracks greater than 1/4 inch in width will be repaired by surface patching or point; builder is not responsible for color variations.
2. Cracks in block or veneer walls (blocks, bricks and mortar joints)	Settlement cracks are common and should be expected within certain tolerances.	Any cracks greater than 3/8 inch in width will be repaired by surface patching or pointing; builder will not be responsible for color variations.
3. Cracks in concrete floors	Shrinkage (hairline) cracks are common and should be expected within certain tolerances.	Any cracks greater than 1/4 inch in width or 1/4 inch in vertical displacement will be repaired by surface patching or other remedies.
4. Vertical or horizontal movement of concrete slabs at joints	Concrete slabs are engineered to move at expansion and contraction joints.	None.
5. Cracks in attached garage slab	shrinkage cracks are common and should be expected within certain tolerances.	Cracks exceeding 1/4 inch in width or 1/4 inch in vertical displacement will be repaired by patching or other remedies.
6. Concrete floors in rooms designed for living having pits, depressions or unevenness	Slopes purposefully created for drainage are not covered.	If the unevenness exceeds 3/8 inch in a 32 inch measurements, it will be corrected.
7. Concrete slab cracks which cause finished floor coverings to rupture	Concrete is a water-based substance. When poured, it will crack while curing.	the problem will be corrected so that the defect is not readily noticeable.
8. Powdering, scaling or pitting of concrete (aggregate showing or loose)	If the problem is caused by erosion due to salt, chemicals or unusual weather, the Builder is not responsible.	If the deterioration occurs under normal use and conditions, the Builder will evaluate it.
9. Vertical or horizontal separation of stoops away from the house.	Minor separation is normal as is minor puddling of rain water	Separation of more than one (1) inch will be repaired as will excessive water puddling.
	LOT GRADING AND DRAINAGE	
10. Ground settlement around foundation and utility trenches	Ground settlement should not disrupt water drainage from the house.	If the final grading was performed by the Builder, he will replace fill in excessively settled areas if notified within 45 days from closing.
11. Erosion	Erosion in newly seeded yards is to be expected. Repeated raking and re-seeding of your lawn will be required until your lawn is established.	None.

12. Lot drainage not functioning properly	After normal rainfall, water should not stand in the yard for more than 24 hours nor in swells for more than 48 hours. No decision regarding coverage will be made while frost or snow or saturation exist on, or in the ground. Water will and is expected to stand behind check dams as required by local authorities or deemed necessary by the developer.	The Builder is responsible for establishing the proper grades and swells; after that, the Purchaser is responsible for maintaining them.
CARPENTRY (ROUGH-IN)		
13. Walls which bulge, bow or are out-of-plumb	All interior and exterior walls have minor differences.	Walls bowing more than 3/8 inch within a 32 inch measurement (floor to ceiling or wall-to-wall) will be repaired.
INSULATION		
14. Inadequate insulation	This warranty assures that your insulation will meet the applicable energy code requirements.	Builder will install sufficient insulation to meet the applicable code requirements.
15. Air infiltration from mechanical openings	Mechanical connection boxes are backed by the exterior wall, which may cause air infiltration	None.
ROOFING		
16. Roof Leaking	The roof should not leak and no leaks should arise from flashings, except where snow and ice are allowed to build up. Prevention of snow and ice buildup is the Purchaser's responsibility	All roof and flashing leaks not caused by snow and ice buildup or other neglect by purchaser will be repaired. The Builder is not responsible for color variations.
17. Leaks in gutters and downspout leaders	Gutters and leaders should not leak. However, during heavy rains, overflow should be expected. The Purchaser is responsible for keeping the gutters and leaders open and free from debris.	Leaks not caused by Purchaser's neglect will be repaired.
18. Water stays in gutters	Purchaser is responsible for keeping gutters and leaders open and free from debris.	Builder will repair so that if free from debris, the standing water depth will not exceed one (1) inch.
19. Insufficient attic or roof ventilation	The applicable building codes will control.	Builder will correct to meet the applicable code requirements.
SIDING AND CAULKING		
20. Faulty workmanship trim	Separation between siding, masonry and trim should not exceed 3/8 inch. Siding, trim and masonry should be capable of excluding the elements	Builder will repair by caulking or other methods.
. Leakage of elements through attic louvers, vents, & ridge or soffit vents	Even if vents are installed according to building codes, driving snow or rain may enter. This is not a defect.	Builder will correct to meet the applicable code requirements.

22. Delaminating of siding	Purchaser must provide proper maintenance.	Delaminating or joint separations will be repaired and new areas only will be repainted. Builder is not responsible for color variations.
23. Paint or stain peels or fades	Fading is normal and is caused by weathering. Varnish or lacquer on the exterior will deteriorate quickly and is not covered by this warranty. Mildew and fungus on siding are caused by climatic conditions or nearby bodies of water and are not covered by this warranty.	Defective areas will be corrected and if the deterioration affects 75% of a wall, the entire area will be refinished. The Builder will be responsible only for matching color as closely as possible.
24. Cracks in stucco wall finish	Cracks in stucco wall finishes are common and should be expected within certain tolerances.	Cracks in excess of 1/8 inch in width will be repaired once.
FIREPLACES		
25. Not enough draw or down draft	Trees too close to the chimney or high winds can cause down drafts. Some homes are extremely air-tight and a window may have to be opened in order to maintain an effective draft.	If the problem is caused by improper construction or design, it will be corrected
26. Chimney separated from home	Some minor separation is normal and should be expected within certain tolerances.	Separation in excess of 1/2 inch in any 10 foot measurement will be corrected by caulking or other measures.
27. Cracking of firebrick	It is expected that heat will cause cracking.	None.
28. Fireplace brick veneer cracking	Some cracking is common and should be expected within certain tolerances.	Cracks in brick veneer greater than 1/4 inch in width will be repaired by pointing or patching.
29. Creosote or resin build up or creosote seepage through chimney	Creosote seepage is caused by the build up of creosote in the chimney flue which is the direct result of the materials and manner in which the fireplace or stove is utilized. Burning of non-seasoned wood or improper operation will greatly enhance this situation. Chimney flues should be cleaned regularly.	Builder is responsible for constructing the chimney to meet the code requirements. Since the Builder does not have control of the materials and methods used in operating, he is not responsible for any defects caused by anything other than code violations in construction.
WINDOWS AND DOORS		
30. Warpage of doors-passage and closet	Some warping, especially of exterior doors is normal, and is caused by surface temperature changes. Such warping, however, should not cause the doors to become unusable or allow entrance of the elements, and should not exceed 1/4 inch measured corner to corner diagonally	Defective doors will be repaired or replaced and the finish matched as closely as possible.
31. Shrinkage of door panels	Expansion and contraction is normal and may cause unfinished surfaces to appear.	None.
32. Glass breakage	This is not covered by your warranty. You should inspect your property and bring any glass breakage to the Builder's attention prior to occupancy	None.
34. Garage door malfunctions	Maintenance is purchaser's responsibility	The door will be repaired and adjusted to function as designed.

35. Rain or snow enters through garage door	Some entrance of the elements should be expected. Garage doors are not weatherproof.	The door will be adjusted to meet the manufacturer's specifications.
36. Windows do not operate	Reasonable pressure should open and close windows. Condensation and frost on windows are caused by climatic conditions and living habits of the Purchaser and are not covered by this warranty.	Builder will repair as required.
37. Drafts around windows and doors	Some draft is normal.	Defective weather-stripping and badly fitted doors and windows will be repaired, adjusted or replaced.
INTERIOR WALLS AND TRIM		
38. Faulty workmanship trim	Some separations in moldings between moldings and adjacent surfaces (including easement, base, etc.) is normal and should be expected within certain tolerances.	Separation in excess of 3/16 inch will be repaired by caulking or other methods.
39. Wall or ceiling cracks & nail-pops	Hairline cracks and seam or tape cracks, along with other slight imperfections are normal and should be expected within certain tolerances. Nail pops are common and are due to contraction and expansion of lumber products. They are beyond the Builder's control and are not covered by this warranty.	Cracks exceeding 1/8 inch in width will be repaired once. The builder is responsible for repainting only the affected area unless the majority of a wall is affected. Color will be matched as closely as possible.
40. Seams apparent in drywall or walls bulge, bow or out of plumb.	All interior and exterior walls have minor differences.	Walls bowing more than 3/8 inch in a 32 inch measurement (floor to ceiling or wall to wall) will be repaired. Sheetrock seams & variations will be apparent under certain lighting conditions.
41. Wallpaper or covering begins to peel	The Purchaser should be careful not to cause this problem by negligence, such as consistent use of the shower without the exhaust fan being on. Miss-matches of wallpaper edging is not covered.	The peelings will be corrected by repair or replacement. Builder is not responsible for discontinued patterns or colors or for variations in color.
FLOORING AND COVERING		
42. Cracking of ceramic tile	Cracking of grout joints is common and is a home maintenance item.	Cracked tiles due to foundation cracking will be replaced and excessive cracking of grout joints will be repaired once. Builder is not responsible for discontinued patterns or colors or for variations in colors.
43. Uneven joints in wooden floors or floor boards	Squeaks and loose sub-flooring are usually passing conditions caused by lumber shrinkage or temperature changes and are not covered by this warranty unless caused by a defective joist in the floor system.	Uneven joints resulting in ridges or indentations exceeding 1/4 inch within a 32 inch area (measuring perpendicular to the ridge or indentation), will be repaired.

44. Hardwood floors - separation between finished floor boards	Some separation is normal and should be expected within certain tolerances.	Separations exceeding 3/16 inch in width will be repaired by filling or repairing at the Builder's option.
Nails popping through resilient floors	Only nails which have broken through the floor covering will be repaired.	The nail pops will be repaired and the covering repaired or replaced in the area damaged by patching. Builder is not responsible for discontinued patterns or colors or for variations in color.
46. Sub-floor imperfections causing ridges	Minor ridges or indentations are common and should be expected within certain tolerances.	Ridges or indentations in excess of 1/8 inch (measured with a straight edge perpendicularly over the ridge and the deflection measured no more than three (3) inches from the ridge) will be repaired and affected floor covering will be repaired or replaced. Builder is not responsible for discontinued patterns or colors or for variations in color.
47. Floor covering becomes loose or bubbles	***	The affected area will be repaired or replaced. Builder is not responsible for discontinued patterns or colors or for variations in color.
48. Gaps in seams of resilient covering	Minor gaps are common and should be expected within certain tolerances.	Gaps in excess of 1/8 inch will be repaired or replaced at the affected area by patching. Builder is not responsible for discontinued patterns or colors or for variations in color.
49. Gaps in carpet seams	Seams will be apparent, but gaps should not be noticed.	The carpet will be repaired or restretched if necessary so gaps are not visible.
50. Carpet becomes packed	Most carpets will pack if not vacuumed with a power head. Regular vacuuming with a power head is a must to keep your carpet from packing.	The Builder has no control over carpet care given by the homeowner. Therefore, the Builder assumes no responsibility.
CABINETS AND COUNTER TOPS		
51. Vanity or kitchen countertops or cabinets chip, crack or delaminate	Cracks and chips, including porcelain and fiberglass fixtures, not reported to the Builder prior to occupancy will not be covered by this warranty.	Chips, cracks or delaminating reported prior to occupancy will be repaired.
52. Cabinet doors or drawers warp	Minor warpage is common and should be expected within certain tolerances.	Warpage in excess of 1/4 inch from the face of the cabinet will be repaired or the doors or drawers replaced.
53. Cabinet separates from wall or ceiling	Some separation is common and should be expected within certain tolerances.	Separation in excess of 1/4 inch will be repaired or the cabinet replaced.
54. Tamished hardware	Because the Builder has no control over the climatic conditions and cleaners used, the hardware finishes are not warranted.	None.
55. Loose hardware	Door knobs, towel bars, and other hardware will become loose. Tightening these is part of homeowner's maintenance.	None.

HEATING AND COOLING

56. Insufficient cooling	Where applicable, the cooling system should be able to maintain a temperature of 78 degrees (measured 5 feet above the center of the floor) under local outdoor ASHRAE specifications. In the case of excessive outdoor temperature, a 20 degree difference is acceptable. purchaser is responsible for minor adjustments such as balancing dampers and registers. All rooms will vary in temperature by 3 or 4 degrees. This is acceptable.	The Builder will repair the system so that it will perform as described.
57. Insufficient heating	The heating system should be able to maintain a temperature of 72 degrees (measured 5 feet above the center of the floor) under local outdoor ASHRAE specifications. Purchaser is responsible for minor adjustments such as balancing dampers and registers. On extremely cold days, a 5 to 6 degree difference between the actual inside temperature and the thermostat setting is acceptable. All rooms will vary in temperature by 3 to 4 degrees. This is acceptable.	The Builder will repair the system so that it will perform as described.
58. Ductwork noisy	When metal ducts heat and cool, some noise will result. Very loud noise known as oil canning is not acceptable.	Builder will correct the oil canning noise only.
59. Ductwork separates	***	The Builder will repair.
7b. Noisy Unit or See ice around unit	Unit is in defrost mode. Compressor flushes backwards, locks & heats. Makes noises when doing this the valve opens and releases freon.	None.
PLUMBING		
60. Pipes freeze and burst	Purchaser is responsible for draining pipe lines supplying outside faucets. During excessive and constant low temperatures, freezing is to be expected.	None.
61. Plumbing fixtures, appliances and trim fittings leak or malfunction	***	Leaks or malfunctions in faucets, valves, appliances and trim fittings caused by defects in materials or workmanship will be corrected.
62. Pipes noisy	Expansion and contraction caused by water flow will cause some noise which is to be expected.	Loud, hammering noises in pipes will be corrected.
63. Cracks or chips in porcelain or fiberglass	The Purchaser should inspect these items before taking occupancy and report them to the Builder prior to occupancy.	The Builder will be responsible for these items only if reported prior to occupancy.
64. Water supply stops	Drought or causes other than defective workmanship and materials will not be covered under this warranty.	Builder will repair or replace faulty workmanship and materials only.
65. Septic System fails	Freezing, soil saturation, underground springs, water run-off, excessive use and increasing the water table are among the causes not covered by this warranty.	Builder will repair or replace faulty workmanship and materials and conform with the Sewage Enforcement Officer's instructions as per design and installation only.

66. Pipe leaks	Condensation on pipes is normal and is not covered by this warranty.	Leaks will be repaired.
67. Clogged drain and sewers	This is a Purchaser's maintenance item. The Builder will be responsible only if the cause is a defect in construction.	Builder will repair only if caused by a defect in construction. Owner will pay for Builder's repair if not a construction defect.
ELECTRICAL		
68. Outlets, switches, or fixtures fail	***	Defective outlets, switches and fixtures will be repaired or replaced.
69. Consistently blown fuses or circuit breakers kicking off	Builder will not be responsible if caused by overloads in the system or by the use of appliances or hardware on circuits not originally designed to carry the load.	Builder will inspect and repair any defects caused by non-compliance with applicable building and electrical codes.
70. Fixtures tarnish or pit.	Depending on climatic conditions, materials may discolor, tarnish, rust, or pit. The Builder has no control over this happening.	None.
71. Wiring fails to carry original specified electrical load.	***	Builder will correct to meet applicable building and electrical codes.
LANDSCAPING		
72. Landscaping	Because of the lack of control over proper fertilizing and watering, the Builder does not warrant landscaping.	No landscaping will be replaced after closing.
73. Tree dies	Trees die because of a variety of reasons beyond the control of the Builder.	No trees will be removed or replaced after closing.
74. Water Sprinklers and Irrigation Systems	All watering should be done in a manor that does not wet the home. Homes are built to be waterproof from top down, not from bottom up. Areas hit by routine watering will not have an opportunity to dry out completely and will rot in a short period of time.	Damage caused by water sprinklers or by irrigation's systems is not covered under this warranty.