



Alturas  
HOMES

# Homeowner Manual

UPDATED 2025

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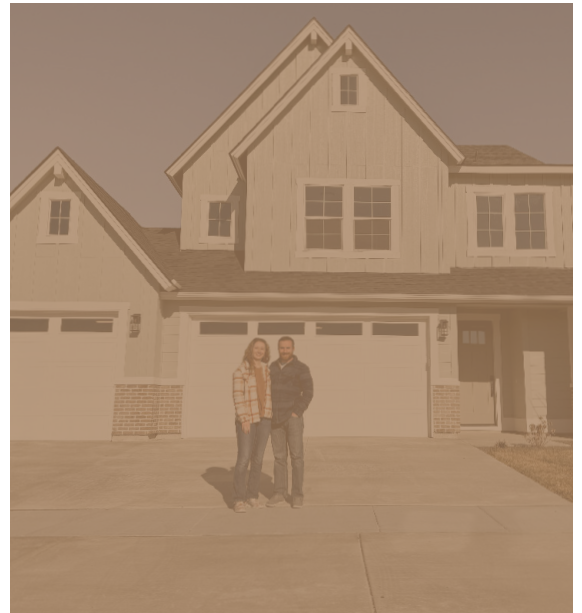
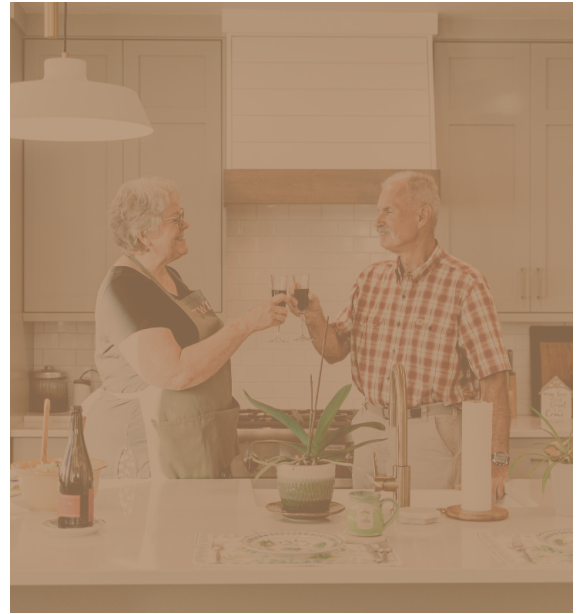


## Introduction

Thank you for choosing Alturas Homes as your homebuilder. Our goal is to create a beautiful home for you while ensuring a stress-free building experience and a smooth transition into homeownership. Above all, we are committed to providing exceptional customer service.

We believe that strong communication is key to achieving these goals. By working together—you as the homeowner, Alturas as the builder, and the real estate professionals guiding you through the process—we can ensure a seamless experience.

This manual is designed to help you understand the warranty process and set clear expectations regarding our standards, quality safeguards, and warranty coverage. We hope it serves as a valuable resource throughout your journey with Alturas Homes. Please take the time to read it now and keep it on hand for future reference. If you have any questions or need assistance, we're always here to help.



# Caring for Your Home

At Alturas Homes, we take pride in constructing homes with high-quality materials and skilled craftsmanship. Every material used in your home is carefully selected to meet our standards for durability and performance. Our team supervises all work to ensure the best possible outcome for your investment.

Much like an automobile, a home requires regular care and maintenance from day one. Ongoing homeowner upkeep is essential to preserving the quality and longevity of your home.

## **HOMEOWNER USE AND MAINTENANCE GUIDELINES**

We are committed to building homes and communities that retain their value over time. As a homeowner, proper maintenance of your home and its components plays a crucial role in protecting your investment. Routine maintenance is necessary due to normal wear and tear, material characteristics, and regular servicing of mechanical systems. Temperature and humidity fluctuations can also affect various aspects of your home.

Addressing minor repairs or adjustments promptly can prevent more significant, time-consuming, and costly issues later. Neglecting routine maintenance may void portions of your limited warranty coverage. By caring for your home diligently, you enhance its longevity and contribute to the overall appeal of your community.

While we strive to provide comprehensive guidance, this manual cannot cover every aspect of home care. The topics included are listed alphabetically, detailing usage and maintenance recommendations, followed by Alturas Homes' limited warranty guidelines. Some components discussed may not apply to your specific home.

Additionally, we encourage you to review the manufacturer-provided literature for appliances, systems, and other installed products. This guide does not duplicate that information. Even if you are familiar with homeownership, some details may differ from your previous experiences.

If any information in this manual conflicts with a manufacturer's recommendations, always defer to the manufacturer's guidelines. Be sure to complete and submit any required warranty registration forms, as some manufacturers offer extended coverage beyond the first year. Staying informed about these warranties ensures you maximize their benefits.

## **ALTURAS HOMES LIMITED WARRANTY GUIDELINES**

At Alturas Homes, we are committed to building high-quality homes. While we strive for perfection, we recognize that occasional defects or material performance issues may arise. When this happens, we will make the necessary corrections. To support this commitment, we provide you with a limited warranty.

This manual outlines the one-year material and workmanship standards, helping you understand the quality benchmarks we uphold and how we address common concerns in a new home. Each section describes our standards for various components and the steps we take to resolve issues that do not meet these expectations.

Our warranty repair criteria align with typical industry practices in our region and often exceed those standards. However, we reserve the right to go beyond these guidelines when individual circumstances or common sense dictate, without an obligation to apply the same adjustments universally.

All workmanship adheres to the Residential Construction Performance Guidelines for Professional Builders and Remodelers, Fourth Edition (©2011, National Association of Home Builders of the United States). If a specific item is not addressed in that publication, standard industry practices will apply.

You acknowledged and signed the limited warranty as part of the Alturas Homes Standard Addendum. A copy of the warranty document will be provided at closing and is also included in your homeowner literature for reference. Please take the time to review this information along with the service procedures outlined in the following pages. If you have any questions regarding warranty standards or processes, our Customer Care department is available to assist you.

# Warranty Service

All new Alturas Homes are covered by our comprehensive one-year warranty. To request service, please use the online submission form available on our website. It's essential that the form is fully completed and includes clear pictures. Items not listed on the service request form or those without accompanying photos WILL NOT be addressed during the warranty service visit.

Emergency service requests can be made by phone. Emergencies include issues that make the home uninhabitable or could lead to further damage, such as plumbing, heating, or electrical problems.

Once your service request is submitted, our Customer Care Team will acknowledge receipt within 48 hours and inform you of the next steps. Typically, requests fall into one of the following categories:

- Covered item to be repaired by a Trade Contractor
- Coverage unclear / Field review required
- Homeowner maintenance item

If repairs require a trade contractor or Alturas Homes employee, we will issue a work order and contact you to schedule the necessary service. Service appointments are available Monday through Friday, between 8:00 AM and 4:00 PM.

We aim to schedule warranty work orders within five business days, unless access is unavailable or a back-ordered part causes a delay. If there is a delay, we will keep you informed.

For homeowner maintenance items, we will guide you through the necessary steps and provide as much information as possible. However, please note that Alturas Homes does not perform routine homeowner maintenance.

# Reporting Warranty Items

We understand that warranty coverage can sometimes be confusing. This section is designed to simplify the process for reporting warranty items. If you're unsure who to contact, please call our office, and we'll guide you through the process.

## APPLIANCES

For appliance-related issues, contact the manufacturer directly. Be sure to provide the model and serial number, your home's closing date, and a description of the problem. You can find the manufacturer's contact information in the literature left on-site or by visiting the manufacturer's website.

## EMERGENCY SERVICE

For emergencies during normal business hours (Monday to Friday, 8:00 AM to 5:00 PM), please call our main office at **(208) 391-4445**.

For emergencies outside of business hours, call (208) 775-0132.

This emergency number should only be used for urgent situations. Here are the types of emergencies we address:

- Total stoppage of plumbing or sewer system (excluding situations where one toilet is stopped, but another is still functional).
- A water leak that requires turning off the home's main water supply.
- Complete loss of heat during winter months (when temperatures drop below 20°F).
- Total loss of electrical service (excluding power outages caused by storms or local electrical company work).

## NON-EMERGENCY SERVICE

For non-emergency warranty requests, please submit them online via this form.

Please be aware that Alturas Homes offers one-time repairs for common issues caused by expansion and contraction, including drywall, tile, grout, and caulking. We recommend waiting until the end of your warranty period to submit these items, as they will be addressed only once during the warranty period. Many of these issues are minor and can be resolved by homeowners themselves, and we're happy to explain how.

## **STORM DAMAGE / OTHER NATURAL DISASTERS**

For storm or disaster-related damage, contact your homeowner's insurance agent immediately. Take steps to contain the damage as much as possible without risking your safety. If it's safe to do so, photograph the damage for insurance purposes.

## **QUESTIONS?**

If you have any questions, please call our office during normal business hours at **(208) 391-4445**. We kindly ask that you refrain from contacting Alturas contractors and employees directly regarding warranty requests, as they are only able to refer you to our warranty department.

## **HOURS**

**Alturas Office Hours:** Monday – Friday, 8:00 AM to 5:00 PM

**Inspection Appointments:** Monday – Friday, 8:00 AM to 4:00 PM

**Work Appointments:** Monday – Friday, 8:00 AM to 4:00 PM

# Emergency vs. Non-Emergency Conditions

To help clarify what constitutes an emergency and requires immediate attention, we have established the following guidelines:

## **TYPICAL EMERGENCIES REQUIRING IMMEDIATE ATTENTION:**

- Total stoppage of the plumbing or sewer system (not applicable when one toilet is stopped but another is still functioning).
- A water leak that requires the main water supply to the home to be shut off.
- Complete loss of heat during winter months (when temperatures fall below 20°F).
- Total loss of electrical service (excluding power outages due to storms or local electrical company work).

## **CONDITIONS NOT CONSIDERED EMERGENCIES:**

- Dripping faucet
- Leaks under sinks or toilets
- One toilet stopped up when another is available
- Furnace fan cycling
- Lights out in any part of the house
- Loss of hot water
- Oven not working
- Problems with range or cooktop
- Pressure and temperature valve on water heater leaking
- Non-operational garage door opener
- Roof leaks
- Air conditioning not operating (please contact the HVAC contractor listed on the furnace).

## **WEATHER-RELATED DAMAGE:**

Damage caused by extreme weather conditions such as ice, heavy rain, hail, tornadoes, and windstorms is not covered under the warranty. Similarly, damage caused by weather that exceeds the design specifications of materials or components used in your home is also not warranted. Homeowner's insurance typically covers weather-related damages, so it's important to contact your insurance agent within 24 hours of an occurrence.

## **INDEPENDENT CONTRACTORS AND WARRANTY IMPACT:**

Under no circumstances will Alturas Homes be responsible for any costs incurred by independent contractors hired by homeowners. If an independent contractor alters or modifies any equipment or product installed by Alturas Homes or its subcontractors, the warranty may become invalid for that product.

If contractors are called for what turns out to be a homeowner's responsibility, they may charge you for the service call.

## **QUESTIONS OR ASSISTANCE:**

If you have any questions about your warranty or need assistance in interpreting this manual, please don't hesitate to contact our Customer Care department at **(208) 391-4445** or by email at **homeownercare@alturas.com**.

# Homeowner Maintenance Checklist

**Please review this list before submitting a warranty request.** To ensure your home stays in great condition, routine maintenance is essential. The following items are the homeowner's responsibility and are not covered under your Alturas Homes warranty. This list is not exhaustive but serves as a helpful guide for common maintenance tasks.

1. Watering and maintaining your lawn and landscaping.
2. Replacing faucet washers beyond thirty (30) days after settlement.
3. Cleaning sump or ejector pump (where applicable).
4. Checking circuit breakers.
5. Changing light bulbs or fluorescent tubes.
6. Repair or replacement of threshold or weather stripping.
7. Repair of broken glass or glazing.
8. Water sealing of any pressure treated decks.
9. Clogged toilets or drains after thirty (30) days of occupancy.
10. Damaged concrete or asphalt due to the use of salt, deicers, and gas or oil leaks.
11. Sealing cracks of concrete driveways.
12. Grout or caulking around tubs, sinks or vanities.
13. Normal concrete cracks.
14. Furnace filter changes or cleaning of coils.
15. Flushing hot water heater.
16. Condensation and icing during cold periods.
17. Disconnecting all garden hoses from hose bibs during cold weather.
18. Any repair or material failure caused by homeowner alterations.
19. Control of erosion from discharges from downspouts or sump pumps.
20. Garbage disposal jams from misuse.
21. Removing foreign objects from gutters and downspouts. Rain gutter overflows against foundation walls will erode grading adjacent to the foundation and may cause basement leaks.
22. Re-caulking of interior or exterior joints (interior trim and countertops) due to normal wear.
23. Repair or minor cracking of wall surfaces, trim, etc. due to normal settlement or normal material shrinkage.
24. Repair of nail pops which do not break or blister the surface.
25. All grading (except major re-grading) around the house foundation resulting from normal consolidation of backfilled soils.
26. Frozen hose bib.
27. Removal of buildup of ice and ice dams.
28. Rebalancing and adjustments of ceiling fans (to eliminate fan tick noises).

# Troubleshooting Guide

This guide provides quick troubleshooting tips for specific issues with your home's heating and air conditioning system. For more detailed information, refer to the Care and Use section of this manual. The issues are listed alphabetically for your convenience.

## HEATING AND AIR CONDITIONING

### If the Forced Air Unit is Not Working Properly:

- Ensure the thermostat is set to a temperature higher than the current room temperature.
- Verify the furnace door is securely closed and latched.
- Check that the circuit breaker is turned on and the gas service is active.
- Confirm that the gas valve is in the “on” position and that the pilot light or intermittent sparking device is functioning.
- If the issue persists, contact the HVAC contractor's customer service department using the number provided on the furnace.

### If Your Air Conditioning Unit Shuts Down or Will Not Start:

- Make sure the thermostat is set to a temperature lower than the current room temperature.
- Turn off the air conditioner at the thermostat, then inspect the circuit breaker. If it is tripped, reset it and restore power to the unit.
- If the unit still won't start, check the air conditioner fuse in the outside fuse box near the compressor unit to ensure it is in good condition and properly installed.

### If Your Air Conditioning Unit Is Continuously Running:

- Check the outside air temperature. The thermostat should be set no more than 20 degrees lower than the peak outside temperature.
- During particularly hot weather, the air conditioner may run continuously. The system is designed to cool your home by a maximum of 17 degrees when the outside temperature exceeds 95 degrees.
- To maintain efficiency, replace the air filter every 30 days. Dirty filters and continuous operation can cause the air conditioning coil to freeze up.
- If the coil freezes, shut off the system and allow the ice to melt completely before restarting.

### **If Your Air Conditioning Unit Fails to Cool Quickly:**

- The air conditioner should remain on during warm months, as it is not designed to cool the home rapidly by turning it on and off.
- Set the thermostat to a comfortable temperature and give the unit time to reach the desired cooling level. On extremely hot days, this process may take longer than usual.

For further assistance, consult your HVAC contractor or refer to the manufacturer's guidelines.

## **PLUMBING**

### **If you detect a natural gas leak:**

- Evacuate everyone from the house immediately.
- Shut off the gas at the meter.
- Call your gas company to report the leak.
- Avoid turning on any electrical switches, appliances, or tools.

### **Major Water Leak or Main Break:**

If a water main breaks or a significant plumbing leak occurs:

- Shut off the main water valve (you were shown its location during your home orientation).
- Contact Customer Service if you need assistance.

### **Leaks Under Sinks or Toilets:**

If you notice a leak under a sink or toilet:

- Turn off the water supply valve located under or behind the fixture.
- Arrange for service as soon as possible.

### **Shower or Tub Leak:**

- Shut off the water supply valve at the fixture.
- Do not use the tub or shower until the issue is addressed by the service team.

### **Water Heater Leak:**

- Turn off the water using the shutoff valve on top of the heater.
- Shut off the gas valve and the pilot light.
- Arrange for service.

### **Water Stains on Walls or Ceiling:**

- Dark or wet spots may indicate a leak. Contact Alturas Customer Care for assistance.

### **Water Temperature Issues:**

- Adjust the temperature on your hot water heater following the manufacturer's instructions.
- Avoid setting the temperature too high, especially if you have young children.

## **ELECTRICAL**

### **Complete Power Outage:**

If your home loses power:

1. Check with your neighbors to see if their power is also out.
  - If the entire neighborhood is affected, contact your power company to report the outage.
2. If the outage is only in your home:
  - Check all circuit breakers, including the main breaker.
  - If the main breaker appears damaged, call the power company and notify our Customer Service department so we can report the issue to the electrical contractor.
  - If the breakers are intact, turn them all off and then back on one at a time.
  - If power does not return, contact Customer Service for further assistance.
  - If the main breaker trips, wait 2–3 minutes before resetting it to avoid overloading. Then, turn each breaker back on one at a time.

### **No Power in a Bathroom, Kitchen, Garage, or Outdoor Outlet:**

These outlets may be connected to a Ground Fault Circuit Interrupter (GFCI) as a safety measure to prevent electrical hazards.

- Your Construction Manager demonstrated how to reset these during your home orientation.
- To restore power, press the reset button on the nearest GFCI outlet.
- Avoid using power tools or high-surge appliances in GFCI outlets, as they may trip the circuit or cause damage.

### **No Power to an Outlet:**

- Ensure the outlet is not controlled by a wall switch.
- Check the circuit breakers and reset any that are in the OFF position.

# Maintenance & Warranty Guidelines, by Topic

## AIR CONDITIONING

### Maximizing Your Home's Air Conditioning Efficiency:

Air conditioning significantly enhances home comfort, but improper or inefficient use can lead to wasted energy and frustration. The following recommendations will help you maximize your system's performance.

#### Whole-House System

Your air conditioning system operates as a whole-house system, not just the outdoor unit. While the unit produces cool air, your home's interior—including windows, drapes, blinds, and even furniture—affects how well that cool air is maintained.

#### Closed System

Your AC system continuously recycles and cools indoor air until the desired temperature is reached. Introducing warm outside air (by opening windows or doors) disrupts this process. Likewise, sunlight through uncovered windows can overwhelm your system. Tip: Keep windows closed and cover sun-facing windows with blinds or drapes during the hottest times of day.

#### Time and Expectations

Unlike a light switch, air conditioning does not provide instant results. For example, if you return home at 6 PM when it's 90°F and set your thermostat to 75°F, it will take time for the system to cool the air—and even longer for it to draw heat out of walls, flooring, and furniture that have absorbed warmth all day.

Solution: Set your thermostat to a moderate temperature in the morning to help maintain a cooler environment throughout the day. Then lower it slightly when you get home for better results.

#### Avoid Overcooling

Setting the thermostat drastically low (e.g., 60°F) won't speed up cooling. Instead, it may cause the unit to freeze and stop working altogether. Over time, this can damage the system. Always use reasonable settings to maintain efficiency and prevent malfunctions.

#### Adjust Vents

To improve airflow in areas you spend the most time, adjust the vents accordingly. Reposition vents seasonally for better heating or cooling.

### **Compressor Position**

The air conditioning compressor must remain level for proper operation. An uneven base can reduce efficiency or damage the unit.

Note: If settling occurs during the warranty period, Alturas Homes will correct it.

### **Humidifier Use**

If your system includes a humidifier, turn it off during air conditioning season. Extra moisture from the humidifier can cause the AC system to freeze.

### **Follow Manufacturer's Instructions**

Since your heating and cooling systems are connected, follow all maintenance instructions outlined in your furnace and AC manuals. Regularly review care and service points related to the condenser unit.

### **Room Temperature Variations**

Room temperatures may vary by several degrees due to layout, window coverings, sun exposure, and how often doors are opened. This is normal and expected.

### ***ALTURAS HOMES LIMITED WARRANTY GUIDELINES***

Your AC system should maintain a temperature of 78°F or up to 17°F cooler than the outside temperature, measured in the center of each room at 5 feet above the floor. Lower settings may be possible, but neither the manufacturer nor Alturas Homes guarantees this performance.

### **Compressor**

If your compressor settles during the warranty period, we will correct the issue.

### **Coolant**

Outdoor temperatures must be at least 70°F for the contractor to properly charge the system with coolant. If your home closed during winter, the system may need to be fully charged in spring. Please feel free to remind us at that time.

### **Non-Emergency**

Lack of air conditioning is not considered an emergency. Service calls will be scheduled in the order received.

## **APPLIANCES**

### **Homeowner Use and Maintenance Guidelines:**

Always read and follow the manufacturer's instructions for each appliance in your home. Keep the manuals handy for future reference.

### **Manufacturer's Service**

If a problem arises with an appliance, contact the manufacturer directly using the customer service number provided in their warranty documentation. Be ready to provide:

- Your closing date (date of purchase)
- Model and serial numbers (usually located on a metal plate or sticker on the side or bottom of the appliance)
- A clear description of the problem
- Warranty registration details

Mail or complete your warranty registration as instructed to activate coverage.

### ***ALTURAS HOMES LIMITED WARRANTY GUIDELINES***

- During your New Home Orientation, Alturas Homes confirms that all appliance surfaces are in acceptable condition.
- Appliance warranties are assigned directly to you, beginning on your closing date.
- All future warranty claims and service needs should be directed to the appliance manufacturer, according to their terms and policies.

### **Appliance Serial Numbers**

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).

## ATTIC ACCESS

### Homeowner Use and Maintenance Guidelines:

The attic space is not designed or intended for storage. Access is provided solely for the maintenance of mechanical equipment that may pass through this area. If you enter the attic, use extreme caution. Do not step off the wood framing onto the drywall, as this can cause personal injury and/or damage to the ceiling below—damage of this nature is not covered under your limited warranty.

### *ALTURAS HOMES LIMITED WARRANTY GUIDELINES*

Alturas Homes and the local building department inspect the attic prior to your closing to ensure proper insulation. Any insulation that becomes displaced due to homeowner access or third-party inspections is not covered under warranty.

## BRICK & STONE

### Homeowner Use and Maintenance Guidelines:

Brick and stone are durable, low-maintenance exterior finishes. The specific color and style used on your home are documented in your selection sheets.

- **Efflorescence:** A white, powdery residue may appear on brick surfaces. This is a natural process. It can often be removed with a stiff brush and vinegar. Commercial cleaners are also available—check your local hardware store.
- **Tuck-Pointing:** Over time, mortar between bricks may require maintenance. Tuck-pointing is a simple repair that may be necessary after several years.
- **Weep Holes:** These small openings in the mortar at the base of brick walls allow trapped moisture to escape. Do not block or cover them with landscaping materials.

### *ALTURAS HOMES LIMITED WARRANTY GUIDELINES*

We inspect all masonry work during the New Home Orientation.

- **Cracks:** One time during the warranty period, we will repair cracks in the masonry that exceed ¼ inch in width.

## CABINETS

### Homeowner Use and Maintenance Guidelines:

Cabinet brand, style, and finish are recorded in your selection sheets. For wood or wood veneer cabinets, natural grain and color variation is to be expected, both between cabinet components and within individual panels. Filled nail holes will be visible in some styles.

- **Cleaning:** Use lemon oil or furniture polish with scratch cover no more than every 3 to 6 months. Avoid paraffin-based spray waxes and cleaning with water, as these can dull or damage the finish.
- **Hinges and Glides:** Apply a small amount of silicone lubricant if hinges squeak or drawer glides become sticky.
- **Moisture:** Avoid placing moisture-generating appliances (e.g., crock pots) directly under cabinets, as this may cause warping or finish damage.

### *ALTURAS HOMES LIMITED WARRANTY GUIDELINES*

We confirm cabinet installation and surface condition during the New Home Orientation.

- **Alignment:** Cabinet doors, drawer fronts, and handles should be level and even.
- **Operation:** Cabinets should open and close properly under normal use.
- **Separations:** Gaps exceeding 1/8 inch between cabinets and walls or ceilings (except behind appliances) will be repaired by caulking or other appropriate methods.
- **Warping:** We will adjust or replace doors or drawer fronts that warp more than ¼ inch over 24 inches in length.
- **Wood Grain:** Variations in wood grain and color are natural and not covered by warranty.

## CARPET

### Homeowner Use and Maintenance Guidelines:

Your selection sheets list the brand, style, and color of your carpet—retain this for future reference. For detailed care, consult the manufacturer’s recommendations for your specific flooring material.

### Routine Care

Proper care extends the life and look of your carpet.

- **Vacuuming:** Vacuum lightly twice a week and thoroughly once a week. High-traffic areas may need more frequent attention.
  - Light vacuuming = 3 passes
  - Thorough vacuuming = 7 passes.Daily vacuuming in high-traffic areas helps maintain the upright nap and reduces wear.
- **Spot Cleaning:** Blot (do not rub) spills immediately. Always test any cleaner in an inconspicuous area, such as inside a closet.

### Common Carpet Conditions & Remedies

- **Burns:** Snip off darkened fibers and clean the area with a soap-free cleaner and water. For larger burns, consult a professional.
- **Crushing:** Caused by heavy furniture or foot traffic. Use furniture glides or cups, rotate furniture regularly, and vacuum often to reduce crushing.
- **Fading:** All carpets fade over time due to sunlight and environmental exposure. Reduce fading by:
  - Regular vacuuming
  - Changing HVAC filters
  - Managing humidity and temperature
  - Using blinds or drapes to block direct sunlight
- **Filtration Soiling:** Occurs at door thresholds when air passes over carpet under closed doors. Clean regularly and maintain airflow balance.
- **Fuzzing:** Loop fibers may fray. Trim excess fibers. If persistent, consult a professional.
- **Pilling:** Small fiber balls may appear in some carpet types. Clip them off or seek professional help if widespread.
- **Rippling:** High humidity can cause wall-to-wall carpet to ripple. If it persists, a professional should re-stretch the carpet using a power stretcher.

## CARPET (CONT'D)

### Common Carpet Conditions & Remedies

- **Seams:** Seams are a normal part of carpet installation. Visibility will reduce over time with vacuuming and use. Some styles show seams more than others, especially those with tight, low nap.
- **Shading:** Traffic causes fibers to lie in different directions, creating light and dark areas. This is normal and not a defect. Vacuuming temporarily restores a uniform look.
- **Shedding:** Especially common in new pile carpets. Frequent vacuuming will reduce loose fibers over time. More common with wool than synthetic fibers.
- **Snags:** If a fiber gets pulled, trim it carefully. For large snags, contact a professional.
- **Stains:** No carpet is stain-proof. Even stain-resistant carpets can be permanently stained by certain substances such as:
  - Hair dye, shoe polish, paint, India ink
  - Bleach, acne medication, plant food, drain cleaners
  - Strongly dyed food or drink (e.g., mustard, herbal tea) Test all stain removal products before use. Use a white cloth and check for dye transfer or damage.
- **Static:** Common in cooler weather. Anti-static carpets and home humidifiers can reduce static buildup.

### *ALTURAS HOMES LIMITED WARRANTY GUIDELINES*

We confirm acceptable carpet condition during the New Home Orientation.

- **Warranty Service:** We will correct any stains or issues noted at orientation by cleaning, patching, or replacing as needed.
  - **Note:** Alturas Homes is not responsible for dye lot variations in any replacement.
- **Edges:** Carpet edges near moldings and stairs should be firmly secured. Metal or other transition materials may be used where carpet meets other flooring types.
- **Seams:** Carpet seams are expected and not considered a defect.

## CAULKING

### Homeowner Use and Maintenance Guidelines:

Caulking plays a key role in keeping your home sealed against air, moisture, and pests. Over time, exposure to weather and regular use will cause caulk to dry out, shrink, or crack. Routine inspection and touch-up can prevent bigger maintenance issues down the road.

### Routine Maintenance

- Periodically check caulking around windows, doors, trim, countertops, tubs, and sinks.
- Reapply caulk where needed to maintain a proper seal.
- Caulk and caulking tools are available at any hardware store. Be sure to choose the right type for your project—read labels carefully.

### Types of Caulk

- **Latex Caulk:** Best for areas that require painting, such as where wood trim meets drywall or stair stringers. Latex caulk is paintable.
- **Silicone Caulk:** Ideal for high-moisture areas like bathtubs, showers, and kitchen sinks. Note: silicone caulk is not paintable.
- **Colored Caulk:** Useful for areas where you want to match grout or other finishes. Keep in mind, dye lots may vary.

## **ALTURAS HOMES LIMITED WARRANTY GUIDELINES**

During your New Home Orientation, we confirm that caulking is complete in appropriate areas.

- **One-Time Repair:** Alturas Homes will touch up caulking once during your one-year materials and workmanship warranty period.

## CERAMIC TILE

### Homeowner Use and Maintenance Guidelines:

Your home includes ceramic tile selected with care. To keep it looking its best, follow these simple maintenance tips:

#### Cleaning

- Vacuum regularly.
- Mop occasionally with warm water—avoid detergents, which can leave a film.

#### Grout Care

- **Discoloration:** Use a fiber brush, cleanser, and water to clean stained grout. Hardware stores carry specialty grout cleaners.
- **Sealing:** Grout contains an embedded sealer. Additional sealing is optional and your responsibility.

#### Minor Cracks & Separations

- Small cracks or separations are normal and cosmetic.
- Use premixed grout or tub caulk from a hardware store for touch-ups.
- Around tubs or counters, shifts can occur due to shrinkage—maintain these areas to prevent water damage.

### ***ALTURAS HOMES LIMITED WARRANTY GUIDELINES***

During the New Home 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. Alturas Homes is not responsible for variations in color or discontinued patterns. New grout may vary in color from the original.

- **One-Time Grout Repair:** We offer one grout repair within the first year. Any future maintenance is the homeowner's responsibility.

## CONCRETE FLATWORK

### Homeowner Use and Maintenance Guidelines:

By maintaining proper drainage, you help protect both your home's foundation and the concrete flatwork: basement slab, porch, patio, driveway, garage floor, and sidewalks.

**DO NOT use ice melt products on new concrete—this will void your warranty.**

Concrete slabs are floating and not structural elements of the home; they are not covered under the structural warranty. Movement in the soil under or around these slabs can cause cracking. You can help minimize movement by following Alturas Homes' landscaping recommendations, which are intended to keep moisture away from concrete.

### Cleaning

- Avoid washing exterior concrete with cold water on hot days, as the abrupt temperature change can damage the surface. Regular sweeping is recommended. If washing is necessary, do so in moderate temperatures.
- Avoid frequent hosing of garage floors, as this can increase soil movement beneath cracks. Use a broom to clean the garage floor when possible.

### Cracks

Concrete shrinks as it cures (approximately 5/8 inch per 10 feet), often resulting in visible cracking. Temperature changes also cause concrete to expand and contract.

In winter, moisture that has seeped beneath concrete can freeze and expand, leading to further cracking. To help prevent this, maintain proper drainage and seal cracks with waterproof caulk available at hardware stores.

### Expansion Joints

We install expansion joints to help manage concrete movement. As the concrete cures and shrinks, moisture may lift these joints. If separation occurs, fill the gap with gray silicone sealant from your local hardware store.

### Heavy Vehicles

Concrete flatwork is designed for residential use. Do not allow heavy vehicles (such as moving vans or construction trucks) on these surfaces.

## CONCRETE FLATWORK (CONT'D)

### Ice, Snow, and Chemicals

Promptly remove ice and snow after storms. Protect concrete from damaging substances like pet urine, fertilizers, radiator overflow, frequent hosing, and de-icing agents (including road salts that may drip from vehicles). These can all cause surface chipping or spalling.

### Sealer

Concrete sealer, available at most paint stores, helps keep unpainted concrete cleaner. Do not use soap on unpainted surfaces; instead, use plain water with washing soda or a mild scouring powder.

### Color

Concrete may vary in color. No warranty correction is offered for this condition.

### **ALTURAS HOMES LIMITED WARRANTY GUIDELINES**

- **Cracks:** If cracks exceed  $\frac{1}{4}$  inch in width or vertical displacement, Alturas Homes will patch or repair one time during the warranty year.
- **Separation:** If concrete separates from the home by more than 1 inch, Alturas Homes will repair.
- **Settling or Heaving:** If slabs settle or heave more than 2 inches, or if this creates drainage toward the house or causes a hazardous vertical displacement, Alturas Homes will repair.
- **Spalling:** Surface chipping due to environmental or chemical causes is considered homeowner maintenance.
- **Standing Water:** Alturas Homes will correct standing water that remains on concrete surfaces longer than 18 hours, except in cases of roof run-off from melting snow or ice.

## CONDENSATION

### Homeowner Use and Maintenance Guidelines:

Condensation on the interior surfaces of windows and frames is typically caused by a combination of high indoor humidity, low outdoor temperatures, and insufficient ventilation. Daily household activities—cooking, bathing, laundry, and even breathing—contribute to moisture in the air. Family lifestyle plays a major role in indoor humidity levels.

If your home is equipped with a humidifier, be sure to follow the manufacturer's instructions carefully, especially during colder months when condensation is more likely to occur. Managing humidity and ensuring proper ventilation are the most effective ways to reduce condensation on windows and other cool surfaces.

*See also: Ventilation.*

### **ALTURAS HOMES LIMITED WARRANTY GUIDELINES**

Condensation is a result of indoor environmental conditions and is considered a homeowner maintenance responsibility. Because it is influenced by lifestyle factors beyond Alturas Homes' control, condensation is excluded from limited warranty coverage.

## COUNTERTOPS

### Homeowner Use and Maintenance Guidelines:

To extend the life of your countertops, always use a cutting board when preparing food. Avoid placing hot pans or dishes directly on the surface—if it's too hot to touch, it's too hot for the countertop. Never use the surface as an ironing board or a substitute for heat-resistant protection.

### Caulking

Over time, the caulk at the joint between the countertop and the wall, along the backsplash, or around the sink may shrink or crack. It is important to maintain these seals to prevent moisture from reaching the wood substrate beneath, which can cause warping or damage.

### Cleaning

Use only non-abrasive cleaners to preserve the finish and avoid dulling the surface. Abrasive or harsh chemicals may permanently damage the luster or integrity of the material.

### ***ALTURAS HOMES LIMITED WARRANTY GUIDELINES***

During your New Home Orientation, Alturas Homes verifies that all countertops are in acceptable condition. We will repair chips, cracks, or scratches identified during this appointment. Damage occurring during or after move-in is considered homeowner responsibility.

### Laminates

Laminated countertops will include one or more visible seams. Gaps or height differences at seams that exceed 1/16 inch will be repaired under warranty.

### Manufactured Granite and Quartz

Edges should be smooth and even. Where backsplashes meet at corners, the top edges should align within 1/16 inch.

### Separation from Wall

Minor separation at the wall or backsplash is a result of material shrinkage. Alturas Homes will re-caulk these areas one time during the first-year materials and workmanship warranty. Ongoing caulking after that time is the responsibility of the homeowner.

## **DOORS AND LOCKS**

### **Homeowner Use and Maintenance Guidelines:**

Interior and exterior doors are made from wood and may shrink, expand, or warp due to changes in humidity and temperature. Minor seasonal adjustments are normal and may be needed over time.

#### **Interior Doors**

Occasional adjustments may be needed due to humidity or home settling. For sticking doors, try applying paste wax or tightening screws before considering sanding or planing. Only plane if sticking persists after weather changes.

#### **Bifold Doors**

Bifold doors may stick or warp seasonally. Use a silicone lubricant on the tracks to reduce friction.

#### **Exterior Doors**

Exterior stained wood doors require annual refinishing. Apply wood preserver every three months and reseal when finishes begin to crack. Painted doors typically last longer.

#### **Hinges and Latches**

Squeaky hinges can be resolved by removing the pin and applying silicone or graphite lubricant. Avoid using oil. Adjust strike plates if doors fail to latch due to settling.

#### **Locks and Keys**

Lubricate locks with graphite, not oil. Store privacy lock keys in an accessible but child-safe location. A small tool such as a screwdriver may also open some locks.

#### **General Use**

Avoid slamming doors, hanging on doorknobs, or swinging on doors—these actions can damage both hardware and framing.

#### **Trim and Panels**

Use caulk or filler to address minor separation in trim. Door panels may shrink or expand; touch-up finish as needed.

## DOORS AND LOCKS (CONT'D)

### Weather Stripping

Adjust or replace weather stripping and thresholds as necessary to maintain a proper seal.

### *ALTURAS HOMES LIMITED WARRANTY GUIDELINES*

All doors are inspected for proper operation and condition during your New Home Orientation. Construction damage noted at that time will be repaired.

- **Adjustments:** Alturas Homes will adjust doors as needed due to normal settling.
- **Panel Shrinkage:** We will repair split panels that allow light to pass through. Cosmetic maintenance, such as paint or stain touch-ups, is the homeowner's responsibility.
- **Warping:** Doors with warping exceeding  $\frac{1}{4}$  inch will be repaired under warranty.

## **DRYWALL**

### **Homeowner Use and Maintenance Guidelines:**

Minor cracks, nail pops, and seam lines may appear as the home settles and materials naturally shrink. These issues are common and typically cosmetic.

### **Cracks and Nail Pops**

Caused by natural wood shrinkage or truss movement. Hairline cracks can be touched up with paint. Slightly larger cracks and small indentations can be repaired using caulk or spackle. Nail or screw pops are only addressed if drywall is cracked or blistered—raised bumps alone are homeowner maintenance.

### **Repairs**

Except for Alturas Homes' one-time service, drywall maintenance is the homeowner's responsibility. See the appendix for tips on making simple drywall repairs.

### **Custom Finishes**

You are responsible for touch-ups to custom paint or wallpaper applied after closing. Due to aging and dye lot variations, paint touch-ups may not match exactly.

## ***ALTURAS HOMES LIMITED WARRANTY GUIDELINES***

Drywall is inspected during the New Home Orientation. One time during the materials and workmanship warranty period, Alturas Homes will:

- Repair shrinkage cracks and nail pops.
- Touch up using original paint color (touch-ups will be visible).
- Not correct visible seams or repaint entire walls or rooms.

### **Lighting Conditions**

Flaws visible only under certain lighting conditions are not covered.

### **Related Warranty Repairs**

If a drywall repair is required due to another warranty item (e.g., plumbing leak or poor taping), we will repair the affected area. If repairs involve more than one-third of a wall, we will repaint corner to corner using the original paint color.

## ELECTRICAL SYSTEMS

### Homeowner Use and Maintenance Guidelines:

Know the location of your breaker panel. It includes a main shut-off and individual breakers labeled for different circuits. If part of your home loses power, always check the breakers first.

### Breakers

Breakers have three positions: on, off, and tripped. To reset a tripped breaker, first move it fully to the off position, then back to on. Skipping this step will not restore power.

### Why Breakers Trip

Breakers trip due to circuit overload, such as:

- Too many devices plugged in
- Faulty cords or appliances
- Appliances drawing more power than the circuit supports
- Some electric motors during startup

If a breaker trips repeatedly, unplug everything on the circuit and reset it. If it trips again with nothing plugged in, contact an electrician.

### GFCI Outlets

Ground-Fault Circuit Interrupters (GFCIs) are installed in bathrooms, kitchens, garages, and exterior areas. These outlets cut power when sensing a fault, reducing shock risk.

Each GFCI has a test and reset button; test monthly.

- Do not plug freezers or refrigerators into GFCI outlets—power loss may ruin contents and is not covered under warranty.
- A single GFCI can control multiple outlets.

### Fixtures & Outlets

Light fixtures are installed as shown on plans. You are responsible for any post-closing changes or replacements. If an outlet doesn't work, check for wall switch control, a GFCI trip, or a tripped breaker. If children are in the home, install safety plugs in unused outlets.

## ELECTRICAL SYSTEMS (CONT'D)

### System Notes

- Your home has a grounded three-wire electrical system. Do not disconnect any bare ground wires.
- You are responsible for replacing any light bulbs not noted during your Pre-Closing Demonstration.
- Any changes made by a third-party electrician during the warranty period may void coverage.

### Underground Cables

Before digging outside, call your local utility locating service to avoid underground cable damage. Maintain good drainage around the foundation to protect buried lines.

### *ALTURAS HOMES LIMITED WARRANTY GUIDELINES*

- At the New Home Orientation, all light fixtures and bulbs are verified.
- Fixtures not provided by Alturas Homes are not covered.
- Electrical wiring will be repaired if it fails to carry the intended load or meet code specifications.
- We will repair or replace any outlet, switch, or fixture that does not function as intended.

### GFCI Coverage

We do not cover damage from food spoilage caused by plugging refrigerators or freezers into GFCI outlets.

### Power Surges & Lightning Strikes

Damage caused by power surges or lightning is excluded from warranty coverage. These events may affect light bulbs and sensitive electronics.

## EXPANSION AND CONTRACTION

### Homeowner Use and Maintenance Guidelines:

All homes experience expansion and contraction due to seasonal changes in temperature and humidity. This natural movement causes materials—especially dissimilar ones like wood and drywall—to shift at different rates, which can lead to:

- Minor drywall cracks
- Paint lines showing at trim joints
- Gaps at corners or where grout meets tubs or sinks

These changes are normal and should not be a cause for concern. Wood shrinkage is especially common during the first year but may continue over time.

In most cases, routine touch-ups using caulk and paint are sufficient. Caulking will also shrink or crack over time and requires periodic maintenance, which is your responsibility as a homeowner.

### ***ALTURAS HOMES LIMITED WARRANTY GUIDELINES***

Alturas Homes offers a one-time repair for many cosmetic effects caused by normal expansion and contraction. For more details, refer to specific categories such as Drywall and Caulking.

## **FIREPLACE**

### **Homeowner Use and Maintenance Guidelines:**

Alturas Homes installs both direct-vent gas fireplaces and traditional wood-burning fireplaces, depending on your selections. If your home includes a gas fireplace, its operation was demonstrated during your Pre-Closing Orientation.

Please review and follow the manufacturer's instructions before use.

- A slight delay between flipping the switch and flame ignition is normal.
- Flames should ignite smoothly and quietly.
- If the firebox is cold or hasn't been used for a while, multiple ignition cycles may be needed.
- If you detect any unusual behavior or smell gas, immediately turn the switch off and contact your gas provider.

### **Additional Notes:**

- High winds may cause a downdraft and blow out the pilot light. You'll need to relight it before the fireplace will function.
- The exterior vent cover for a gas fireplace becomes extremely hot during operation—avoid touching it.

### ***ALTURAS HOMES LIMITED WARRANTY GUIDELINES***

- Fireplaces are supplemental and not designed to be your home's primary heat source.
- When operated according to the manufacturer's guidelines, the fireplace should perform as expected.

### **Normal Conditions:**

- Some discoloration of the firebox or brick is expected and does not require repair.
- Mortar-style fireplaces may develop minor cracks due to heat and temperature shifts; this is normal.

### **Warranty Coverage:**

- Occasional downdrafts due to high winds are normal. If a continuous issue occurs and is determined to be due to a construction or design defect, Alturas Homes will address it.
- Water entry through the chimney during severe storms or high winds is excluded from warranty coverage.

## FOUNDATION

### Homeowner Use and Maintenance Guidelines:

The foundation of your home was designed by a licensed structural engineer and constructed with poured concrete reinforced by steel rebar. To maintain the integrity of your foundation, follow all landscaping and drainage guidelines provided in this manual. Proper water management around your home is essential.

### Cracks

Minor surface cracks in concrete are common and expected, even when the foundation is properly engineered and installed. These do not affect the structural integrity of your home. If a crack allows water to enter, please follow the instructions in this manual for submitting a warranty claim.

### Dampness

Because concrete holds moisture, basement areas may feel damp. Condensation can also form on exposed pipes and drip onto the floor—this is normal and not a cause for concern.

### Future Basement Construction

If you choose to finish or alter your basement in the future:

- Consult a licensed engineer for proper design.
- Obtain permits from local building authorities.
- Ensure all work meets applicable building codes and safety standards. Please note: Alturas Homes cannot guarantee that a permit will be approved, as building codes are subject to change and beyond our control.

## **ALTURAS HOMES LIMITED WARRANTY GUIDELINES**

Your home's foundation was constructed per the recommendations of a structural engineer using reinforced poured concrete.

- **Cracks:** Shrinkage and backfill cracks—particularly near basement window corners—are normal. Alturas Homes will seal foundation wall cracks that exceed 1/8 inch in width.
- **Cosmetic Imperfections:** Seams between concrete pours and areas of slight “honeycombing” (where aggregate is visible) are normal cosmetic characteristics and do not require repair unless they allow water intrusion.
- **Leaks:** If water enters through the foundation and you have maintained proper drainage and landscaping as instructed in this manual, Alturas Homes will correct the issue under the limited warranty.

## **GARAGE OVERHEAD DOOR**

### **Homeowner Use and Maintenance Guidelines:**

Your garage door is a large moving mechanical component that requires regular inspection and maintenance to operate safely and efficiently.

### **Lubrication**

Every six months, apply 30-weight automotive oil or a similar lubricant to all moving parts—including the track, rollers, hinges, pulleys, and springs. While doing so, inspect the hardware to ensure everything is secure and functioning properly without binding or scraping.

### **Garage Door Opener**

Before operating the opener, ensure the door is fully unlocked and the manual pull cord is disengaged. Familiarize yourself with the manual operation process in case of a power outage.

### **Safety Precautions**

Always follow the garage door manufacturer's safety guidelines.

- Keep hands and fingers clear of moving parts and never touch the door while it's in motion.
- Do not allow children to play with or near the garage door or its opener.
- Only the operator should be near the door while it is in use.

After the one-year warranty period, any necessary adjustments should be performed by a qualified garage door technician. Garage door springs are under high tension and require specialized tools and expertise to adjust safely. If the door experiences any significant impact, have it inspected by a professional.

### **Sag**

Slight sagging of the garage door may occur over time due to its size and weight. This is normal and does not indicate a defect.

## **GARAGE OVERHEAD DOOR (CONT'D)**

### ***ALTURAS HOMES LIMITED WARRANTY GUIDELINES***

The garage door should operate smoothly and with reasonable effort. If it becomes misaligned during the warranty period, Alturas Homes will provide the necessary adjustments.

#### **Visible Light and Weather**

Garage overhead doors are not designed to be airtight. It is normal to see light around the edges and top of the door. In severe weather, some wind-driven rain or snow may enter around the door. This is not considered a defect and is excluded from warranty coverage.

## **GAS SHUT-OFFS**

### **Homeowner Use and Maintenance Guidelines:**

Each gas-operated appliance in your home has a shut-off valve located near its gas connection. Additionally, there is a main shut-off valve at the gas meter. If you suspect a gas leak, immediately leave the home and contact the gas company for emergency service.

### ***ALTURAS HOMES LIMITED WARRANTY GUIDELINES***

The gas company is responsible for addressing any leaks up to the meter. Alturas Homes will handle leaks that occur from the meter into the home.

## **GAS WATER HEATER**

### **Homeowner Use and Maintenance Guidelines:**

Carefully review and follow the manufacturer's instructions for your specific water heater model.

#### **Condensation**

It is normal for condensation to form inside your new water heater, which may drip onto the burner flame. This is harmless and typically resolves within a short period.

#### **Drain Tank**

Follow the manufacturer's recommendations for draining several gallons of water from the bottom of the tank. Doing so reduces the build-up of mineral deposits, helps prolong the life of the heater, and improves energy efficiency.

#### **Pilot Light**

Refer to the manufacturer's instructions for proper pilot light lighting procedures.

#### **Safety**

Keep the area around your gas-fired water heater clean by vacuuming to prevent dust from interfering with combustion. Avoid using the top of the heater as a storage space.

#### **Temperature**

The ideal thermostat setting for typical use is the "normal" setting. Keep in mind that hot water will take longer to reach faucets, tubs, and showers that are farther from the water heater.

#### **No Hot Water**

If you experience a lack of hot water, check the pilot light, thermostat setting, and water supply valve before contacting service. Refer to the manufacturer's literature for the specific location of these components and further troubleshooting advice.

### ***ALTURAS HOMES LIMITED WARRANTY GUIDELINES***

For warranty coverage regarding your water heater, refer to the manufacturer's limited warranty. See the Plumbing section for additional details.

## GRADING AND DRAINAGE

### Homeowner Use and Maintenance Guidelines:

The final grading around your home has been inspected and approved to ensure proper drainage.

**Drainage:** Typically, the grade around your home should slope 1 foot in the first 10 feet, tapering to a 2% slope. In most cases, drainage swales do not follow property boundaries. It is essential to maintain the slopes around your home to direct water away from the foundation to protect it. Failure to do so could result in significant structural damage and void your warranty.

**Roof Water:** If installed, do not remove the splash blocks or downspout extensions under the downspouts. Keep them in place at all times, sloped so water drains away from your home quickly.

**Settling:** The area excavated for your home's foundation was larger than the home to allow room for work. Some trenching was also necessary for utility lines. Though the soil was replaced and compacted, it doesn't return to its original density, and some settling may occur, particularly after heavy rainfall or melting snow. This settling can continue for several years. Regularly inspect the perimeter of your home for signs of settling, and fill settled areas as needed to maintain proper drainage.

**Grading Maintenance:** If you alter the drainage pattern after closing or fail to maintain it, the limited warranty will be void.

### What are Alturas's Policies Concerning Drainage?

- **Proper Grading:** Your lot has been graded to ensure proper drainage and prevent water accumulation near your home. It is your responsibility to maintain this grade by filling any settled areas and preventing water from pooling near the foundation.
- **Water Drainage:** Expect water to drain off within 24 hours in most areas and up to 48 hours in swales after normal rain. However, large amounts of rain or snowmelt may overwhelm the drainage system, causing water to persist until the ground is less saturated. In these cases, it may take longer for the water to dissipate.
- **Irrigation:** If water is ponding due to irrigation, it is your responsibility to adjust watering times and patterns.

## GRADING AND DRAINAGE (CONT'D)

### *ALTURAS HOMES LIMITED WARRANTY GUIDELINES*

- **Final Grade:** The final grade ensures adequate drainage. Maintaining proper drainage is your responsibility. If you change the drainage pattern after closing or fail to maintain it, the warranty is void.
- **Backfill:** If backfilled or excavated areas around the foundation or utility trenches settle during the first year, Alturas Homes will fill these areas one time during your warranty period.
- **Erosion:** Alturas Homes is not responsible for erosion or weather-caused damage to un-landscaped yards after the final grade has been established or the closing date, whichever occurs last.
- **New Sod:** New sod installation and additional watering may temporarily affect drainage. Severe weather can also impact drainage in these areas.
- **Standing Water:** Standing water from a typical rainstorm should dissipate within 24 hours. If it takes longer due to excessive saturation from irrigation or rain, Alturas Homes will verify that the irrigation and drainage systems are functioning properly.
- **Swales:** Changes to drainage patterns can affect neighboring lots, so we advise against making such changes. After heavy rain or snow, water may remain in swales or lawns for up to 48 hours.
- **Under Concrete:** Alturas Homes will address visible sunken areas under concrete within the first year.
- **Winter Grading:** The final grade may not be fully established at the time of closing due to weather conditions. Grading work will continue as weather permits.

## GUTTERS AND DOWNSPOUTS

### Homeowner Use and Maintenance Guidelines:

Gutters and downspouts are designed to move roof water away from your home's foundation. Regular cleaning and maintenance are essential to ensure proper function.

**Debris and Cleaning:** Check gutters periodically for leaves and debris that can clog downspouts and cause overflow. Blockages can slow drainage and lead to water pooling near the foundation.

**Extensions and Splash Blocks:** Ensure downspout extensions discharge outside of landscape materials like rock or bark beds. Water should not be trapped behind edging materials.

**Ladders:** Use caution when placing ladders against gutters—gutters can dent or deform under pressure.

**Leaks:** Leaks at gutter joints can be sealed with a commercial gutter caulking compound, available at most hardware stores.

**Paint:** Gutters and downspouts are painted to match your home's exterior. Repaint as needed during exterior maintenance.

**Snow and Ice:** Clear snow from downspouts promptly to allow for proper drainage. Severe buildup of snow or ice can damage gutters—this type of damage is not covered under the limited warranty.

**Slope:** Gutters longer than 3 feet are installed with a slight slope to allow roof water to flow toward downspouts.

### **ALTURAS HOMES LIMITED WARRANTY GUIDELINES**

Gutters are covered under your limited warranty as follows:

- Repair leaks reported during the warranty period.
- Overflow during heavy or sustained rainfall is normal and not considered a defect.
- Up to 1 inch of standing water after rainfall is acceptable and does not require repair.

## **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.

### ***ALTURAS HOMES LIMITED WARRANTY GUIDELINES***

We confirm that all hardware is in acceptable condition during the New Home Orientation. The limited warranty excludes repairs for cosmetic damage after the New Home Orientation. Alturas Homes will repair hardware items that do not function as intended. Broken hardware may be covered by the manufacturer. Please consult the manufacturer's website for warranty information.

## **HARDWOOD FLOORS**

Preventative care is essential to maintaining the appearance and longevity of hardwood flooring. Wood is a natural product that reacts to environmental conditions and daily wear.

### **Cleaning**

Sweep or vacuum regularly. Never wet-mop hardwood floors—excess moisture causes expansion and damage. If damp-mopping is necessary, use a well-wrung mop and confirm your floor's finish is compatible with water-based cleaners.

### **Spills**

Wipe up spills immediately using a dry cloth to prevent staining or water damage.

### **Furniture and Protectors**

Use floor protectors on the legs of all furniture to avoid scuffing. Keep protectors clean to prevent grit from scratching the surface. Avoid rubber-backed rugs, which can trap moisture and cause discoloration.

### **Dimples and Scratches**

Heavy furniture, dropped items, or high heels can dent or scratch the floor. Keep heels in good repair and lift—don't drag—furniture when moving it.

## **HARDWOOD FLOORS (CONT'D)**

### **Sun Exposure**

Direct sunlight can fade or damage hardwood. Use window coverings to protect flooring in sunlit areas.

### **Traffic Patterns and Finish Wear**

Finish dulling in high-traffic areas is expected. Avoid waxes or oil soaps as they may damage or dull the finish further.

### **Splinters and Warping**

Small splinters may occur on new floors. Warping can happen if the floor is exposed to excessive moisture or around heat sources.

## ***ALTURAS HOMES LIMITED WARRANTY GUIDELINES***

Hardwood floors are inspected during your New Home Orientation. Warranty coverage includes:

- Repair of cosmetic defects noted during the Pre-Closing Demonstration.
- One-time filler application for gaps greater than 1/8 inch caused by shrinkage. We do not remove visible filler if boards later expand.
- Routine maintenance, including cleaning and scratch prevention, is the homeowner's responsibility.
- Minor dents, scratches, separations, and finish dulling are not covered. We do not sand or refinish floors for cosmetic imperfections or wood movement.

## HEATING SYSTEM

### Homeowner Use and Maintenance Guidelines:

Good maintenance of the furnace can save energy and prolong its life. Always follow the manufacturer's instructions for specific details. The following are general guidelines.

#### Adjust Vents

Experiment with the adjustable registers in your home to find the most comfortable airflow for your needs. You can often reduce heat in unused or interior rooms.

#### Avoid Overheating

Do not overheat your new home. Overheating can cause excessive shrinkage of framing lumber and other materials. Use minimal heat at first and increase it gradually.

#### Blower Panel

The blower (fan) will not operate if the blower panel is not positioned correctly. This panel activates a button that signals the furnace to run. Ensure it is tightly secured.

#### Combustion Air

Do not cover or block combustion air vents. These vents supply the furnace with necessary outside air. Blocking them can lead to backdrafting and allow poisonous gases into your home.

#### Ductwork Noise

Some popping or pinging noises are normal as the ductwork expands and contracts with temperature changes during system operation.

#### Filter

Change or clean the filter monthly. A dirty filter restricts airflow and may cause uneven heating. This is one of the most important and often overlooked maintenance tasks.

#### Furnished Home

The heating system was designed with a fully furnished home in mind. If you move in before adding window treatments or furniture, the home may feel cooler than expected.

#### Fuse

Some furnaces include a fuse above the on/off switch to absorb power surges. These fuses may be difficult to inspect. Keep spare fuses of the same size on hand.

## HEATING SYSTEM (CONT'D)

### Gas Odor

If you ever smell gas, contact the gas company immediately.

### Odor

A new system may produce a slight odor during initial use. A system that has been off for a long time (such as over summer) may also emit an odor as dust burns off. This should pass quickly.

### On-Off Switch

A standard-looking switch near the furnace controls power to the blower. This switch overrides the furnace and is typically used for servicing. Ensure it is turned on for normal operation.

### Registers

Heat register covers are removable and adjustable. You are responsible for adjusting the dampers to regulate heat flow. Registers farther from the furnace typically need to be opened wider.

### Return Air Vents

Arrange furniture and draperies to allow proper airflow to and from the registers and cold air returns for maximum comfort and efficiency.

### Temperature

On very cold days, it's normal to have a temperature difference between floors of up to 10 degrees or more. During these times, the furnace may cycle more frequently.

### Thermostat

The furnace activates automatically when the temperature falls below the thermostat setting. Increasing the setting does not speed up heating. Thermostats are typically accurate within  $\pm 6$  degrees.

### Trial Run

Run your heating system early in the fall to ensure it's functioning properly before cold weather arrives. The same advice applies to air conditioning in the spring.

## HEATING SYSTEM (CONT'D)

### *ALTURAS HOMES LIMITED WARRANTY GUIDELINES*

We install heating systems per local building codes and the home's engineered design.

#### **Performance**

Heating systems are considered acceptable if they maintain a temperature of 70°F in the center of each room, measured 5 feet above the floor. A variation of up to 6 degrees is acceptable during extreme cold. Room-to-room differences of up to 4% are normal.

#### **Duct Placement**

Exact duct placement may vary from what is shown on similar floor plans.

#### **Ductwork**

While not a sealed system, the ductwork should remain securely attached. If it becomes unattached, Alturas Homes will repair it as needed.

#### **Furnace Sounds**

Ticking or popping from metal ductwork due to expansion and contraction is normal. Alturas Homes will address only extreme or unusual furnace sounds. Air movement noise within ductwork is expected.

## INSULATION

### Homeowner Use and Maintenance Guidelines:

The performance of blown insulation depends on its even distribution. After any work in your attic (such as installing a TV antenna), always check to make sure the insulation is laying smooth and level.

Avoid stepping on the drywall ceiling from the attic; this can lead to injury or damage to the ceiling below.

It is normal to feel some cold air near electrical outlets during colder weather.

### *ALTURAS HOMES LIMITED WARRANTY GUIDELINES*

Alturas Homes installs insulation that meets or exceeds the building codes in effect at the time of construction and in accordance with your purchase agreement.

## LANDSCAPING

### Homeowner Use and Maintenance Guidelines:

All grass, shrubs, and trees require ongoing care. Upon taking possession of the home, the maintenance of these elements becomes the homeowner's responsibility. Plants, trees, shrubs, and lawn sod are not covered under warranty and must be maintained by the homeowner.

### Backfill

Foundations are built by excavating into the earth, then backfilling around the completed foundation walls. This backfill soil is less compact than undisturbed ground and can allow water to penetrate to lower parts of the foundation, potentially causing wet basements, cracks in the foundation walls, or movement of the slab. Proper landscaping and good drainage maintenance are key to avoiding these issues.

Backfill areas will naturally settle over time and must be monitored and maintained to prevent damage to the home and voiding of the structural warranty.

Always keep downspout extensions in place and pointed away from the foundation. Regular inspections of downspouts, backfill areas, and drainage components are recommended.

*See also: Grading and Drainage.*

### Bark or Rock Beds

Edging around decorative beds should not block water from draining away from the home. Use nonwoven landscape fabric under bark or rock to control weeds while allowing moisture to evaporate.

### Contractors

You are responsible for any drainage issues caused by landscape, concrete, deck, or pool contractors you hire. Always discuss drainage with your contractors and do not allow them to tie into existing drainage pipes without approval from Alturas Homes.

### Irrigation

Plan for efficient irrigation and inspect your system weekly. Aim sprinkler heads away from the home. Avoid using drip or bubbler systems close to the structure. Drain and service your sprinkler system regularly.

## LANDSCAPING (CONT'D)

### Plant Selection

Choose plants suited for your local climate. Favor native species and consider the mature size and shape of each plant when designing your landscape.

### Requirements

Check with your city building department and homeowners' association for any landscaping regulations before making changes or additions.

### Soil Mix

Use fertilizers and pest control as needed for healthy plant growth. Consider using organic products for environmentally friendly care.

### Utility Lines

A slight depression may appear in the lawn along utility trenches. Fill the area with soil, then over-seed and fertilize as needed.

### Waiting to Landscape

Un-landscaped ground is prone to erosion. Any erosion occurring after your closing is your responsibility to repair.

### ***ALTURAS HOMES LIMITED WARRANTY GUIDELINES***

Alturas Homes will confirm the healthy condition of all plant material and lawn at your New Home Orientation. Any issues not documented during this orientation will not be covered. Ongoing maintenance of all landscaping, including plants, grass, trees, and irrigation systems, is the homeowner's responsibility.

## MILDEW

### Homeowner Use and Maintenance Guidelines:

Mildew is a type of fungus that spreads via airborne microscopic spores. It thrives in moist environments and feeds on surfaces or dirt. On siding, mildew often appears as a dirty or discolored film. Cleaning mildew is the homeowner's responsibility.

Mildew removal solutions are available at most paint or home improvement stores. When cleaning, always wear protective eyewear and rubber gloves, as the chemicals used can be harmful to humans.

Mildew typically indicates the presence of moisture. If you notice mildew outside of normal wet areas (such as showers or tubs), it should be reported immediately within the first year to prevent secondary damage.

*Note: Bathroom areas like showers and tubs require routine homeowner maintenance and are excluded.*

### **ALTURAS HOMES LIMITED WARRANTY GUIDELINES**

Alturas Homes will remove any mildew noted during the New Home Orientation. Beyond that, mildew is excluded from the limited warranty coverage.

## MIRRORS

### Homeowner Use and Maintenance Guidelines:

To clean your mirrors, use any reliable liquid glass cleaner or polisher (available at most hardware and grocery stores). Avoid using acidic cleaners or splashing water under the mirror, as either can cause the silvering to deteriorate. Also, refrain from getting glass cleaners on plumbing fixtures, as some formulas can corrode the finish.

### **ALTURAS HOMES LIMITED WARRANTY GUIDELINES**

Alturas Homes will confirm that all mirrors are in acceptable condition during the New Home Orientation. We will correct any scratches, chips, or other damage to mirrors noted during the Pre-Closing Demonstration.

## MOLD

### Homeowner Use and Maintenance Guidelines:

Mold is a type of fungus that spreads through microscopic spores in the air. It occurs naturally and can be found everywhere that supports life. Mold requires four elements to grow: food, air, water, and a temperature between 40 and 100°F.

It is impossible to design or build a home that excludes mold spores, so mold may grow if conditions are right. Common household materials like wood, carpet, drywall, fabric, and insulation can provide food sources for mold. Mold can develop within 24 to 48 hours if moisture is present and remains on a food source.

Moisture is the only controllable factor for mold growth. To reduce or prevent mold, you must minimize moisture in your home. Moisture can come from many sources, including daily activities, spills, leaks, overflows, condensation, and high humidity. Good housekeeping and regular maintenance are essential for mold prevention.

### Maintenance Guidelines:

- **Caulking:** Maintain caulking around windows, doors, sinks, and tubs to prevent moisture intrusion.
- **Cleaning:** Mold thrives on dust and dirt. Regularly vacuum, dust, and clean or replace filters according to manufacturer recommendations. Keep weep holes and window drains clear. Use bath tile cleaning products that help remove and prevent mold.
- **Condensation:** If you notice condensation inside your home, it is a sign of high humidity. Wipe it up and reduce the humidity level.
- **Humidifier:** Follow manufacturer instructions for operating and cleaning your humidifier. If condensation develops, reduce or turn off the humidifier.
- **Inspections:** Regularly check for signs of water intrusion, including musty odors, staining, or standing moisture. Inspect under sinks, behind toilets, and in areas like the refrigerator and air conditioning condensate pan.
- **Landscaping and Drainage:** Ensure proper drainage around your home to prevent water accumulation. Regularly inspect your sprinkler system and adjust as needed to prevent water from spraying on your home. Keep splash blocks and downspout extensions in place to direct roof water away from the home.
- **Leaks:** Report any leaks, including roof, window, and plumbing leaks, to Alturas Homes immediately. Prompt reporting helps prevent further damage.
- **Purchases or Stored Items:** Inspect items you bring into your home for mold, especially boxes from storage or new houseplants.

## MOLD (CONT'D)

### Maintenance Guidelines (Cont'd):

- **Tile Grout:** Inspect and maintain grout to prevent moisture from reaching the wall behind tiles.
- **Valves:** Familiarize yourself with shut-off valves for water supply lines. In the event of a leak, immediately turn off the water at the valve to minimize damage.
- **Ventilation:** Ensure good ventilation by running the hood fan while cooking, using the bathroom fan, and venting the clothes dryer outside. Open windows when weather permits to air out the house.
- **Weather Stripping:** Check weather stripping on doors for proper fit to prevent moisture and air infiltration.

### ***ALTURAS HOMES LIMITED WARRANTY GUIDELINES***

Alturas Homes will address any leaks reported under individual categories such as plumbing and roofing. For additional details, please refer to the Alturas Limited Warranty and Mold Disclosure.

## **PAINT AND STAIN**

### **Homeowner Use and Maintenance Guidelines:**

Due to changes in the formulas 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, homeowners prefer the results obtained by touching up rather than washing.

### **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 to refinish 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.

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 letting 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 any 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.

## **PAINT AND STAIN (CONT'D)**

### **Touch-Ups**

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

We provide samples of paint used on your home. Store these with the lids tightly in place and in a location where they are not subjected to extreme temperatures.

### **Wall Cracks**

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

### **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.

### **Fading**

Expect fading of exterior paint or stain because of sun and weather exposure. Alturas Homes limited warranty excludes this occurrence.

### **Touch-Up Visible**

Paint touch-ups should be expected to be visible under certain lighting conditions.

### **Wood Grain**

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

## ***ALTURAS HOMES LIMITED WARRANTY GUIDELINES***

During your New Home Orientation, we will confirm that all painted or stained surfaces are in acceptable condition. Alturas Homes will touch up paint as indicated on the orientation list. You are responsible for all subsequent touch-ups, except painting we perform as part of another warranty repair. Some repairs and touch-ups will be noticeable under specific lighting conditions.

## PLUMBING

### Homeowner Use and Maintenance Guidelines:

#### Low-Flow Toilets

Federal regulations since 1993 require all toilets to use no more than 1.6 gallons per flush. While this may occasionally require a second flush, these toilets still conserve water overall and meet legal standards.

Note: Flow restrictors are built into most faucets and all shower heads and cannot be removed.

#### Aerators

Aerators filter out minerals and debris in the water. Over time, buildup may cause dripping or reduced water pressure. Clean aerators every 3–4 months.

#### Cleaning Fixtures

- Use soft sponges and non-abrasive cleaners or liquid soap.
- Dry fixtures after cleaning to prevent water spots.
- For brass, use a quality brass cleaner.
- Avoid abrasives and razor blades on manufactured marble and porcelain enamel.

#### Clogs

Toilet clogs are most often caused by:

- Diapers
- Excessive toilet paper
- Sanitary items
- Q-tips
- Baby wipes (even “flushable” ones)
- Dental floss
- Toys

*Warranty Note: Clogs are covered only for the first 30 days after closing.*

#### Garbage Disposal

- Use plenty of cold water during and after use.
- Avoid hot water when disposing of grease (it can re-solidify in pipes).
- Let water run 10–15 seconds after turning off disposal.

## **PLUMBING (CONT'D)**

### **Dripping Faucet**

- Shut off water valve under the sink.
- Remove and replace the washer (if applicable).
- Avoid over-tightening when turning faucets off to extend washer life.

### **Freezing Pipes**

- Keep heat set to at least 65°F if away in winter.
- Close garage doors to protect exposed plumbing.
- Pipes generally will not freeze at temps above 0°F if heat is maintained.

### **Leaks**

- Shut off water supply immediately if a leak occurs.
- Use main shut-off near the water heater or fixture-specific shut-offs.

### **Low Water Pressure**

- Clean faucet aerators every 3–4 months.
- Water pressure is managed by your city's water department.

### **Marble / Manufactured Marble**

- Avoid sharp blows.
- Don't use abrasive cleaners or razor blades.
- Always run hot and cold water together to avoid sink damage.

### **Outside Faucets**

- Remove hoses during freezing weather, even in the garage.
- Water left in hoses can freeze and crack the pipe.
- Warranty Note: Exterior hose bibs are not covered for freeze damage.

### **Porcelain**

- Avoid sharp or heavy impacts.
- Don't wear shoes in the tub unless using a protective layer.
- Remove paint splatters quickly using recommended solvents.

### **Running Toilet**

- Adjust the float if it's set too high.
- Check that the chain isn't too tight, which can prevent proper sealing.

## PLUMBING (CONT'D)

### Water Shut-Offs

- Main shut-off: Near water heater.
- Toilet shut-offs: Under the tank.
- Sink shut-offs: Under the sink (hot and cold).

### Stainless Steel Sinks

- Clean with mild soap and water.
- Avoid abrasive cleaners.
- Use stainless-steel polish to restore shine.

### Toilet Tank Care

- Avoid impacts and abnormal pressure on tank sides.
- Chips and cracks can occur from sharp or heavy objects.

## **ALTURAS HOMES LIMITED WARRANTY GUIDELINES**

- **New Home Orientation:** Plumbing will be checked for proper function and cosmetic condition.
- **Clogs:** Covered for first 30 days. If a clog is caused by a household item, you may be billed.
- **Cosmetic Damage:** Must be noted during orientation. Damage found later is homeowner's responsibility.
- **Exterior Faucets:** Leaks noted during orientation will be repaired. Freeze damage after orientation is not covered.
- **Freezing Pipes:** As long as heat is maintained, pipes should not freeze.
- **Leaks:** Covered under warranty if caused by a warranted plumbing defect. Secondary damage (personal items, decor) is not covered.
- **Pipe Noise:** Some noise is normal and not a defect. Water hammer from washers can be reduced with a water hammer arrestor.
- **Water Supply:** Alturas will fix construction-related water supply issues. Pressure and quality are managed by your city water provider.

## RESILIENT FLOORING

### Homeowner Use and Maintenance Guidelines:

Resilient flooring is designed for minimal maintenance, but it still requires basic care. Always follow the manufacturer's specific instructions for cleaning and maintenance.

- **Allow Adhesive to Set:** Avoid using any cleaning or finishing agents until the adhesive has fully cured — usually around two weeks after installation.
- **Shine Maintenance:** Some resilient floors may require periodic application of a high-quality finish to maintain gloss.

### Color and Pattern

Your color selection sheets document the brand, style, and color of your flooring. Keep this information for any future maintenance or repairs.

### Limit Water Exposure

- **Avoid Excessive Water:** Do not mop frequently with water. Excess moisture can seep into seams and under edges, causing lifting or curling.
- **Clean with Care:** Wipe spills immediately and vacuum debris rather than wet-mopping.

### Moving Furniture

- Use coasters or floor protectors on furniture legs.
- Do not drag appliances or heavy furniture across the floor — this can cause tears or wrinkles.
- Damaged areas may be repairable by a flooring professional.

### No-Wax Flooring

Your floor includes a durable, non-wax coating that provides a shiny, protective surface. While resistant, it is still prone to scuffing.

- Follow the manufacturer's guidelines for maintaining the protective finish.
- Avoid waxing unless specifically recommended.

### Raised Nail Heads

Nail heads may become visible due to normal joist movement and shrinkage.

To reset a raised nail head:

1. Place a wood block over the spot.
2. Tap the block with a hammer to reset the nail.

## RESILIENT FLOORING (CONT'D)

### Scrubbing and Buffing

Frequent or aggressive scrubbing and electric buffing is harder on flooring than foot traffic.

- If you choose to scrub or buff, use acrylic finishes to maintain surface protection.

### Seams

- Some seam separation or shrinkage is normal.
- Excessive moisture can cause seams to lift or curl.
- Use caulk at vulnerable areas, such as around tubs or floor joints, to prevent water infiltration.
- Avoid large water spills from baths or showers.

## *ALTURAS HOMES LIMITED WARRANTY GUIDELINES*

### Initial Condition

- Resilient flooring is reviewed during your New Home Orientation.
- Damage caused by moving furniture or appliances is not covered under warranty.
- We are happy to recommend repair professionals if needed.

### Adhesion Issues

- Alturas Homes will repair:
  - Lifting or bubbling due to poor adhesion.
  - Nail pops that appear on the surface of resilient flooring.

### Ridges

- Underlayment joints have been sanded and filled to reduce ridging.
- A ridge is considered warrantable if, when using a 6-inch straight edge, the gap between the floor and the straight edge is 1/8 inch or greater.

### Seam Gaps & Curling

- Gaps exceeding:
  - 1/16 inch between resilient flooring pieces, or
  - 1/8 inch where resilient flooring meets another material will be repaired.
- Curling at seams will be corrected unless it was caused by excessive water exposure.

## ROOF

### Homeowner Use and Maintenance Guidelines:

The asphalt roofing installed on your home has a manufacturer limited warranty. After any extreme weather or storm, visually inspect the roof for damage. Notify your homeowners insurance provider if there is storm damage. Periodically visually inspect valleys on roofs for debris build-up on the shingle surface. Exercise due caution if walking on roofs, particularly near valleys, to eliminate the possibility of damage to the shingles.

### Shingles

- Shingles do not require sealing or treatment.
- Avoid walking on the roof to protect the integrity of the shingles.
  - Never walk on wet shingles — they are extremely slippery.
  - If necessary to access the roof, use extreme caution, especially around valleys (where two slopes meet).

### Gutters & Drainage

- Keep gutters and downspouts clear of debris to ensure proper drainage.
- Clogged gutters can lead to water back-up under shingles and other issues.

### Leaks

- If a leak occurs, try to locate the exact source from inside the home.
- Accurate identification will assist in a more efficient and effective repair when the roof is dry.

### After Severe Weather

- Perform a visual inspection from the ground:
  - Look for shingles in the yard or shingle edges lifting.
- Contact your homeowner's insurance if damage is suspected.

## ***ALTURAS HOMES LIMITED WARRANTY GUIDELINES***

**Covered Repairs:** Alturas Homes will repair roof leaks not caused by weather events or homeowner activity (such as walking on the roof). Repairs will be completed only when the roof is dry.

### **Not Covered:**

- Storm-related damage, including hail or high winds (typically covered by homeowner's insurance).
- Ice damming and build-up at roof eaves during extended cold weather.
- Damage caused by walking or placing weight on the roof.

## **ROUGH CARPENTRY**

### ***ALTURAS HOMES LIMITED WARRANTY GUIDELINES***

Some squeaks are normal and expected in wood flooring systems. While Alturas Homes does not guarantee a squeak-free floor, we will make a reasonable effort to reduce squeaks if they become excessive.

#### **Floor Deflection**

- It is normal for floors to slightly bend or “deflect” under weight, especially near:
  - Heavy furniture (e.g., pianos, hutches, bookcases)
  - High-use areas like chair zones
- This is not considered a structural issue and does not qualify for warranty repair.

#### **Floor Level**

- Floors will be considered within tolerance if they are level within  $\frac{1}{4}$  inch over any 32-inch span, measured perpendicular to a ridge or dip.

#### **Plumb Walls (Vertical Alignment)**

- Walls will be considered plumb (vertically straight) if they are:
  - No more than  $\frac{1}{2}$  inch out of plumb over an 8-foot height
  - No more than  $\frac{1}{4}$  inch bowed within a 32-inch section
- Alturas Homes will correct walls that exceed these measurements.



## SIDING

### Homeowner Use and Maintenance Guidelines:

Siding on your home naturally expands and contracts with changes in humidity and temperature. As a result, you may occasionally notice slight waviness in the surface—especially during certain weather conditions. This is considered normal and does not indicate a problem. If your home features wood or engineered wood siding, plan for routine refinishing. The timing of this maintenance will vary depending on climate and exposure.

### *ALTURAS HOMES LIMITED WARRANTY GUIDELINES*

Alturas Homes will confirm that all mirrors are in acceptable condition during the New Home Orientation. We will correct any scratches, chips, or other damage to mirrors noted during the Pre-Closing Demonstration.

## SMOKE DETECTORS

### Homeowner Use and Maintenance Guidelines:

Smoke detectors are an essential safety feature in your home. Be sure to read the manufacturer's manual for specific care instructions. To ensure optimal performance, clean each smoke detector at least once a month. Dust and debris can cause false alarms or prevent the detector from responding properly in the event of a fire. After cleaning, always press the test button to confirm that the unit is functioning correctly.

### *ALTURAS HOMES LIMITED WARRANTY GUIDELINES*

Alturas Homes does not guarantee that the smoke detectors will provide the protection for which they are installed or intended. Homeowners are responsible for regular testing and maintenance.

## STAIRS

### Homeowner Use and Maintenance Guidelines:

Some minor vibration or squeaking in staircases is normal and expected over time due to natural material movement and usage. There is no installation method that completely eliminates this possibility. It's also common for a small shrinkage crack to appear where the stairs meet the wall. This can be easily addressed by applying a thin bead of latex caulk to the crack and touching up with paint once it's dry.

### *ALTURAS HOMES LIMITED WARRANTY GUIDELINES*

While Alturas Homes does not provide a warranty against stair vibration or squeaks, a reasonable effort will be made to address and correct these issues if they become significant.

## VENTILATION

### Homeowner Use and Maintenance Guidelines:

Homes today are built more tightly than ever, which helps save energy but can create some potential indoor air quality concerns. Without proper ventilation, indoor pollutants like condensation, cooking odors, radon, and carbon monoxide can build up. It's essential to manage ventilation for your health and safety, as well as to prevent moisture problems.

### Attic and Crawl Space Ventilation

Building codes require attic and crawl space vents to reduce moisture accumulation. These vents are typically located in the soffit (the underside of the overhang), gable ends, or through a ridge vent at the peak of the roof. Occasionally, rain or snow may enter these vents, but it's important not to cover them. Instead, place insulation in front of the vent to allow the moisture to evaporate while still allowing for proper ventilation.

### Daily Ventilation Habits

To maintain healthy air quality and prevent excessive moisture buildup, here are some habits to keep in mind:

- Do not block or cover the fresh air supply to your furnace.
- Use the hood fan while cooking to vent cooking odors.
- Run bath fans during and after use of bathrooms to remove humidity.
- Open windows when weather allows to air out the house and promote airflow.

### Moisture Control

Proper ventilation helps keep windows clear of excess moisture. This simple step significantly reduces the amount of cleaning needed and prevents long-term issues like mold or mildew buildup.

### ***ALTURAS HOMES LIMITED WARRANTY GUIDELINES***

Alturas Homes' warranty guidelines for active components (e.g., exhaust fans) are discussed in the relevant sections, such as electrical systems or heating systems. If you encounter issues with any active ventilation components, please refer to those specific guidelines for more information.

## **WATERPROOFING**

### **Homeowner Use and Maintenance Guidelines:**

Your home's foundation walls have been treated with a waterproofing membrane to help prevent water intrusion. While we take every precaution to deliver a dry basement, you may experience slight dampness during periods of heavy or prolonged moisture. This is typically temporary and often resolves as the surrounding soil naturally compacts over time.

To help minimize moisture issues, it's important to:

- Maintain positive drainage around the home to direct water away from the foundation.
- Avoid altering grading or installing landscaping that disrupts water flow.

### ***ALTURAS HOMES LIMITED WARRANTY GUIDELINES***

Alturas Homes will repair issues that result in actual water intrusion into the basement, provided the issue is not caused by:

- Improper landscape installation
- Failure to maintain proper drainage around the home

## WINDOWS, SCREENS AND PATIO DOORS

### Homeowner Use and Maintenance Guidelines:

If a windowpane breaks, contact a professional glass company for re-glazing, as specialized tools and expertise are required. Avoid DIY fixes that could compromise safety or the seal of the glass.

### Cleaning Guidelines

Clean vinyl window and door surfaces with clear, warm water only—avoid powdered or abrasive cleaners, which can scratch or dull the finish. After cleaning, apply a silicone-based lubricant to keep moving parts functioning smoothly. For glass, use a mixture of vinegar and water, a commercial glass cleaner, or follow the window manufacturer's recommended products.

### Condensation

Interior condensation on windows typically results from high indoor humidity and cold outdoor temperatures. This is not a defect in the window but a reflection of the home's moisture level. Proper use of fans, humidifiers, and ventilation will help reduce condensation. If your home includes a humidifier, follow the manufacturer's guidelines closely to avoid excess interior moisture.

### Operation and Maintenance

Sliding windows are generally designed to operate with a 10-pound pull. If a window becomes sticky or difficult to operate, apply a silicone-based (not petroleum-based) lubricant to the tracks. Keep patio door tracks clean to avoid damage or poor performance—lubricate as needed using silicone products.

### Screens

Homeowners may choose to remove screens during winter to let in more light. If you do this, label each screen by location for easier reinstallation. Handle screens with care—mesh can tear easily, and frames can bend.

### Door Locks and Security

Take time to learn how to use the locking mechanisms on your patio doors to ensure maximum security. Proper operation is key to maintaining safety and avoiding unnecessary wear.

## WINDOWS, SCREENS AND PATIO DOORS (CONT'D)

### Weep Holes and Drainage

Water may collect in the bottom channels of window frames during heavy rains. Built-in weep holes help drain this water away. It's important to keep these channels and holes clear of debris to prevent overflow and moisture buildup inside the frame.

### **ALTURAS HOMES LIMITED WARRANTY GUIDELINES**

All windows and screens are inspected at the orientation appointment. Any broken, scratched, or damaged screens noted at that time will be repaired or replaced. After closing, repair and replacement of damaged screens becomes the homeowner's responsibility.

### Window Operation and Lock Function

Windows should open, close, and lock with reasonable ease. If they do not, contact Alturas Homes within the warranty period for review and potential adjustment.

### Condensation

Condensation on the inside of the glass or frame is considered a homeowner maintenance issue due to indoor humidity. No warranty repair is provided for this condition. However, condensation between the panes of a dual-glazed window signals a broken seal—Alturas Homes will replace these windows if the issue occurs within the warranty period.

### Infiltration and Scratches

Some air and dust infiltration is normal, particularly before the surrounding landscaping is completed, and is not covered under warranty. Windows with scratches clearly visible from 11 feet will be replaced. Scratches visible only in certain lighting or at specific angles are not considered warrantable.

### Glass Tinting

Applying aftermarket tinting to dual-glazed windows voids all window warranties. Tinting can cause damage due to condensation or heat buildup between the panes. Always consult the manufacturer's guidance before modifying window glass.

### Additional Info

*See the Ventilation section for related moisture management tips.*

## WOOD TRIM

### Homeowner Use and Maintenance Guidelines:

Wood trim naturally shrinks over time, especially during the first two years and more noticeably during the heating season. This is a result of changing temperature and humidity levels. While wood typically shrinks less along its length and more across the grain, this can lead to small gaps or separation at trim joints. Maintaining a stable indoor temperature can help minimize this effect.

### Minor Repairs

Small separations at joints can usually be corrected with caulk and touch-up paint. If a piece of trim begins to pull away from the wall, drive a new nail slightly offset from the original hole. Fill the old nail hole with wood putty and paint as needed. For convenience, you may wish to wait until after your first heating season to make all touch-ups at once during redecorating.

*See also: Expansion and Contraction*

## ALTURAS HOMES LIMITED WARRANTY GUIDELINES

### Interior Trim

During your Pre-Closing Orientation, Alturas Homes will verify that interior wood trim is in acceptable condition. Minor imperfections in wood—such as small marks or irregularities—are considered normal and require no action. However, any chips or gouges clearly caused during construction and noted at orientation will be repaired.

### Exterior Trim

Alturas Homes will caulk and apply touch-up paint to exterior trim cracks that exceed 3/8 inch as a one-time repair near the end of your first year. Please note that paint or stain touch-ups may not be a perfect color match. We will also address any exterior trim separation that allows water to enter the home.

### Raised Grain

Natural wood exposed to the elements may develop raised grain over time. This is a normal reaction to weather and not considered a defect. Raised grain is excluded from warranty coverage.



## How to Submit a Warranty Claim

1. Go to [www.AlturasHomes.com](http://www.AlturasHomes.com)
2. Click on **Customer Care** in the Navigation Bar.
3. Click the **Submit a Warranty Claim** button.
4. Fill out the form and hit submit. Please fill out the answers completely so we can help you quickly and efficiently.
5. A member of our warranty team will contact you to schedule a time to fix the warranty issues. This could take a couple days. Please do not resubmit a claim.

**Important Reminder:** All warranty claims must be submitted through our website. This allows us to track and manage each request efficiently.