

# Ichijo USA Homeowner Manual

## **Congratulations!**

### **You are now the proud owner of an Ichijo USA home!**

Welcome home! We are honored that you have chosen to purchase an Ichijo home. We take great pride in building sustainable, quality homes and hope that you will have many wonderful years in your new home.

Your Customer Service Manager will provide an initial orientation to your home, prior to closing, walking you through the home, educating you on the systems, maintenance and finishes.

To ensure your satisfaction after closing, we offer a comprehensive new home warranty and customer service program. Please review our Homeowner Maintenance Manual and the Warranty, included with your warranty documents, to obtain an understanding of your coverage.

## **Making Contact**

Report any item under warranty regarding your home to our warranty department.

Email: [warranty-oregon@ichijousa.com](mailto:warranty-oregon@ichijousa.com)

## **Emergency Service**

Please contact our subcontractors directly for emergency service. A list of 24-hour emergency contacts is provided in your documents.

## **How the Process Works**

We will assign your request to a Project Manager who will schedule a visit to address your concerns. Please note that the service work is performed between the hours of 8:00 am and 4:00 pm on weekdays.

You will be asked to sign your Customer Service or Warranty Request upon completion of the work. This will indicate that you are satisfied with the resolution of the items on your request.

We stand behind our product and are very happy to welcome you into your new home. Feel free to contact us with any questions or concerns.

Sincerely,

**Ichijo USA**

# Warrantable Issues - Timetable

Sod/Trees/Landscaping	30 days (from date of close)
Irrigation (sprinkler system)	30 days coverage, 1-year coverage on timeclock
Paint and Caulking	Interior and exterior touch up paint kit provided. Any imperfections must be noted at the home orientation.
Touch Up Paint Kit	Interior and Exterior Paint Touch-up Kit has been provided and left on the premises.
Countertops	Any defects must be noted at the home orientation.
Tile Flooring/Walls	Cracks, chips, scratches, color variations in tile and/or grout must be noted on home orientation. There is a 1-year manufacturer/installation warranty. No guarantee dye lot of tile will match.
Carpet	1-year manufacturer/installation warranty and no guarantee dye lot of carpet will match.
Exterior Flatwork	1-year assessment of cracks with one-time repair. Any settlement crack exceeding 1/8" after the 1-year will be reviewed.
Drainage guidelines	Will be reviewed – meeting code standard
Bathtub/Windows/Mirrors	Any imperfections, scratches, cracks must be noted on home orientation, any imperfections noted after the home orientation are not warrantable.
Drywall	Any cosmetic imperfections need to be documented at the home orientation. A crack exceeding 1/4" will be addressed for installation error.
Vinyl Flooring	Scratches, nicks, and any defects must be noted at the home orientation. There is a 1- Year on manufacturer defects and/or installation

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# Important Information

## Your New Home

We are interested in providing you complete, accurate information regarding your new home. The following pages point out important facts about your new home, the materials used in the construction and other important details that will offer you more knowledge about your new home. Please review this section carefully; it includes many maintenance tips that will help you keep your new home in good condition

In addition to the following information, it is possible that there are specific items that pertain only to your home. Your sales representative and the Customer Service Department are your best sources of additional information about your new home.

If you have any questions about your home before you close escrow, please speak to your sales representative. After moving into your new home, please direct your questions to our Customer Service Department at [warranty@ichijousa.com](mailto:warranty@ichijousa.com).

## Architectural Control Committee

An Architectural Control Committee has approval authority over any changes, alterations or additions to your home, fence, landscaping, exterior colors, trim, etc. Always consult the Declaration of Restrictions for approval procedures and other information prior to making any additions, alterations or improvements to your home, including the installation of antennas, fences, storage buildings, yard art and gazebos. The Architectural Control Committee, Ichijo USA, or if applicable, your Homeowners Association typically will have the power under the Declaration of Restrictions to remove, at your expense, any unapproved additions, alterations or improvements.

## Construction Dangers

Ichijo USA recommends that you contact your Sales Representative or Project manager to have them accompany you on any of our job sites. Job sites are hazardous areas since there is usually a lot of activity going on during the day. After-hours, when the workers are no longer on the jobsites, can be just as hazardous if not more so. If you choose to visit one of our jobsites without one of our representatives to accompany you, Ichijo USA does not assume any liability for any injuries or damages that you may incur.

## Construction Methods

Ichijo USA builds homes that meet or exceed local building codes. Construction methods can differ from home to home due to variations in plans, elevations and the requirements of local building codes.

## Declaration of Restrictions

A Declaration of Covenants, Conditions and Restrictions (sometimes referred to as Deed Restrictions or CC&R's), if applicable, govern the activities within your community. Parking restrictions use restrictions, building restrictions and, in some cases, the creation and powers of a Homeowners Association are described in your Declaration of Restrictions (a copy is included in the closing packet). Also consult your Declaration of Restrictions and, if applicable, your Homeowners Association before making any structural or cosmetic changes to your home.

## Drainage and Wetlands

Wetlands serve many important functions. Many plats will show areas designated as; "Wetlands", "Jurisdictional Wetlands" or "Conservation Areas." These areas are under the control of one or more agencies which are responsible for their protection. Before making any alterations or changes to these areas it is the homeowners responsibility to contact the appropriate agency responsible for these areas and make sure such alterations will not be a violation. Violations are subject to heavy fines and penalties in many cases! The same guidelines should be used for any alterations or usage to adjacent property.

## Easements and Utilities

Your property may be subject to certain easements that should be reflected on your title policy or the lot survey that will be given to you at your closing. Consult your title policy or a professional before any alterations are made to your new home or lot. In some cases, your Declaration of Restrictions will also describe present or future easements.

Additionally, in most cases, the municipality governing your community requires the first fifteen to twenty feet behind the curb in front of your home as right-of-way. You do not own this fifteen to twenty-foot right-of-way; utilities are often located in this footage. Your final survey will show the exact locations of your property lines.

## Homeowners Association

Every homeowner in your neighborhood is a member of a Homeowners Association. The purpose of the association is to assure that the neighborhood is maintained in an attractive and safe manner. A Declaration of Covenants, Conditions and Restrictions have been recorded to establish a set of regulations intended to preserve the appearance and character of your neighborhood. Among other provisions, the Covenants require you to properly maintain your home and your yard and require you to receive approval from the association before making any changes to the exterior of

your home or your lot. This includes any additions, remodeling, accessory structures or changes to landscaping drainage.

The association is usually responsible for maintaining entry signs and landscaping as well as any community parks or amenities and may be responsible for maintaining drainage ponds or other facilities.

Most associations are managed by an independent management company. You are responsible for paying dues to the association, which are used to pay for the management and operation of the association, and for maintenance.

Please take time to read the Covenants and call the management company with any questions you may have.

## Lot & Site Changes

The layout of each lot is unique and there will be differences in size, locations of sidewalks and driveways, and drainage that may not be exactly the same as the models. The shape and contour of certain lots may require that Ichijo USA adapt foundations, decks, patios, driveways walkways and garages to provide reasonable access, adequate drainage and aesthetic appeal. Ichijo USA reserves the right to make changes and alterations to the property and remove native trees to provide for the construction of the home. See the section on “Drainage and Wetlands” for further information regarding adjacent property and its usage.

## Model Homes

Model homes have several functions. They are used as sales offices, to demonstrate products in the home and as a showcase. These multiple uses can require larger air conditioners and other types of equipment that are neither appropriate nor desirable for residential usage. The model homes also may display a variety of features, finishes, materials, colors and products that are not included in your home. The following was prepared to clarify some items and features in your new home that may differ from that in the models. Please ask your sales representative for an explanation of any differences.

- Color Variances

Color Variations occur in all manufactured products. Although every effort is made to provide consistent color, variances may be noticeable in paint, brick, stone, tile, mortar, carpet and other colored surfaces. Exposure to sun and water will alter the color more rapidly. These variances may be especially noticeable where a repair has been made. An exact color match of materials during the initial construction of your home or during repairs is not an item that is covered by your Warranty.

- Design

Your home can have design features that differ from those in the model homes. The

differences could be in materials, interior and exterior colors, surface coverings, doors, windows, garage doors and other features. Also, certain changes to the design of the home may have occurred since construction of the model homes.

- Dimensions

Your home can have different interior and exterior dimensions than those of the model homes. The differences can result from variations in the lots, changes in design that are made after the models are completed and other such factors. The differences can be seen in ceilings, windows, room sizes, placement of your home on the lot and in other areas.

- Entrances and Walkways

The entrances and walkways of the model homes can vary in size and location from your home.

- Interior Features

The model homes are used as sales offices. Therefore, the models may have features such as window coverings, window tinting, security systems, built-in features, slight plan changes, music systems and other differences from the production homes.

- Marketing

The representation of features, settings, finishes and other items that are used in advertising and sales materials may differ from those in your home.

- Substitution

Substitute materials that may differ from those in the model homes may have been made in the construction of your home due to situations beyond the control of Ichijo USA. Also, substitute materials may differ from model homes where the new materials do not alter the quality or function of your home.

## Plans

Ichijo USA reserves the right to change plans, specifications and prices without notice.

## Private Home Inspectors

Ichijo USA does not allow any Private Home Inspector on or about any property that is under construction without prior authorization from our office. Any Private Home Inspectors wishing to perform inspections on any of our homes must first provide us with the required proof of insurance and any other required documentation in order to be on our jobsites.

## Soils

Any homeowner changes in the foundation, the grading and the landscaping of your home and lot can result in severe damage to your property and to neighboring properties. Consult a professional before any such changes are made. Architectural Control Committee approval will be required before making any changes to your property that may affect the drainage. County approval may also be required. See Grading and Drainage section for additional information.

## Surrounding Property

No representation or warranty is made with respect to the use or construction of improvements on property adjacent or in the vicinity of your community. Even as to adjacent property owned by Ichijo USA, future use or construction may be altered for any reason. Please consult the municipality or county having jurisdiction over your community to determine the type of development that may occur in your area.

## Trees

While Ichijo USA seeks to preserve trees, they can deteriorate and die due to a number of factors, including disease and disturbance to root systems. Over or under watering can harm trees. No representation or warranty is made regarding the trees located on your lot. You may wish to consult with an arborist to determine appropriate actions to preserve your trees.

## Unauthorized Options and Upgrades by Buyers

Ichijo USA does not permit the installation of options by anyone other than Ichijo USA and its subcontractors and suppliers prior to the close of escrow. The unauthorized use of independent contractors, other than those who are under contract with Ichijo USA, or any work or changes made by the buyer, will void any warranty, implied or written, with respect to any and all damage caused, directly or indirectly, as a result of the work, and is a direct violation of your contract! Ichijo USA reserves the right to remove and destroy any alterations, materials or furnishings and possessions of the buyer, made by you or any unauthorized sub-contractor, prior to the closing of escrow, at the sole expense of the buyer.

## Views

No representation or warranty is made with respect to the presence or absence of objects or items that are visible from your new home but are not located on your property. Such objects and items can be blocked or changed by future development, the growth of plants and other activities. Lot premiums, which take views into consideration, are only applicable at the time of purchase and no further warranties or representations



are implied. Ichijo USA does not assume liability for any views that are not located on the property you are purchasing.

## Water Pressure

Your Ichijo USA Limited Warranty does not include any representation or warranty that the current water pressure level will prevail in the future. Please contact your water utility provider if you experience any problems after closing.

## Glossary of Terms

**AERATOR:** Located at the end of the kitchen and bathroom faucets. It mixes air with the water in order to provide a smooth, splash-free flow of water. Occasionally, debris may collect in the aerator and restrict the flow of water. If this happens, unscrew the aerator and remove the debris.

**ARCHITECTURAL CONTROL COMMITTEE:** See “Pertinent Information” section of this manual.

**BASEBOARD:** The strip of molding or trim at the bottom of walls. The baseboard adds an attractive finish and protects the wall from scuffs and damage from furniture or vacuum cleaners.

**BERM:** A small ridge of soil which may direct the flow of rain and irrigation water toward drains or sewers.

**CAULKING:** This material is used as a sealant around sinks, tubs and showers. Other applications for caulking include sealing window and doorframes.

**CEMENTITIOUS FINISH:** The mortar-like material that covers the foundation and/or exterior walls of your home. This is commonly referred to as “stucco” in the building industry. Typically in residential construction this is a two (2) step process. This material is relatively brittle so you should avoid sharp blows to the walls. Its use is strictly cosmetic. Any references in our documentation to “stucco” is meant to describe this (2) step process cementitious veneer.

**CIRCUIT:** The electrical system in your home is separated into individual units referred to as circuits. Depending upon the layout of your home and electrical codes in your area, each circuit may be designed for a room, an area of the home or a single appliance.

**CIRCUIT BREAKERS:** Prevent electrical overload or shorting. The circuit breaker opens the circuit when an overload or short occurs, thereby breaking the flow of electricity. It can be reset manually by moving the circuit breaker lever to the “off” position and then to the “on” position once the source of overload has been corrected. Refer to the “Use and Care of Your Home” section of this manual for more information.

**COMMON AREAS:** Many neighborhoods have areas that are common property, which is owned by a homeowners association or other entity. These areas may include streets, parking areas, walkways, slopes and recreational areas. In some cases, these common areas are maintained and their use is governed by the homeowners association. Please refer to the Declaration of Restrictions.

**CONDENSATION:** The conversion of moisture in air to water, as on the warm room side of a cold wall; the forming of water on a surface can usually be prevented by insulating the inner wall so that its surface is kept warmer.

**CONDENSER:** The unit of a heating and air conditioning system that is located outside the home.

**CULTURED MARBLE:** This is a man-made product that has much of the durability and beauty of natural marble.

**DECLARATION OF RESTRICTIONS:** See “Pertinent Information” section of this manual.

**DEFLECTION:** Bending of a beam or any part of a structure under an applied load.

**ICHIJO USA’S LIMITED WARRANTY:** The one-year limited warranty made by Ichijo USA to you described in the “Warranty Procedures” section of this manual.

**DRYWALL:** The interior walls of a home are usually constructed of drywall. This material also is called gypsum board or sheetrock. The material is functional and can be textured and painted to complement the style of any home.

**EFFLORESCENCE:** The white, powdery substance that sometimes accumulates on stucco, masonry, concrete and brick. Excessive efflorescence can be removed by scrubbing with a strong vinegar solution or a commercial product.

**EROSION:** The flow of water from irrigation systems or rain can erode landscaping and change the drainage pattern of the yard. Most erosion can be prevented by maintaining the original grading of the yard.

**EXPANSION JOINT:** A break or space in construction to allow for thermal expansion and contraction of the materials used in the structure.

**FLATWORK:** A concrete surface usually four to six inches thick used for patios, walkways, driveways, etc.

**FLUORESCENT:** The lighting fixtures that provide even, soft illumination in kitchens, bathrooms and other areas of the home.

**GFCI:** Abbreviation for Ground Fault Circuit Interrupter. Similar to a circuit breaker, it is designed to interrupt the flow of electricity. GFCI’s are usually located in the kitchen, bathrooms, garage and exterior. In the event of a short circuit, the GFCI is designed to break the electrical circuit immediately and reduce the chance of serious electrical shock.

**GROUT:** Grout is the cement-like material visible between squares of ceramic tile.

**HARDWARE:** The hinges, locks, handles and other metal attachments to doors, cabinets and drawers are commonly referred to as hardware.

**HEADER:** The header is a relatively heavy, structural wood piece that spans open spaces such as doors and window frames. The header supports other structural lumber.

**HOMEOWNER MAINTENANCE:** As a new homeowner you need to routinely maintain the various features of your home. Some of these maintenance items have been indicated in the “Use and Care of Your Home” section of this manual. This continuing maintenance is your responsibility.

**HOMEOWNERS ASSOCIATION:** See “Important Information” section of this manual.

**INCANDESCENT:** Lighting fixtures that use traditional light bulbs are called incandescent fixtures. Incandescent lighting is used for lamps, spot lighting and exterior lighting.

**MANUFACTURER’S WARRANTY:** The appliances and certain other components of your new home are covered by warranties that are supplied by the original manufacturers. These warranties are passed on to you. They include components of the plumbing and electrical systems, heating and air conditioning system, water heater and other manufactured items.

**MASONRY:** The stonework and brickwork on a home.

**MILDEW:** Mildew results when moisture accumulates in a confined area. Excessive watering of landscaping can cause mildew. Due to humidity, mildew can also form on the underside of eaves, porches or box windows. Moisture can also cause mildew to form on bathroom walls.

**NAIL POPS:** The natural expansion and contraction of wood can cause the nails that hold the wall surfaces in place to move or pop out of place. The nails can be reset and, if necessary, touchup paint can be applied.

**PORCELAIN ENAMEL:** Your tubs and sinks may be constructed of porcelain enamel. Made of a silicate paint that is fired onto steel at high temperatures, it forms a durable smooth and shiny surface much like glass.

**RETURN AIR VENT:** Because modern homes feature almost airtight seals, the heating and air conditioning systems require return air vents to draw air back to the heating and cooling system.

**SETTLING:** In the first months and years after a new home is built, some settling can occur. Minor settling is normal, particularly in the first months after a new home is built. Small shrinkage cracks do not affect the structural integrity of

**SILICONE:** Any of a group of semi-organic polymers of siloxane, characterized by high lubricity and thermal stability, extreme water repellence, and physiological inertness. It is used in adhesives, lubricants, paints, insulation, and synthetic rubber.

**SPACKLE:** The puttylike material that is used to fill surface irregularities in drywall. Its most common use is to fill nail holes in walls before repainting.

**SPALLING:** The cracking or flaking of particles from a surface.

**SUBCONTRACTOR:** Most homes in our area are built by specialized trades people, or independent contractors, who contract with larger builders or developers to perform their area of specialization. This allows the builder to select those trades with the highest standards and the best reputation. Examples of subcontractors are plumbers, roofers and electricians.

**Project Manager:** The person who oversees the construction of homes is called the project manager. The project manager is responsible for making sure that the subcontractors perform their work on time and to the standards established by Ichijo USA.

**SWALE:** A swale is similar in purpose to a berm, but it is a depression in the ground. It is designed to channel rain and irrigation water away from structures and toward sewers and drains.

**TACK STRIPS:** The devices between the flooring and carpeting that are used to hold wall-to-wall carpeting in place.

**THERMOSTAT:** The wall-mounted device that controls the heating and air conditioning units is a thermostat. By cycling the heating or air conditioning units on and off, it will maintain a desired temperature in the home.

**TUCK POINTING:** The filling in with fresh mortar of cut-out or defective mortar joints in old masonry.

**VITREOUS CHINA:** The kiln-fired, pottery material that is used in most toilet bowls and tanks. It is very durable and impervious to water but can be broken by sharp blows from hard objects.

**WARP:** Shape distorted by twisting, especially in too rapidly dried wood.

**WEEP HOLES:** Small holes in door, masonry and window frames that allow water to drain away are called weep holes. They should be kept free of dirt and debris.

# Quality Control

## Ichijo USA Quality Control Inspections

Ichijo USA performs a variety of Quality Control Inspections on every home throughout the entire construction process. This is to ensure that each home meets or exceeds the quality level that each buyer sees in our models and spec homes when selecting their home for purchase.

Ichijo USA makes sure each home meets or exceeds the “Residential Performance Guidelines” established by the “National Association of Home Builders.” These guidelines set up standards by which the building community can establish certain quality levels in their construction. Building codes only address health, safety and welfare issues regarding new home construction.

The “National Association of Home Builders” is recognized as an objective and qualified source for setting up these standards. These standards are objective, credible and uniform and spell out the minimum performance for acceptable workmanship and product performance. Ichijo USA seeks to meet or exceed these standards on each home that we build.

## Frequently asked questions about your new Ichijo USA Home Performance and Warranty

Congratulations and thank you for allowing Ichijo USA to build your home. We understand that your new home is a major investment so we would like to answer the most frequently asked questions about the warranty on your home and set realistic expectations for the performance of your home. Prior to closing, your home receives a 200+ point Quality Control Inspection from our in-house professionals to insure that it meets or exceeds the Residential Construction Standards established by the National Association of Home Builders as modified for our area.

When your home is completed and ready for closing, we will introduce you to the features and functions of your new home with an Orientation process. This usually takes between 30 minutes to an hour to complete and gives us a chance to note any final touch ups that may need to be completed prior to your closing. Then we explain homeowner responsibilities and general maintenance of your new home. Refer to your Warranty Booklet for further information. All warranty documents will be provided at

the Orientation. The final step prior to closing is to do a final walk through, to verify that all items listed on the Orientation Checklist are complete and your new home is ready for you to enjoy after closing. Once this Orientation process is complete and signed off, this signifies your acceptance of the home and that all required features or upgrades have been installed or completed. Remember, in addition to our 1 Year Builder Warranty, your home is also covered by a 10 Year Structural Warranty from Residential Warranty Corporation!

Q. What is Ichijo USA's warranty policy concerning scratched window glass, damaged countertops, damaged cabinets, or other similar damages after I close?

A. Damages such as scratched glass, cuts in vinyl flooring, damaged countertops, drywall repairs & paint touch-ups are not warranted after closing. These items must be noted on the Orientation Builders Checklist and taken care of prior to closing. Ichijo USA will not be responsible for paint touch matches after closing; however, we will match with the closest available standard color.

Q. What is Ichijo USA's policy concerning concrete?

A. Concrete surfaces will sometimes crack due to normal expansion and contraction and temperature changes; they may also develop cracks from soil movement underneath due to rain, evaporation, etc. Most cracks have no structural significance and are of no concern. Cracks in garage, driveway, walkway and patio that are in excess of 1/4 inch in width or vertical displacement will be repaired. Foundation cracks greater than 1/8 inch will be repaired. In accordance with our warranty policy, we will make any necessary repairs to correct these conditions. Ichijo USA will not be responsible for color variations when repairs are required.

Q. What are Ichijo USA's policies covering roof issues?

A. Roof issues will be covered for the first year as outlined in the warranty documents. A Materials Warranty will be provided and covered by the manufacturer; this is usually 15 to 20 years depending on the shingles used.

Q. What is Ichijo USA's warranty policies for ceramic tile?

A. Ceramic tile issue will be covered for the first year as outlined in the warranty documents. If tiles are to be replaced, Ichijo USA does not assume the responsible for color variations or die lot matches on tile that has been discontinued. Wall tiles will be also covered for one year from the date of closing.

Q. What should I do if I have a Plumbing emergency after hours?

A. Ichijo USA provides 24 hour 7 days a week emergency service through our plumbing contractor. You will be provided an emergency number for this purpose. We would like for you to contact our warranty department the next business day as well so that we may make any necessary visits to evaluate the problem and reduce the chance of other concerns.

Q. How will I know where my property lines are if I want to do make any alterations to my property after I close?

A. We will provide you with property pins on the corners of your lot, which will enable your contractor to locate the lot lines prior to his installation. It is your responsibility to provide this information to your contractors as well as your contractor's responsibility to verify these measurements prior to making any improvements to your property. Be sure to check the Covenants and Restrictions for your neighborhood prior to making any alterations to your property, as a written architectural approval is usually required.

#### OTHER INFORMATION:

1. Be sure to read and understand the Warranty Documents completely.
2. Be sure to contact our warranty department as soon as possible to report any leaks that you may notice. This will help reduce the chance of a small problem turning into a larger one.
3. Driveways, walks, patios and exterior walls can be pressure washed. Avoid high pressures to reduce the chance of damage to the surface being cleaned. It is not recommended that you Pressure Wash your windows as this could result in damage that might void the warranty.
4. Check your roof shingles after heavy storms or high winds to make sure that there are no damaged or missing shingles.
5. Change A/C filters monthly. Have unit serviced at least once a year for proper operation.
6. Know where all major shut-off valves are located.
7. Some items on your new home may have extended warranties that will be provided by the manufacturer. Please consult these documents for further information.
8. Ichijo USA does not assume responsible for conditions that are beyond our control.
9. Personal property including furnishings are not covered by this warranty.



## How to Submit a Warranty Claim

### Normal Procedures

Prior to submitting your request, please review the Ichijo Warranty on the following pages to verify that your claim is covered.

To submit your warranty request, visit the Ichijo website at: [www.ichijousa.com](http://www.ichijousa.com) and click on the “Homeowners” tab or email [warranty-oregon@ichijousa.com](mailto:warranty-oregon@ichijousa.com) directly. Please be advised that someone will respond to your request within 3 business days.

### Emergency Service

<u>Problem</u>	<u>Solution</u>
Total loss of heating or air conditioning	Contact the HVAC (AirConditioning) Co. Total
loss of electricity	Check with utility company for outages Plumbing
leak or plumbing backup	Shutoff entire water supply to home
Total of loss water	Check with utility company for outages

In case of emergency, your first step should be to protect your family from harm. Once you are sure of their safety, and if you safety will not be jeopardized, you should take steps to correct or lessen the effects of the emergency.

Damage from a water leak can be minimized by turning off the water to a particular fixture or turning off the water main to your home. The water main shut-off valve is located at the water meter box, which is generally located at the property line. Please refer to the “Plumbing” section of this manual for further discussion of the water shut- off locations.

Please notify our office as soon as possible if a roof leak is experienced. Failure to notify us promptly could exacerbate the situation creating a much greater chance of further damage.

Do not delay in reporting an emergency. Subsequent damage caused by a delay in reporting an emergency will not be the responsibility of Ichijo USA. Damage to personal property is not covered by Ichijo USA’s Limited Warranty

If you situation does not fall within the emergency guidelines, please use the procedures outline for requesting routine warranty service.

# **Ichijo Limited Warranty**

## **1 Coverage period**

ICHIJO to provide Limited Warranty for 1 year, 2 year and 10 year respectively depending on the building components and elements. (attached hereto as Appendix A) This Limited Warranty commences on the date of closing, or the date of Home Owner's occupancy whichever occurs first. This Limited Warranty is in effect only if ICHJO is in receipt of entire contracted/purchase price.

## **2 Request for warranty services**

Warranty inquiries have to be in writing to be considered by ICHJO. No Limited Warranty work will be performed nor guaranteed until request has been received in writing, unless designated an emergency.

## **3 Remedy**

ICHIJO will, within a reasonable time, examine an alleged defect to determine if it is covered by this Limited Warranty. A defect covered by this Warranty will be repaired, replaced, or replaced with item of like kind, at ICHJO's expense. Home Owner agreed to bear the cost for the water, gas and electricity necessary for the Warranty work for using tools and/or equipment, washing, drying, cleaning and such. Any repair or replacement shall not extend the Warranty term. The total liability of Warranty is limited and shall not exceed the purchase price of the home in the Purchase and Sale Agreement.

## **4 Right of access**

Homeowner to provide ICHJO access to property to perform its work under this Warranty. Failure to provide such access may relieve ICHJO of its obligations.

## **5 Exclusions**

- 1) Damages or losses resulting from accidents; civil commotion; acts of God or Nature – including, but not limited to wind storms, wind driven water, floods, sink holes, hail, lightning, fallen trees, earthquakes, explosions, fire, smoke, water escape, or changes in underground watertable.
- 2) Defects or damages caused by animal droppings, rubbing, eating or infestation.
- 3) Any condition which does not result in actual physical damage to the Home including, but not limited to uninhabitability or health risk due to presence or consequence of unacceptable levels of radon gas, formaldehyde, mold, carcinogenic substances, or other pollutants and contaminants, or the presence of hazardous or toxic materials.
- 4) Any soil erosion/sedimentation or storm water control management systems that are approved by a governing jurisdiction.
- 5) Expenses a Home Owner may incur as a consequence of defects or warranty repair include but are not limited to the cost of having to move out while repairs are being made, household appliances, or personal properties.
- 6) Any consequential, indirect, punitive damages which may arise from defects or warranty repair including but not limited to bodily injury, loss of use, loss of data, loss of income or profit, and/or claims of third parties.
- 7) Any defects, damage, or loss which is caused by negligence including but not limited to unattended water leak or visible mold growth, insufficient maintenance, or improper use of Home Owner or anyone other than ICHJO or its employees, agents, or subcontractors.

6 Regarding warranty for any appliance or equipment provided by ICHIJO, including but not limited to water heaters, pumps, stoves, ranges, ovens, garbage disposals, dishwashers, furnaces, air conditioning units, heat pumps, photovoltaic systems and other similar items, Home Owner shall refer to the manufacturer's warranties to the Home Owner, which require registration by Homeowner to uphold manufacturer's specific warranty.

7 Discoloring

Repairing, repainting or replacement of interior or exterior surface, including driveways and sidewalks, shall be limited to the defective area.

8 Transfer of Ichijo Warranty

One (1) year Materials & Workmanship Warranty will automatically terminate if the property is leased, vacated or sold by original Home Owner. Only two (2) year System Warranty and ten (10) year Structural Warranty will stay with the home and automatically transfer to the new owner upon change of ownership.

## Appendix A

### ■ 1 Year Materials & Workmanship Warranty

This warranty covers material defects and general workmanship for interior and exterior finishes. Warranty standard and coverage are as follows;

1. Finishes (Drywall, Paint, Carpet, etc.)

The Warranty provides protection against defects in finishes in the home, including drywall, lath and plaster walls and ceilings, hard-surface flooring, bathtubs, showers and countertops, resilient and finished-wood flooring, trims, interior and exterior painting and carpeting.

2. Nail pops and drywall cracks

The Warranty provides repair for nail pops and drywall cracks caused by acclimation to the temperature and humidity of the seasons.

3. Roof

The Warranty covers roof leaks that are caused by rain, normal wear or natural deterioration on a well-maintained roof. The leak caused by buildup of snow, ice, leaves, bird droppings or other build up that prevents rainwater drainage shall not be considered a defect and such water penetration shall not be covered.

4. Doors & Windows

For proper fit and smooth operation, interior, exterior and garage doors, doorknobs, deadbolts and locksets, wood, plastic and metal windows, glass and glazing; and storm doors, windows and screens are covered.

5. Concrete

For protection against defects in concrete surfaces, warranty coverage includes concrete basement and attached garage floors, slab-on-grade floors with finish flooring, stoops and steps, and interior concrete work. Small cracks not affecting structural stability are not unusual on the surface of the concrete. Cracks greater than 1/4 inch will be repaired by concrete caulk.

6. Cabinets & Vanities

To keep kitchens and bathrooms functional, warranty coverage includes defects in kitchen and vanity cabinet doors and drawers, as well as high-pressure laminated kitchen and vanity countertops.

7. Electrical Components

The Warranty provides coverage against defects in receptacles, fixtures, fuses, ground-fault circuit interrupters (GFCI) and circuit breakers. This excludes light bulbs and batteries.

8. Masonry

The Warranty coverage includes workmanship on masonry, brick and stone veneer, concrete block basement walls, stucco and cement plaster walls. Due to lime content and porous property, discoloration, efflorescence, chemical reaction or water absorption shall not be covered.

9. Thermal & Moisture Protection

The Warranty coverage provides protection against defects in waterproofing, moisture control and ventilation in basements, attics and roofs; insulation around living areas; exterior wall caulking, and siding, gutters and downspouts.

10. Mechanical

The Warranty coverage is provided for plumbing and water supply fixtures such as faucets, valves and water pipes, as well as operation of the heating and cooling system.

11. Site Work

The warranty includes protection against defects in the grading established by the builder in backfilled areas of the foundation so surface water drains away from the home. There should be no standing water in the yard 48 hours after no rainfall.

■ **2 year System Warranty**

This warranty protects a home from defects in the electrical, plumbing and mechanical distribution systems for a full two years.

1. Mechanical (Waste Piping)

For smooth-flowing pipes, the systems warranty covers repairs to sanitary sewers, fixtures, and waste and drain lines to prevent clogs or poor drainage.

2. Electrical System

The systems warranty covers wiring and electrical conductors, ensuring that the home's wiring carries its designed load

3. Mechanical (Duct Work)

To provide a temperature-controlled environment all year long, systems warranty coverage includes repairs to the home's heating and cooling ductwork if it separates or detaches.

4. Mechanical (Plumbing)

To keep water flowing in and out of the home, systems warranty coverage includes waste, vent and water pipe leaks and bursts; heating and air conditioning refrigerant lineleaks; and water supply and septic tank system operation.

## ■ 10 year Structural Warranty

Structural defects are defined as physical damage to a home's designated load-bearing elements described below caused by failure that affects their load-bearing function to the extent that the home becomes unsafe, unsanitary or otherwise unlivable.

1. Roof Framing Systems
2. Floor Framing
3. Load-Bearing Walls & Partitions
4. Beams, Girders
5. Columns
6. Footing & Foundation Systems.
7. Window structural and glazing units

# USE AND CARE OF YOUR HOME

Your home has been constructed with quality materials and the labor of experienced craftsmen. Prior to our using any material, it must meet our specifications for quality and durability. All work is done under our supervision to attain the best possible results.

A home is one of the last hand-built products left in the world. Homebuilding is part art, part science and part hard labor. No two homes, even of the same plan, will be constructed exactly alike. Once the natural and man-made materials have been assembled, the components interact with each other and the environment. Although quality materials and workmanship have been used in your home, this does not mean that it will be free from care and maintenance. A home, like an automobile, requires care and regular maintenance. This is essential to providing a quality home for a lifetime. Please refer to the schedule in this manual for maintenance guidelines.

We are proud of the product we build and the neighborhoods in which we build. We strive to create long lasting value. This cannot be achieved unless you, as the homeowner, properly maintain your home and all of its components. Periodic maintenance is necessary because of a number of factors such as normal wear and tear, the inherent characteristics of the materials used in your home, and normal service required by the mechanical systems. Natural fluctuations in temperature and humidity can also impact your home.

Many times a minor adjustment or repair done immediately by you saves a more serious time consuming and sometimes costly repair later. Note also that negligence of routine maintenance can void applicable limited warranty coverage on all or part of your home.

We recognize that it is impossible to anticipate and describe every attention that may be needed for good home care; however, we have covered many important details. The subjects covered include components of homes we build, listed in alphabetical order. Each topic includes suggestions for use and care. Some components may be discussed here which are not present in your home.

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

We make every effort to keep our information current and accurate. However, if any detail in our discussion conflicts with the manufacturer's recommendations, the manufacturer's recommendations should be followed. Activate specific manufacturer warranties by completing and mailing the registration cards included with their materials. In some cases, manufacturer warranties may extend beyond the first year; it is in your best interest to be familiar with such coverage. By caring for your home attentively, you insure your enjoyment of it for years to come. The attention provided by each homeowner contributes significantly to the overall desirability of the community.

While we strive to build a defect free home, we are realistic enough to know that we may make mistakes or that something in the home may not perform as intended. When either occurs, we will make the necessary corrections. In support of this commitment, Ichijo USA provides you with a one year limited warranty.

**For your protection, for accuracy, and for efficient operation of our service activities, non-emergency items must be reported in writing.  
We do not accept reports for routine warranty items over the phone.**

# Recommended Maintenance Schedule

Maintenance (scheduling & cost) is the responsibility of the Homeowner

Item	Monthly Interval (1 thru 6)					
	1	2	3	4	5	6
Air Filter-HVAC System			Replace			Replace
Backflow Preventer (where applicable)						
Caulking – Exterior (entrances & windows)			Inspect			Inspect
Caulking – Interior (wet areas)			Inspect/Replace			Inspect/Replace
Clothes Dryer Lint Duct & Filter						Clean Out Vent
Condensation Line – HVAC System	Inspect	Inspect	Inspect	Inspect	Inspect	Inspect
Exterior Drainage						Inspect
Faucet Aerator			Clean			Clean
Fireplace Flue/Chimney						Inspect/Clean
Front Door Finish Metal/Fiberglass	Clean	Clean	Clean	Clean	Clean	Clean
Garage Doors			Lubricate			Lubricate/Inspect
Garbage Disposal	Flush/Clean	Flush/Clea	Flush/Clean	Flush/Clean	Flush/Clean	Flush/Clean
Gutters/Downspouts			Inspect/Clean			Inspect/Clean
HVAC System Check *						Inspect
Plumbing Drains			Inspect/Clean			Inspect/Clean
Range Hood Fan Filter		Clean		Clean		Clean
Screens (doors & windows)			Inspect			Inspect/Clean
Smoke Detectors	Test	Test	Test	Test	Test	Test
Sprinklers (where applicable)						
Water Heater						Flush
Water Heater (tankless)						
Weep Holes (windows & sliding doors)						Inspect, Clean
Whole House Fan						

Item	Monthly Interval (7 thru 12)					
	7	8	9	10	11	12
Air Filter-HVAC System			Replace			Replace
Backflow Preventer (where applicable)						Inspect
Caulking – Exterior (entrances & windows)			Inspect			Inspect
Caulking – Interior (wet areas)			Inspect/Replace			Inspect/Replace
Clothes Dryer Lint Duct & Filter						Clean
Condensation Line – HVAC System	Inspect	Inspect	Inspect	Inspect	Inspect	Inspect
Exterior Drainage						Inspect
Faucet Aerator			Clean			Clean
Fireplace Flue/Chimney						Inspect/Clean
Front Door Finish Metal	Clean	Clean	Clean	Clean	Clean	Clean/Repaint
Garage Doors			Lubricate			Lubricate/Inspect
Garbage Disposal	Flush/Clean	Flush/Clea	Flush/Clean	Flush/Clean	Flush/Clean	Flush/Clean
Gutters/Downspouts			Inspect/Clean			Inspect/Clean
HVAC System Check *						Inspect
Plumbing Drains			Inspect/Clean			Inspect/Clean
Range Hood Fan Filter		Clean		Clean		Clean
Screens (doors & windows)			Inspect			Inspect/Clean
Smoke Detectors	Test	Test	Test	Test	Test	Test
Sprinklers (where applicable)						Inspect
Water Heater						Flush
Water Heater (tankless)						Inspect
Weep Holes						Inspect, Clean
Whole House Fan						Inspect

\* Call a Licensed HVAC Contractor to service your Air Conditioning and Heating system at least once a year!





## Appliances

Read and follow all manufacturer requirements for each appliance in your home.

### *Manufacturer Service*

If a problem arises with an appliance after the one year limited warranty period, contact the Customer Service number listed in the manufacturer's warranty booklet. When reporting warranty items to the appliance manufacturer, be prepared to supply the following:

- the date of purchase (closing date)
- the serial number and model number (found on a metal plate on the side or bottom of each appliance)
- a description of the problem

### *Registration*

Mail warranty registration cards directly to the manufacturer.

### *Appliance Warranties*

All appliance warranties are assigned to you at the closing. The appliances are warranted directly to you in accordance with the terms and conditions of the written warranties supplied by their manufacturers.

## Attic Access and Insulation

The attic space is not intended for storage of any kind (excessive weight could jeopardize the integrity of the trusses and void your warranty). Access is provided for purposes of maintaining mechanical equipment that may traverse the attic space. When performing any needed tasks in the attic, caution should be used not to step off wooden members onto the drywall. This can result in personal injury and/or damage to the ceiling below. Such injury or damage is not covered by your limited warranty.

### Insulation

The effectiveness of blown insulation is diminished if it is uneven. The last step in any work done in your attic should be to confirm that the insulation lies smoothly and evenly. Do not step on drywall ceilings; personal injury or damage to drywall can result.

#### *Building Codes*

Insulation installed in your home meets or exceeds the building codes applicable to your home at the time of construction.

The best practice for preserving your cabinet surfaces is to always keep them dry and clean. Leaving water, spills, & splatter on your cabinetry for prolonged periods may lead to spotting, clouding, and discoloration.

## Cleaning and Maintaining Cabinetry Doors:

“Piano Finish” cabinet doors literally receive a mirror-like coating comparable to pianos. While designed to be low and easy maintenance, certain precautions are necessary to preserve the original finish. To prevent scratching, only use clean, soft fabrics such as those used to clean eye wear. For everyday maintenance, a slightly dampened cloth is sufficient, followed by drying-off excess moisture. For stubborn cleaning, use of small amounts of mild detergent or rubbing alcohol is acceptable. Actual piano cleaner/polishes are also available which are ideal as they not only clean but protect and enhance the finish.



## PRECAUTIONS:

Do not use abrasives and strong chemicals such as cleansers, paint thinners, bleach, and mold/mildew removers as they can scratch and discolor the finish

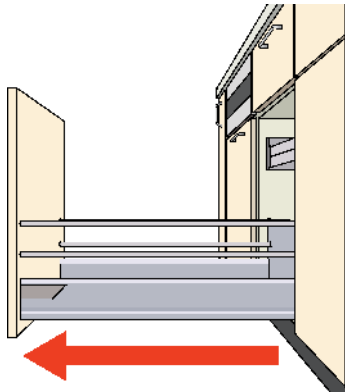
# Kitchen Cabinets

## DRAWER REMOVAL AND INSTALLATION

Begin by first removing everything inside the drawer box. Then follow the steps below. To prevent scratching or denting your floor, lay down floor protection such as heavy cardboard under the area of work.

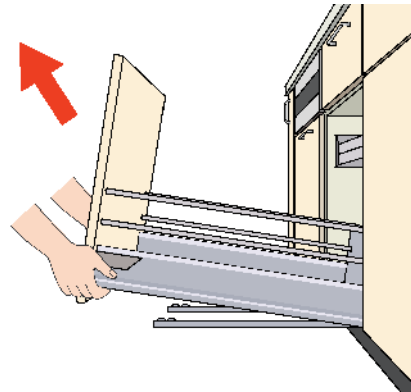
### ■ Drawer Removal

1



Fully extend the drawer

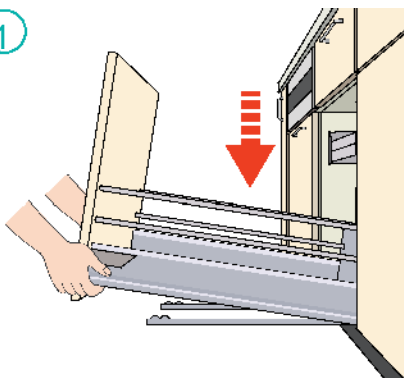
2



Using two hands, grasp the left and right front bottom corners of the drawer. The drawer will easily disconnect from the guides by tilting the drawer up and toward yourself

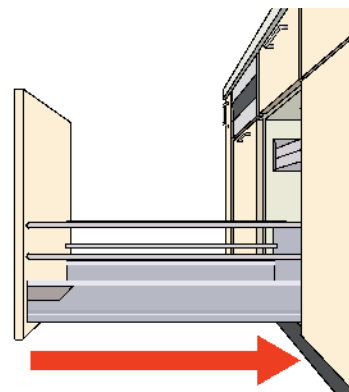
### ■ Drawer Installation

①



Pull the drawer guides (rails) in the cabinet all the way out. Place the drawer on the guides angled forward as illustrated.

②



Once the drawer is correctly positioned in the guides, as you push the drawer into the cabinet, the drawer will “click” into position and smoothly close.

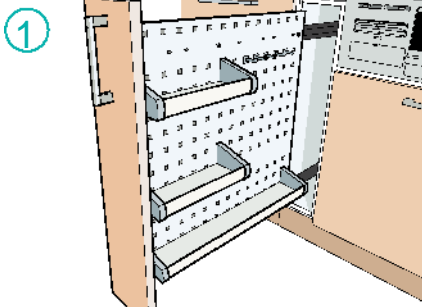
### PRECAUTIONS:

- As drawers may be heavy, it is recommended that two people perform drawer removal & installation.
- It may take a few tries before you get a feel for how the drawer needs to be seated in the drawer guides. Open and closes a few times to confirm correct installation.

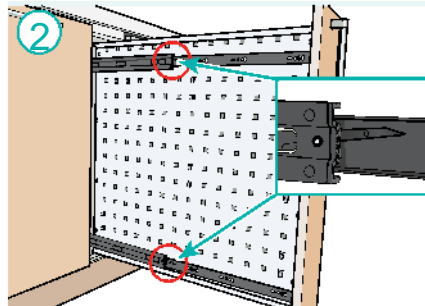
# Kitchen Cabinetry Removal & Installation

## Multi-purpose slide-out rack: Removal & Installation

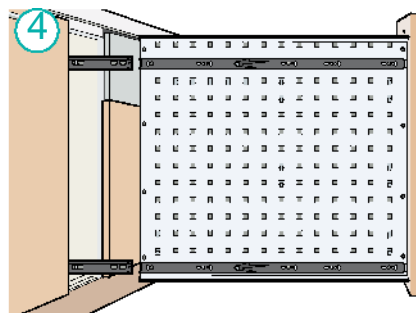
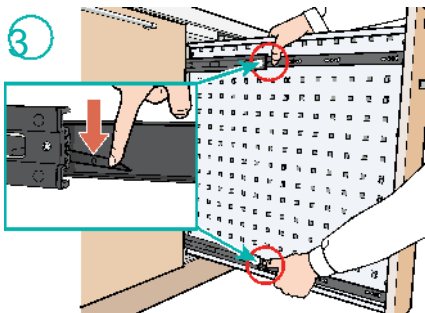
Fully open the slide-out rack. Locate tracks & release lever on the rear side. Using your thumbs, push the lever attached to both the top and bottom tracks simultaneously and pull out the drawer. This will release the track from the cabinet, allowing the drawer to be removed from the cabinet.



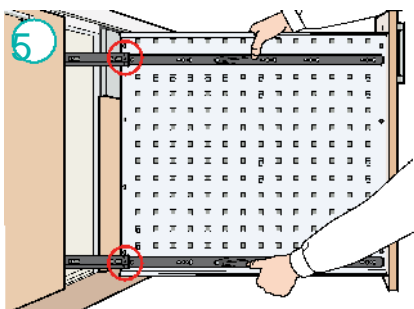
First completely remove all contents in the slide-out rack



Engage the lever on both tracks



While depressing the levers, slide the drawer all-the-way out



To reinstall the slide-out rack, simply align the rails into the tracks and push the drawer back inside

## PRECAUTIONS:

- Make sure to remove contents before attempting slide-out rack removal
- After reinstalling the slide-out rack, make certain the rails are once again locked into the tracks by pulling the drawer all the way out and back in, before placing items back into storage and ordinary use.

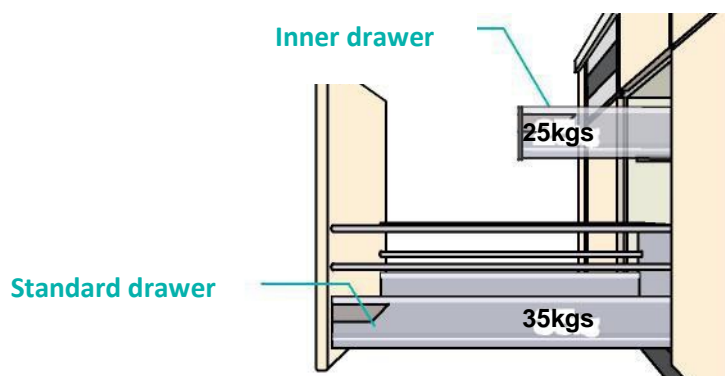
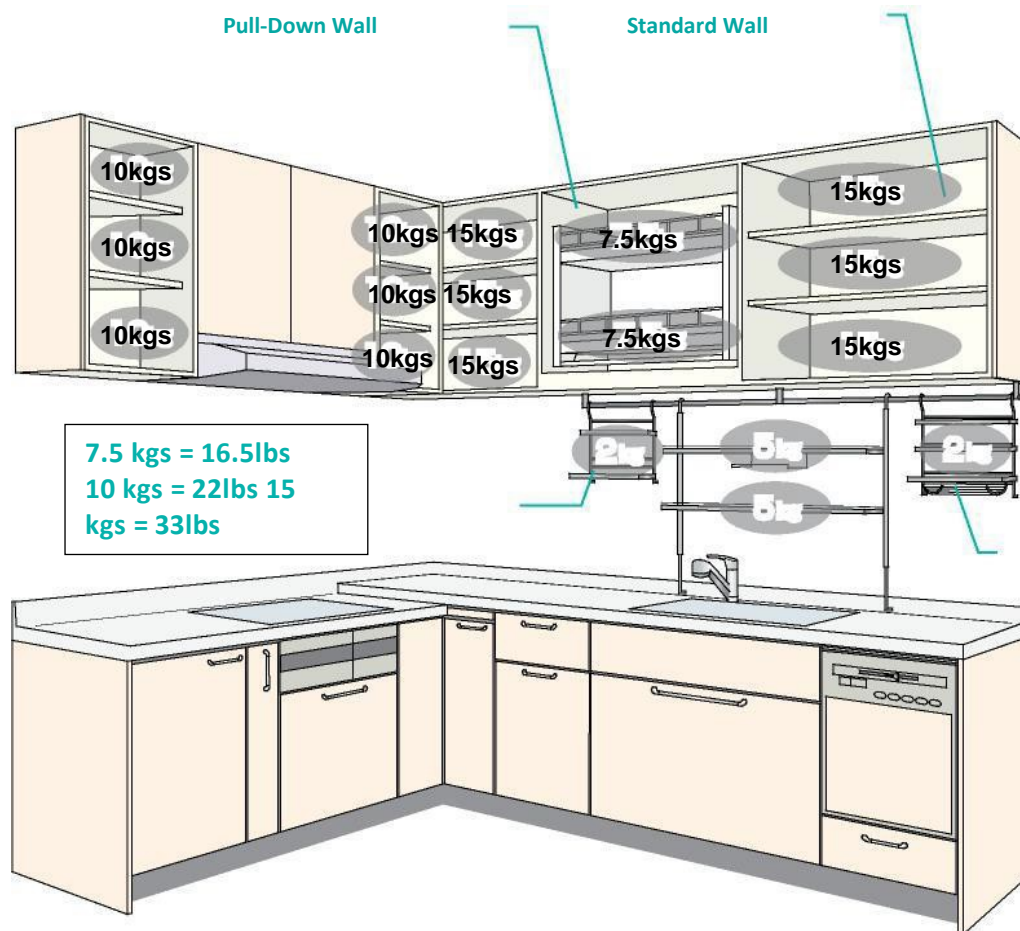
# Kitchen Cabinetry

## STORAGE WEIGHT CAPACITIES

Please do not exceed storage weight capacities. Your cabinetry was designed and manufactured with set weight limits. Over-loading could result in damaging your cabinets and possessions, as well as possible injury if a cabinet falls off.

### ? Maximum Load Capacities

Especially wall cabinets tend to be over-loaded. Please see the chart below and observe the listed weight limits.



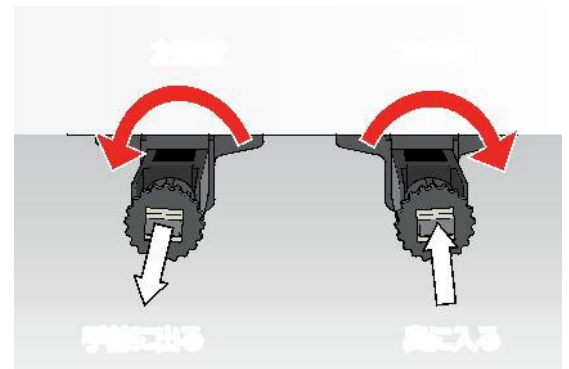
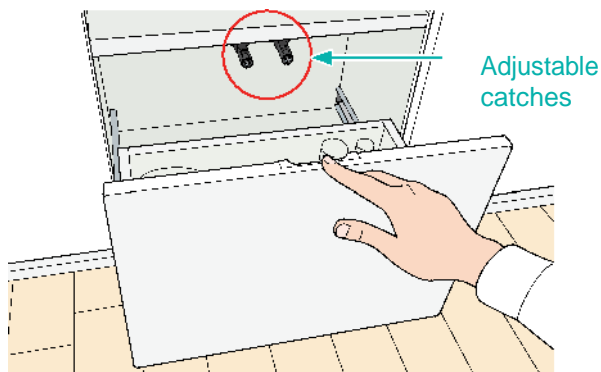
All inner drawers 25 kgs / 55 lbs  
All standard drawers 35 kgs / 77lbs

# Vanity Cabinetry

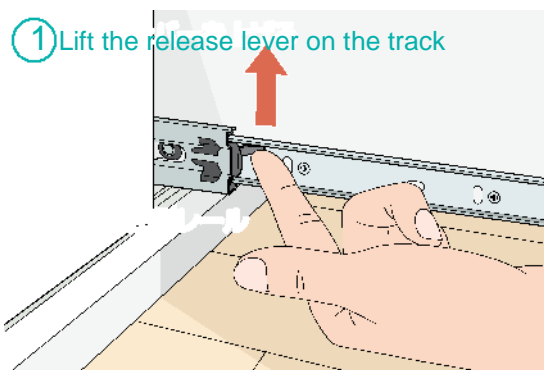
## Push Latch Drawer Adjustment & Removal

Powder Rooms furnished with a push latch drawer, which opens by a simple light push without the need for pulls or knobs: Follow the steps below for adjustment and drawer removal and reinstallation.

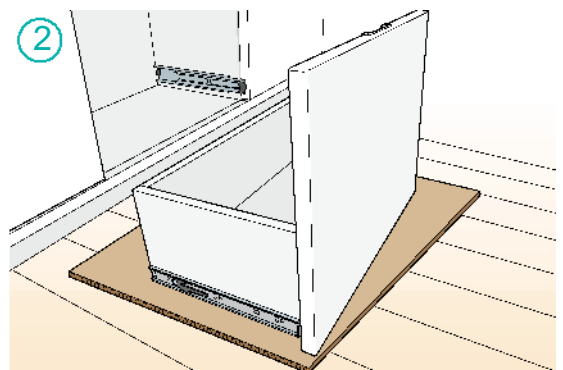
If the push latch drawer fails to operate smoothly, open the drawer and locate the two magnetic catch mechanisms. Turning the dials either to the left or right adjusts the distance of the magnet latches to the metal plate on the inside of the drawer panel. The ideal setting is for both magnets to catch simultaneously. Turn the dials in small increments until smooth operation is restored.



## Drawer Removal



Fully extend the drawer. Push the release lever on the left rail up, push the release lever on the right down.



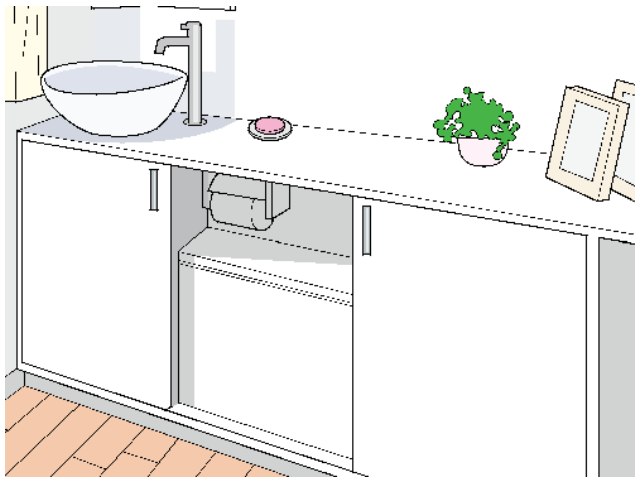
While depressing both levers, slide the drawer out and set on something which protects your floor.

## Precautions:

- Remove contents in the drawer before removing/installing drawers
- Set the drawer on a sheet of thick cardboard to prevent scratching or denting your floor

## Powder Room vanity usage tips

Your powder room maybe furnished with a vessel sink. Typical to vessel sinks, it may not have an overflow. When using a drainstopper, do not leave water running unattended to prevent overflows.



### □ Cleaning the countertop and cabinet doors:

Using a clean soft damp cloth, wipe countertops and door surfaces. Only use mild non- abrasive household detergents for more aggressive cleaning.





## Concrete

### *Foundation*

The foundation of your home has been designed and installed in accordance with the recommendations of our consulting engineer. Even though the foundation has been designed by an engineer and constructed in accordance with engineering requirements, cracks can still develop in the wall. Unless there is water seepage coming through such a crack, it is most likely a surface crack and will not be detrimental to the structural integrity of your home. Unless cracks exceed 1/8" in width they are not covered by the Limited Warranty.

By maintaining good drainage, your home's foundation is protected as well as the concrete flatwork (e.g., porch, patio, driveway, sidewalks, entry walks, etc.).

### *Concrete Slab*

The concrete slab in your home has been designed and installed in accordance with the recommendations of our consulting engineer. Even though the slab has been designed by an engineer and constructed in accordance with engineering requirements, cracks can still develop. Unless the cracks are significant enough to affect the finished floor appearance they are usually not of concern. If cracks develop within the area designed as living space and exceed 1/4" in width or vertical displacement they are not covered by the Limited Warranty.

### *Flatwork*

To properly care for your exterior concrete, always be aware of areas where water is collecting and fill these in. Do not allow downspouts to drain in such a way that the water can get under the concrete.

### *Cracks in Flatwork*

Although we use accepted construction procedures for the installation of concrete flatwork, this does not guarantee there will be no cracking. Due to normal expansion and contraction, some cracking in concrete occurs in almost all homes. Cracks do not mean that your foundation or flatwork is not operating properly. Cracks that do not exceed 1/4" are not covered by the limited homeowner warranty. When cracks are covered, the repair provided is sealing the crack. Concrete is not replaced due to cracking.

By maintaining good drainage away from your home, you are protecting your home's foundation. Maintenance of drainage away from all concrete slabs will minimize cracking and other forms of movement.

### *Expansion Joints*

Expansion joints have been used to help control expansion; however, concrete is also susceptible to shrinking. If the concrete shrinks, moisture can penetrate underneath the concrete and lift the expansion joint. If this occurs, the gap can be filled with a gray

silicone sealant, which can be purchased at most hardware stores.

### *Heavy Vehicles*

Do not permit heavy vehicles (e.g., moving vans, concrete trucks, etc.) to drive on your concrete work. This concrete is not intended to bear the weight of these types of vehicles.

### *Spalling*

Repeated hosing of concrete for cleaning animal urine, radiator overflow, fertilizer, ice melting agents and/or road salts are some of the causes of spalling (e.g., chipping or flaking). Ichijo USA is not responsible for the repair of spalling.

Cleaning of the garage floor by hosing can also cause settling and increase soil movement by allowing water to penetrate any existing cracks. Ichijo USA will not be responsible for repairs needed due to such action.

### *Sweeping/Cleaning*

Do not wash patios, porches, drives, etc. with cold water from an outside faucet when temperatures are extremely high and the hot sun has been shining on the concrete. The abrupt change in temperature can damage the surface bond of the concrete. Sweeping is the recommended method of keeping exterior concrete clean. If washing is necessary, do this when temperatures are moderate.

### *Settling or Heaving of Flatwork*

Excessive settling or heaving (over one inch) should be reported in writing so that an inspection can be made. Please refer to your warranties to determine coverage.

### *Concrete Flatwork*

Concrete flatwork is in essence a “floating slab” -- it is not attached to your home’s foundation. The concrete flatwork is not a structural (load bearing) element of your home and is not covered by warranties covering your home’s foundation. Concrete flatwork will move due to expansion/contraction of soils on which it rests; cracks in such flatwork are normal.

## Condensation

Condensation on interior surfaces of the windows and frames is normal and results from high humidity within the home and low outside temperatures and inadequate ventilation. These conditions are significantly influenced by family lifestyle. If your home includes a humidifier, closely observe manufacturer's directions, especially during periods of cooler temperatures. Please see the section on “Mold & Mildew” in this manual as well as the “Mold Disclosure” in your contract for further information.

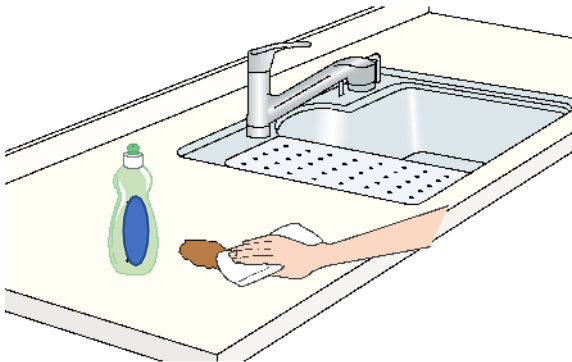
# Countertops: Vanity(bathroom) & Quartz

Promptly wipe up all drips and spills which may discolor or stain your countertop, wiping it clean with a damp, soft, clean cloth. Doing so will help preserve the original look of your countertop.

## ■ Cleaning your countertops

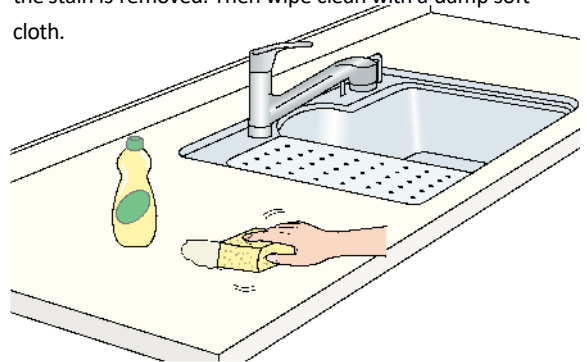
### □ Light spills

Light spills made by items such as coffee or tea can be cleaned by applying a small amount of ordinary hand-wash dish soap to a moistened soft cloth



### □ Stubborn spills

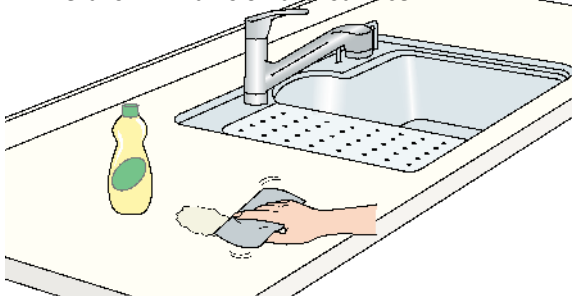
Apply a small amount of ordinary toothpaste over the area. Using a non-abrasive sponge, scrub the area until the stain is removed. Then wipe clean with a damp soft cloth.



### □ Scratch marks

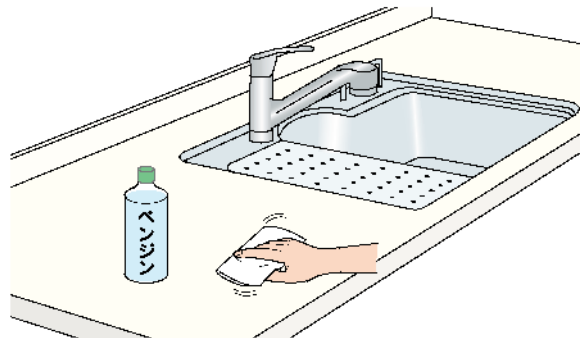
Only after unsuccessfully trying milder cleaners, apply a small amount of nail polish remover to a soft cloth, and scrub the area clean. Wipe up the remaining material immediately with a water damp soft cloth

※ Sandpaper is NOT recommended as it can leave mineral swirl marks on the surface



### □ Heavy stains

※ Always test strong chemical & abrasive cleaning agents on less noticeable areas first, since they can discolor and/or scratch countertop surfaces



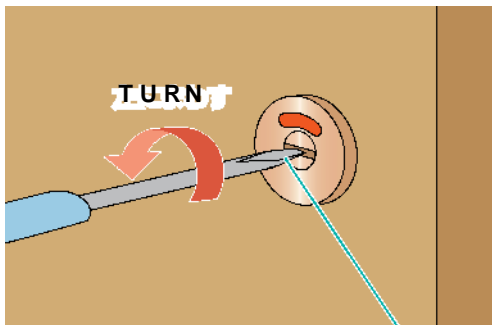
## PRECAUTIONS

- Your countertop is a hard surface by design. Gently place fragile items such as glass and porcelain to prevent breakage.
- Never lay scalding hot items on your countertop as they can burn and discolor the surface.

## Doors: Interior & Exterior

### UNLOCKING PRIVACY DOOR LEVERS FROM THE OUTSIDE OF ROOMS:

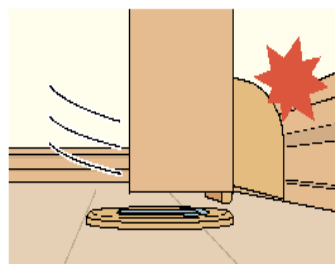
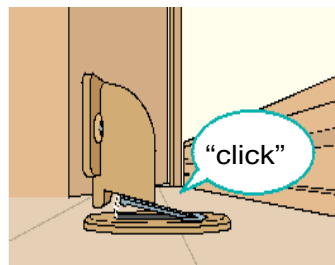
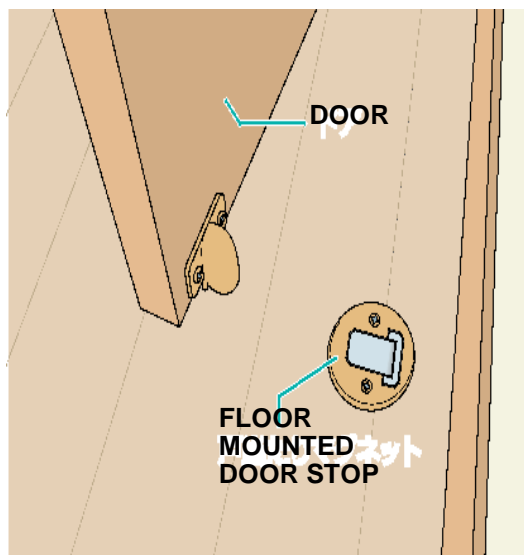
Doors installed with privacy door levers (such as bathrooms & certain bedrooms) can be unlocked from the outside of the room using a flat-head screw driver or thin coin. Simply rotate the slot on the outside of the room to unlock the door illustrated below.



Rotate slot

### MAGNETIC CATCH DOOR STOPS:

How it works: As the door is opened and approaches the stop, a magnet lifts a lever, activating the door stop mechanism.



#### **PRECAUTIONS:**

Due to heavy floor wax build-up, or dirt accumulated inside the floor stop assembly, it is possible for the stop lever to become stuck in the down position. Keeping the door stop clear of build-up will ensure proper operation.

Forcefully slamming doors open may override the functionality of the stop, allowing the door swing into the wall behind. While the door stop will function properly under normal use, it is not recommended to forcefully slam doors in general.



## Doors: Exterior and Locks

The doors installed in your home are typically steel, fiberglass and wood products subject to the natural characteristics of each material such as shrinkage and warpage. Due to natural fluctuations of humidity and the use of forced air furnaces, showers, and dishwashers, and so on, doors may require minor adjustments from time to time by the homeowner. Putty, filler, or latex caulk can be used to fill any minor separations that develop at mitered joints in door trim. Follow this with painting that is a homeowner responsibility.

### *Door Adjustments*

Due to normal settling of the home, doors may require minor adjustments for proper fit. It is a homeowner's responsibility to touch up paint and make these minor adjustments.

### *Exterior Finish*

To insure longer life for your exterior doors, plan to repaint them at least once a year.

### *Failure to Latch*

If a door will not latch due to minor settling, this can be corrected by making a new opening in the jamb for the latch plate and raising or lowering the plate accordingly.

### *Hinges*

A squeaky door hinge can be remedied by removing the hinge pin and applying a silicone lubricant. Do not use oil as it can gum up; graphite works as a lubricant but can create a gray smudge on the door or floor covering beneath the hinge if too much is applied.

### *Keys*

Keep a duplicate privacy lock key where children cannot reach it in the event a youngster locks himself/herself in a room. The top edge of the door casing is often used as a place to keep the key. Some types of privacy locks can be opened with a small screw driver or similarly shaped device.

### *Locks*

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

### *Slamming*

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

### *Sticking*

The most common cause of a sticking door is the natural expansion of lumber due to changes in humidity. When sticking is due to swelling during a damp season, do not plane the door unless it continues to stick after the weather changes. Use sandpaper to smooth the door. Be certain to repaint the area of the door where it was sanded to seal against moisture.

Before planning a door due to sticking, try two other steps -- first, apply either a paste wax, light coat of paraffin, or candle wax to the sticking surface; or second, tighten the screws that hold the door jamb or door frame.

#### *Warping*

If a door warps slightly, keep it closed as much as possible; this often helps return it to normal.

#### *Weather Stripping*

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

## Doors: Garage

Since the garage door is a large, moving object, periodic maintenance along with following the manufacturer's instructions will insure safe and reliable operation.

#### *Thirty (30) Weight Oil*

Every six (6) months, apply a thirty (30) weight automobile oil or similar lubricant to all moving parts -- track, rollers, hinges, pulleys and springs. At this same interval, check to see that all hardware is tight and operating as intended without binding or scraping. Avoid over lubricating to prevent dripping on cars and the concrete flooring.

#### *Lock*

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

#### *Opener*

To prevent damage to the garage door opener, be sure the door is completely unlocked and the rope pull has been removed before using the operator.

#### *Painting*

The garage door should be repainted when the home is repainted or more often if needed to maintain a satisfactory appearance.

#### *Safety*

Do not allow anyone except the operator near the door when it is in motion. Keep hands and fingers away from all parts of the door except the handle. Do not allow children to play with or around the door.

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

#### *Sag*

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

### *Wax*

Paraffin wax, rubbed on the side jambs, will help the door operate smoothly.

## Drywall

Slight cracking, nail “pops” or seams may become visible in walls and ceilings. These are caused by the normal shrinkage of the wood and normal deflection of rafters to which the drywall is attached. The standards used to judge the appearance acceptability for drywall has been established by the National Association of Home Builders. It states “Any such blemishes that are readily visible from a distance of 6 feet under normal lighting conditions are unacceptable.” Ichijo USA will repair such blemishes only once during the warranty period. Ichijo USA will touch up the paint in the repaired areas, however, an exact match between original and new paint cannot be expected.

### *Repairs*

Most drywall repairs can be easily made. This work is best done when the room is to be redecorated. To correct a nail pop, reset the nail with a hammer and punch. Cover it with spackle, which is available at paint and hardware stores. Apply two or three thin coats. When it is dry, sand the surface with fine grain sandpaper, texture and repaint. Indentations caused by sharp objects can be filled with spackle in the same manner. Hairline cracks can be repaired with a coat of paint; slightly larger cracks can be repaired with spackle or caulk and repainting.

## Electrical

The master control panel located by the electric meter contains the electrical breakers for your home. The control panel includes a main shut-off that controls all the electrical power to the home. In addition, there is a sub panel typically in the garage with individual breakers that control the separate circuits. Be certain you are familiar with the location of the master control panel and sub panel.

Each breaker is marked to help you identify which breaker is connected to which major appliance, outlet or other service. Should a failure occur in any part of your home, always check the breakers in the panel boxes first.

### *Breakers*

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

### *Outlets*

If an outlet is not working, check first to see if it is one that is controlled by a wall switch or the ground fault interrupter converter (GFCI). It may also be necessary to check the main breaker as well as another appliance.

### *Breaker Tripping*

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

If any circuit trips repeatedly, unplug all items connected to it and reset. If it trips when nothing is connected to it, an electrician is needed. If the circuit remains on, one of the items that was unplugged is defective and requires repair or replacement.

### *Buzzing*

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

### *Flickering Lights*

Any flickering of an individual light other than fluorescent lights should be reported to the electrical contractor. In the event all of your lights are flickering repeatedly, please contact your local utility provider.

### *GFCI (Ground Fault Circuit Interrupter)*

GFCI receptacles have a built-in element that senses fluctuations in power. Quite simply, the GFCI is an indoor circuit breaker. Installation of these receptacles is required by building codes in the bathrooms, kitchen, outside and garage (areas where an individual can come into contact with water while holding an electrical appliance or tool). Heavy appliances such as refrigerators, freezers or power tools will trip the GFCI breaker. Do not plug a refrigerator or food freezer into a GFCI controlled outlet because it is likely that the GFCI will trip and ruin the contents.

Each GFCI receptacle has a test and reset button. Once each month press the test button. This will trip the circuit. To return service, press the reset button. If a GFCI breaker trips during normal usage, it may be an indication of a faulty appliance and some investigation is in order. Please remember that one GFCI breaker can control up to three or four outlets.

### *Grounded System*

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

### *Light Bulbs*

You are responsible for replacing any burned out bulbs other than those noted on the walk through list.

### *Light Fixtures*

Some fixtures have an on/off switch located on the fixture. If a hanging light fixture does not work, make sure the switch is on. If your fixture does not have a switch, reset any tripped circuit breakers.

If a luminous light fixture does not work, make sure all fluorescent bulbs are installed



properly. Adjust any tubes that are flickering or buzzing. Check wall switches, circuit breakers and GFCI breakers.

### *Modifications*

Do not tamper with or add to your electrical system. For any modification that is needed, contact an electrical contractor that is listed on your “Neighborhood Information” section of this manual. Tampering with the electrical system will void your warranty. If any changes are made to the electrical system, we must assume that any warranty issues that arise are the result of the changes made and the responsibility will fall on the person or contractor who made the changes.

### *Power Surges*

Power surges can result in damages to sensitive electronic equipment such as televisions, alarm systems, computer and the like. Ichijo USA does not warrant against damages caused by power surges and recommends you install surge protectors (available at retail stores) for added protection.

### *Unused Outlets*

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

### *Underground Cables*

In areas with underground utilities, check the location of buried service by contacting your local utility service. In most cases, wires run in a straight line from the service panel to the nearest public utility pad. Maintain positive drainage around the foundation to protect this service.

## Expansion & Contraction

All building materials are subject to expansion and contraction caused by changes in temperature and humidity. Dissimilar materials expand or contract at different rates. This movement results in separation between materials, particularly dissimilar ones. The effects can be seen in small cracks in drywall and paint, especially where moldings meet drywall, at mitered corners, where tile grout meets the tub or sink and so on. This can be alarming to an uninformed homeowner, but, in fact, it is very normal.

## Flooring

### Pets and Floor Coverings

Pets can do considerable damage to all floor coverings. Ceramic flooring is less likely to be damaged by a pet; however, the grouting is easily stained and discolored if not taken care of properly. Follow manufacturer's recommendations for maintenance.

Do not allow pets to dig and paw at floor coverings. This will damage to appearance of the flooring and will not be covered under the "Limited Warranty". Abnormal wear and tear, stained areas, etc. are homeowner's responsibilities.

Owners of even the best-trained pets will occasionally encounter pet accidents. Often, the urine is not discovered until long after the accident. The types of damage from pet stains can be diverse and are dependent upon the makeup of the urine. Urine content will change over the pet's life because of the pet's diet, medications, age, health, sex, and reproductive cycles. Because of these variables, some urine stains may not be removable.

To treat urine-stained areas:

1. Blot damp areas as soon as the urine is detected, with plain white paper toweling.
2. Apply a solution of ¼ teaspoon of a liquid dishwashing detergent (non-bleach and non-lanolin) with one cup of lukewarm water. Do not use dishwashing detergent or laundry detergent.
3. Absorb the moisture with the paper towel, rinse with warm water and repeat the application of detergent. Continue rinsing and blotting with the detergent solution and water as long as there is a transfer to the toweling or improvement in the spot.
4. Follow the detergent application with a solution of one cup white vinegar to two cups water, and blot dry.
5. Apply a half-inch layer of paper towels to the affected area, and weigh down with a flat, heavy, non-fading object. Continue to change paper towels until completely dry.

Urine can affect the dyes used in carpets, although not all occurrences will result in a permanent stain. Success is dependent upon the content of the urine, the dyes and finish used, and the time elapsed after the deposit. Some urine spots may be immediately noticeable, while others may take weeks or months for a reaction. The dyes may change color immediately after contact with urine.

When urine spots develop slowly and are noticed after much time has elapsed, the dyes and carpet fibers may be permanently damaged. In beige carpet, blue dyes are attacked by pet urine, leaving behind the red and yellow dyes with a resulting stain appearing red,

yellow, or orange.

Pet urine, left unattended, can damage carpet in several ways. Moisture can weaken the layers of the carpet, allowing separation or delamination of the backing material. Seam areas can be particularly damaged and can separate.

Another problem, especially with cats, is odor. Unless the cat urine can be completely removed, complete odor removal is unlikely. A number of products are available to combat odor, but may simply mask the odor, and, in times of high humidity, the odor may reappear. Recently, enzymes, available at pet stores and veterinary offices, have been developed that are more effective; but they may be better used by a carpet cleaning professional. If odor cannot be removed, the damaged area of carpet can be replaced with a piece from reserved scrap. If carpet replacement is necessary, then replacement of padding and sub flooring may also be necessary.

Some carpet manufacturers have developed backings that resist spills and even prevent the spillage from penetrating the carpet into the carpet pad and, perhaps, the sub floor. Check with our Design Studio about these products.

Always follow manufacturer's recommendations as far as maintenance and cleaning of your floor coverings.

## Carpet

### *Cleaning*

Refer to the manufacturer's recommendations for additional information on the care of all floor covering products. Color selection sheets provide a record of the brand, style and color of floor coverings in your home. Please retain this information for future reference.

One can add years to the life of carpeting with regular care. A carpet wears out because of foot traffic and dirt particles that become trampled deep into the pile beyond the suction of the vacuum. The dirt particles abrade the fibers like sandpaper and dull the carpet.

Vacuuming high traffic areas daily helps to keep them clean and helps to maintain the upright position of the carpet nap. Wipe spills and clean stains immediately. For best results, blot or dab the spill or stain; avoid rubbing it. Test stain removers first on "out of the way" area of the carpet, such as a closet, to check for any undesirable effects. Professional cleaning should be performed regularly.

### *Carpet Seams*

Carpet seams will be visible, especially in Berber and other tight weave carpets. Edges of carpet along moldings and edges of stairs should be held firmly in place. In some areas, metal or other edging material may be used where carpet meets another floor covering.

## Ceramic Tile

### *Cleaning*

The ceramic tile installed on walls or countertops in your home may be washed with any non-abrasive soap or detergent; abrasive cleansers will dull the finish.

Ceramic tile floors are one of the easiest floor coverings to maintain. Simply vacuum as needed. Occasionally wet mopping with warm water may be appropriate. Avoid adding detergent to the water. If you feel a cleaning agent is required, use a mild solution of warm water and dishwashing liquid. Rinse thoroughly.

### *Grout Discoloration*

Grout that becomes yellowed or stained can be cleaned with a fiber brush, cleanser and water. Grout cleansers and whiteners are available at most hardware stores. Also, be careful what you use to clean the flooring; it may have a tendency to stain the grout since it is not sealed.

### *Separations*

Expect slight separations to occur in the grout between tiles. These slight separations in the grout are commonly due to normal shrinkage conditions. This grout is for decorative purposes only; it does not hold the tile in place. Cracks in the grout can be filled by using “tub caulk” or premixed grout that can be purchased from flooring or hardware stores. Follow package directions. This maintenance is important to protect the underlying surface from water damage.

### *Sealing Grout*

Sealing grout is a homeowner’s decision. Once sealed, ongoing homeowner maintenance of that seal will be necessary. Please be aware that sealing grout will void the warranty coverage on such grout.

## Caulking

Time and weather will shrink caulking and dry it out so that it no longer provides a good seal against moisture and air infiltration. As a matter of routine maintenance, check the caulking and make repairs as needed. Caulking compounds and dispenser guns are available at hardware stores. Recaulking is a routine homeowner maintenance item.

### *Latex Caulk*

Latex caulk is appropriate for an area that requires painting (along the stair stringer or where a countertop backsplash meets the wall).

### *Silicone Caulk*

Silicone caulking that will not accept paint but works best where water is present.

### *Wet Areas*

Homeowner maintenance of caulking around tubs and showers (especially at joints with protective wall coverings such as tile or marble panels) is absolutely necessary to prevent damage to wood and other materials behind and below these wet areas.

## Hardwood Floors

In caring for hardwood floors, a routine of preventive maintenance is the primary goal. The homeowner is responsible for this routine maintenance.

### *Cleaning*

Sweep on a daily basis or as needed. Never wet mop a hardwood floor. Excessive water causes wood to expand, possibly damaging the floor; it is imperative that water be cleaned up immediately. Do not use water-based detergents, bleach or one-step floor cleaners on hardwood floors.

### *Humidity*

Wood floors will respond noticeably to changes in the humidity level in the home especially in the winter.

### *Mats*

Use protective mats at the exterior doors to help prevent sand and grit from getting on the floor. Gritty sand is one of wood flooring's worst enemies.

### *New Wood Floors*

When new, splinters of wood may appear. Dimples or scratches can be caused by moving furniture, dropping heavy or sharp objects, high heels, etc. Some shrinkage or warping can be expected, especially around heat vents or any heat producing appliances. Warping will occur if the floor becomes wet repeatedly or is thoroughly soaked even one time. A dulling of the finish in heavy traffic areas is likely; a white, filmy appearance is caused by moisture (often from wet shoes).

### *Recoat*

If the floors are coated with a polyurethane finish, in six months to a year you may want to have an extra coat of polyurethane applied. This should be done by a qualified contractor. The exact timing will depend on your particular lifestyle. If another finish was used (Glitza, for example), please refer to the manufacturer's recommendations.

### *Shoes*

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

### *Spills*

Food spills should be cleaned up immediately using a very dry cloth. Use a vinegar and warm water solution for tough food spills.

### *Wax*

Waxing and the use of products like Murphy's Oil Soap are neither necessary nor recommended. Once you wax a polyurethane finish floor, recoating is difficult because the new finish will not adhere to the wax. The preferred maintenance is preventive cleaning and annual recoating to maintain the desired level of luster.

### *Furniture Legs*

Install proper floor protectors on furniture used on hardwood flooring. Protectors will allow chairs to move easily over the floor without scuffing. Clean the protectors on a regular basis to remove any grit that may accumulate.

### *Burns*

Burns from cigarettes can be difficult or impossible to remove from your hardwood flooring. Small burns can be removed by sanding lightly and staining the area with commercial wood stain. Large burns should be referred to a flooring professional.

### *Yellowing and Warping*

Be aware that yellowing and warping of the surface can result from rubber backing on area rugs or mats.

## Vinyl Flooring

Refer to manufacturer's recommendations for additional information on the care of all floor covering products. Color selection sheets (which you received at the Design Studio) provide a record of the brand, style and color of the floor coverings in the home. Please retain this information for future reference.

Although resilient floors are designed for minimum care, they do vary in maintenance needs. Some resilient floors require regular application of a good floor finish. This assures you of retaining a high gloss. However, no cleaning or finishing agents should be used on the new floor until the adhesive has set thoroughly. This takes about two weeks. Because of its relatively soft texture, vinyl flooring can be damaged by heavy appliances, dropped objects, high-heeled shoes and by rough usage. This damage is permanent and cannot be repaired.

### *Limit Water*

Wipe up spills immediately to avoid staining and vacuum crumbs instead of washing resilient floors frequently with water. Mopping or washing with water should be limited; excessive amounts of water on resilient floors can penetrate seams and get under edges causing the material to lift and curl. Maintain the caulking in all wet areas such as toilets, tubs, etc.

### *Moving Furniture*

Use extreme caution when moving appliances across resilient floor covering. Tears and

wrinkles can result. Coasters should be installed under furniture legs to prevent permanent damage. Dimples and scratches can be caused by moving furniture, dropping heavy or sharp objects, high heels. Etc.

### *Shrinkage or Warping*

Some shrinkage or warping can be expected, especially around heat vents or any heat providing appliances.

### *No Wax*

The resilient flooring installed in your home is the no-wax type. No-wax means it is coated with a clear, tough coating which provides both a shiny appearance and a wearing surface. Even this surface will scuff or mark. Follow all manufacturers' specific recommendations for care and cleaning of all your hard surface floors. Do not use abrasive cleaners or full strength bleach on vinyl flooring. Abrasives will dull the finish and can cause permanent damage. Full strength bleach can etch and destroy the surface of the flooring.

### *Raised Nail Heads*

Raised nail heads are the result of movements of the floor joist caused by natural shrinkage and deflection. Special nails have been used to nail down your sub floor. If a nail head becomes visible through resilient flooring, place a block of wood over it and hit the block with a hammer to reset the nail. Flooring of any type can shrink and seams may separate slightly due to this shrinkage.

### *Ridges*

The joints of underlayment (sheets 4' x 8') have been sanded and filled to minimize the possibility of ridges showing through resilient floor coverings. Some ridging is unavoidable, however, and there is no recommended maintenance for this condition.

### *Scrubbing & Buffing*

Frequent scrubbing or electric buffing is harder on floors than regular foot traffic. Use acrylic finishes often if you scrub or buff. Clean vinyl flooring with a solution of warm water and a commercial vinyl floor cleaner.

### *Seam Lifting*

Seams can lift or curl if excessive moisture is allowed on the floor. A special caulking can be used at tub or floor joints to seal seams at those locations. Avoid getting large amounts of water on the floor from baths and showers.

### *Yellowing and Warping*

Be aware that yellowing and warping of the surface can result from rubber backing on area rugs or mats.

## Gas Fireplaces

Available in select floor plans is a ventless (no chimney) fireplace unit. Ventless fireplaces are designed for gas logs only. These manufactured logs do not actually burn, but give the appearance of a “real” fire. The heat source of this unit is natural gas. A porcelain log set is provided with your home purchase. Do not, under any circumstances, burn wood in this type of fireplace. This type of unit requires special operation and maintenance procedures that are different from those of wood burning fireplaces. Please refer to the fireplace instructions to determine the proper use of this ventless unit.

## Gas Shut Off

There is a shut-off on the gas line near its connection to each item in your home that operates on gas. In addition, there is a main shut-off at the meter. These are pointed out during the homeowner orientation. If you suspect a gas leak, leave the home and call the gas company immediately for emergency service.

## Grading and Drainage

The final grades around your home have been inspected and approved for proper drainage. Each property has been graded per county approved drainage engineering and is inspected by the local building authorities as well as Ichijo USA. It is your responsibility, as the homeowner, to maintain the drainage as established at the time of your closing. Keep earth from direct contact with wood to reduce the chance of termite infestation.

### *Positive Drainage*

It is essential that you maintain the slopes around your home to permit the water to drain away from the foundation. Failure to do so can result in major structural damage and will void warranty.

### *Roof Water*

If you have gutters, do not remove the splash blocks or downspout extensions from underneath the downspouts. Keep these in place and sloped at all times; this enables the water to drain away from your home quickly.

### *Rototilling*

Be cautious when rototilling. This can significantly change drainage swales. If rototilling is done, it should be done parallel to the swales rather than across them.



### *Backfill Settlement*

Backfilled or excavated areas around the foundation and at utility trenches should not interfere with the drainage away from your home. If these areas settle, Ichijo USA will correct them one time during the one year limited warranty period.

### *Erosion*

Ichijo USA is not responsible for weather related damage to yards after the closing date.

### *New Sod*

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

### *Recommendations*

Ichijo USA will inspect problems in writing during the one year limited warranty period and advise you as to corrective actions.

### *Swales*

In many cases, drainage swales do follow property boundaries. Ichijo USA will not alter drainage patterns to suit individual landscape plans. Typically a lot receives water from and/or passes water on to other lots. For this reason, homeowner changes in grade often affect those adjacent or nearby. Ichijo USA advises against making such changes.

### *Landscaping*

Landscaping can change the drainage pattern of your lot. Consult a professional landscape contractor in the event you desire to add landscaping to your lot.

### *Watering*

Watering should be done in a uniform systematic manner as equally as possible on all sides of the foundation to keep the soil moist, not saturated. Areas of soil that do not have ground cover may require more moisture as they are more susceptible to evaporation, causing a moisture content imbalance.

During extreme hot and dry periods, close observations should be made around the foundation to insure adequate watering is being provided, preventing soil from separating or pulling back from the foundation.

During periods of frequent rains, watering should be limited, and/or stopped as necessary and monitored closely. The rule for drainage is; "water should dissipate from areas in immediate location to the home within 24 hours after a normal rain and within 48 hours after a rain in swales that are designed for drainage purposes." After a period of abnormally heavy rains, or daily rains, it may take longer for the water to dissipate in these areas. Ichijo USA does not assume liability for drainage or soggy ground when sprinklers are used during periods of frequent rain.

### *Trees*

Trees planted within five feet of the foundation can damage the structural integrity of the foundation. Trees planted in close proximity to the foundation can develop a root system that can penetrate beneath the foundation and draw moisture from the soil. Precautionary measures such as the installation of a root shield injection system must be taken to maintain moisture equilibrium.

## Gutters and Downspouts

Check gutters periodically and remove leaves or other debris (twice a year and after each heavy rain or wind storm). Materials that accumulate in gutters can slow down the draining of water from the roof, cause overflows or clog the downspouts.

### *Extensions and Splash blocks*

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

### *Ladders*

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

### *Leaks*

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

### *Free from Debris*

As part of normal maintenance, the homeowner should keep gutters clear of debris which might clog them and cause the water to run over the downspout or the gutter's edge. It is the homeowner's responsibility to check gutters periodically to insure proper functioning.

### *Overflow*

Gutters are installed with a slight slope so that roof water will flow to the downspouts. Gutters may overflow during periods of excessive heavy rain. Small amounts of water (up to 1 inch) will stand for short periods of time in gutters immediately after rain. No correction is required for these conditions.

### *Downspouts*

Downspouts are placed to carry water to the ground and in extensions, which then direct the flow away from the foundation of the home. These extensions are for protection of the foundation and it is the homeowner's responsibility to maintain them. They should discharge water away from the foundation without eroding any of the ground around them.



## Heating and Air Conditioning

Good maintenance of the Heat Pump or furnace can save energy dollars as well as prolong the life of the HVAC system itself. Carefully read and follow the manufacturer's literature on use and care. The guidelines here include general information.

### *Modifications*

Do not tamper with or add to your Heat Pump/Furnace system. For any modification that is needed, contact an HVAC contractor that is listed on your "Neighborhood Information" section of this manual. Tampering with the Heat Pump/Furnace system will void your warranty. If any changes are made to the Heat Pump/Furnace system, we must assume that any warranty issues that arise are the result of the changes made and the responsibility will fall on the person or contractor who made the changes.

### *Adjust Vents*

Experiment with the adjustable registers in your home to establish the best heat flow for your lifestyle. Generally, heat can be diminished in seldom used or interior rooms. In a two-story home, with one Heat Pump or furnace, the heat flow can be balanced by restricting the registers in the top story and opening the registers on the lower story. Rooms farther away from the Heat Pump or furnace will usually need to have their vents opened more depending on your needs.

### *Avoid Overheating*

Do not overheat your new home. Overheating can cause excessive shrinkage in framing lumber and may materially damage the home. In the beginning, use as little heat as possible and increase it gradually.

### *Filters*

Remember to change or clean the filter every month. A clogged filter can slow air flow and cause cold spots in your home. Although it takes less than one minute to change the filter, this is one of the most frequently overlooked details of normal furnace care. Buy filters in large quantities for the sake of convenience.

### *Furnished Home*

The heating system design was planned with a furnished home in mind. For example, draperies, blinds, screens and the like will contribute to the efficiency of your system. If you move in during the cooler part of the year and have not yet acquired all of your draperies and furnishings, the home may seem cooler to you than you would expect.

### *Odor*

The heating system typically emits an odor for a few moments when it is first turned on after an extended period of not being used (such as after the summer months if you do not use air conditioning). This is caused by dust that has settled in the ducts and should pass quickly.

### *Return Air Vents*

For maximum comfort and efficient energy use, arrange furniture and draperies to allow unobstructed air flow from registers and cold air returns.

### *Temperature*

Normal temperature variations from floor to floor (depending upon the style of home) can be as much as 10° or more on extremely cold days. The Heat Pump or furnace blower will typically cycle on and off more frequently and for shorter periods of time during severe cold spells.

### *Trial Run*

Have a trial run early in the fall to test the Heat Pump or furnace. (The same rule applies to air conditioners in the spring.) If service is needed, it is much less inconvenient to discover it prior to the heating season.

The breaker for the HVAC system blower is located in the Main breaker box.

### *Thermostats*

The HVAC system will come on automatically when the temperature at the thermostat registers below the setting you have selected. Once the HVAC system is on, setting the thermostat to a higher temperature will not heat the home any faster.

### *Duct Placement*

The exact placement of heating ducts will vary from those positions shown in similar floor plans or in the model homes.

### *Building Codes*

HVAC systems will be installed in accordance with local building codes, as well as engineering designs of the particular home. The Florida Energy Efficiency Code for Building Construction specifies the minimum and maximum requirements for each home and is state mandated.

## Furnaces

### *Gas Odor*

**If you smell gas, call the gas company immediately**

### *Combustion Air*

Furnaces have combustion air vents to run to them. Never cover these or block the cold air in any way. Outside air is needed to supply the furnace with sufficient oxygen. Blocking the combustion air vent will cause the furnace to draw air down the vent pipe and pull poisonous gasses back into your home. If the air vents become loose, Ichijo USA will secure as needed during the first year of ownership.

### *Furnace Pilot*

The furnace is equipped with a Hot Surface Ignition System (electronic ignition) that eliminates the waste of a constantly burning pilot. The radiant sensor ignition control lights the main burners upon a demand for heat from the thermostat. If the unit fails to function, please contact your heating contractor.

### *Troubleshooting*

One of the primary reasons that a furnace does not work is the pilot light is off. This, however, is not the only reason. First, the furnace has an on/off blower switch. This switch looks like a regular light switch and is located in a metal box outside of the furnace. When turned off, this switch overrides all furnace commands and shuts down the blower. This is usually done when maintenance service is being performed although children have been known to turn the furnace off using this switch. The furnace will not operate if the gas valve in the furnace closet is turned off. It is the red knob on the metal gas pipe. It should be "in line" with the pipe itself to be in the "on" position. The lower panel door must be positioned correctly for the furnace blower to operate. This panel compresses a button that tells the blower it is safe to operate. If this panel is not on tightly, the fan will not come on. Heat Pumps have Auxiliary heating in case of Emergency heating needs or compressor failure.

### *Furnace Sounds*

You may hear some sounds through your registers that are actually generated from your furnace. They should be very slight and almost unnoticeable. These sounds are normal.

## Air Conditioning/Heat Pump

Your home may be equipped with a Heat pump system or a traditional Air Conditioning system. A Heat Pump is designed to provide both Air Conditioning and Heating as needed. A Heat Pump system is also equipped with Auxiliary heating for additional heat or as a backup. A conventional Air Conditioner system only supplies cooling. If you have a conventional Air Conditioning system, please also refer to the section on Furnaces. The manufacturer's maintenance suggestions should be reviewed and followed. Air conditioning can add much to the comfort of your home, but it can be used improperly or inefficiently, resulting in wasted energy and frustrations. These hints and suggestions are provided to help you maximize your air conditioning system.

### *Modifications*

Do not tamper with or add to your air conditioning/heat pump system. For any modification that is needed, contact an HVAC contractor that is listed on your "Neighborhood Information" section of this manual. Tampering with the air conditioning/heat pump system will void your warranty. If any changes are made to the air conditioning/heat pump system, we must assume that any warranty issues that arise are the result of the changes made and the responsibility will fall on the person or contractor who made the changes.

### *Whole House System*

To fully and efficiently utilize your air conditioning system, you must understand that it is a total, whole-house system. The air conditioner unit is the mechanism in your home that produces cooler air. The air conditioning system involves everything inside your home including, for example, drapes and windows. The heating and cooling system in your home is designed and sized using the Florida Energy Efficiency Code for Residential Construction. This is state regulated and all homes in Florida must meet these requirements. These requirements may also not be exceeded by more than 20%. A big part of the Air Conditioners job is to remove excess humidity from within the home. Units must be capable of maintaining a 17 degree temperature differential within the home from the outside temperature. On extremely hot days your system may not appear to be cooling as well since they are designed only to maintain this 17 degree differential. This is not a system failure!

### *Closed System*

Your home air conditioning is a closed system, which means that the interior air is continually recycled and cooled until the desired air temperature is reached. Warm outside air disrupts the system and makes cooling impossible. Therefore, you should keep all windows closed. The heat from the sun shining in through windows with open drapes is intense enough to overcome the cooling effect of the air conditioning unit. For best results, close the drapes on these windows. Your air conditioning design also contemplates that all interior doors should remain open for air circulation.

### *Time*

Time is of paramount importance in your expectations of an air conditioning system.

Unlike a light bulb, which reacts instantly when you turn on a switch, the air conditioning unit only begins a process when you set a thermostat.

## Landscaping

### *Additions*

Prior to the installation of patio additions or other personal improvements, review the soils and take soil conditions into consideration in the design or engineering of your addition. You are responsible for maintaining the drainage that has been set up for your lot and accepted by the county.

### *Backfill*

In some cases the area around your foundation may have been backfilled. Soil in this area is not as compact and dense as undisturbed ground. Water can penetrate through the backfill area to the foundation. This can cause potentially severe problems such as cracks in the foundation walls and floor slab movement. Avoid this problem through proper installation of landscaping and good maintenance of drainage patterns. See also “Grading and Drainage” section of this manual.

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

Downspout extensions should be kept in the down position so that roof run-off is channeled well away from the foundation area of the home. Routine inspection of downspouts, backfill areas and other drainage components is an excellent maintenance habit.

### *Bark or Rock Beds*

Do not allow edgings around decorative rock or bark beds to dam the free flow of water away from the home. A non-woven membrane, such as Tytar or Mirafi, can be used between the soil and rock or bark to restrict weed growth while still permitting normal evaporation of ground moisture.

### *Irrigation*

Make provisions for efficient irrigation. Conduct operational checks on a weekly basis to ensure proper performance of the system. Sprinkler heads should be directed away from the home. Drain and service sprinkler systems on a regular basis.

### *Planting*

Locate plants and irrigation heads out of the way of pedestrian and bicycle traffic and car bumpers. Space groves of trees or single trees to allow for efficient mowing and growth. Prune woody plants as needed. Do not plant trees near the home. Group plants with similar water, sun and space requirements together.

### *Requirements*

Check with your local building department, your Architectural Control Committee and

your Homeowners Association, if applicable, prior to designing, installing or changing landscaping for any regulations you may be required to follow.

### *Utility Lines*

Settlement will not disturb your utility lines; however, you may see a slight depression develop in the front lawn along the line of the utility trench. To correct this, roll back the sod and spread top soil underneath to level the area, then replace the sod.

### *Waiting to Landscape*

Unlandscaped ground erodes. Correcting erosion that occurs after closing is the homeowner's responsibility. Damages to neighboring property caused by unlandscaped ground on your lot will be your responsibility.

### *Maintenance*

Plants, trees, shrubs, and lawn sod or hydromulch are not covered by any warranty and are the homeowner's sole responsibility to maintain.

### *Drainage*

Always maintain a proper slope away from your home to maintain efficient drainage. See "Grading and Drainage" section of this manual for additional information.

## **Masonry, Brick and Stone**

Masonry is an extremely low maintenance material; however, periodic inspection is necessary to check for cracks resulting from normal settling. Small weep holes were created at regular intervals at the bottom of masonry walls to allow moisture which accumulates between the interior surface of the masonry and the sheathing material behind the masonry to escape. These holes must be kept open.

Brick is one of the most durable and lowest maintenance finishes for a home's exterior.

### *Tuck-pointing*

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

### *Weep Holes*

You may notice small holes in the mortar along the lower row of bricks or over the door and window openings. This allows moisture to escape if any has accumulated behind the brick. Do not fill these weep holes or permit landscaping materials to cover them.

### *Settlement Cracks*

Settlement cracks are common and should be expected within certain tolerances in bricks and mortar joints.

### *Color Variations*

If any repairs or changes are made to your brick, variations in the color of the brick and/or mortar may result.



## Mirrors

To clean your mirrors use any reliable liquid glass cleaner or polisher available at most hardware or grocery stores. Avoid splashing water under the mirror. The moisture will cause the silvering to deteriorate. Also, avoid pushing or leaning on your mirrors. This can cause chips or cracks at the mounting brackets.

## Mold and Mildew

While some types of mold may cause health concerns in some people, the general perception appears to be that exposure to any mold, in any amount, for any time period, will cause health problems in anyone. That simply is not the case. Everyone is exposed to mold on a daily basis. It is even in the air we breathe. Exposure to some types of mold may cause varying health concerns but the most common types of mold are generally not hazardous.

**Mold:** Molds are fungi that occur naturally in the environment, and are found both indoors and outdoors in varying concentrations. In order to grow, mold requires (1) a food source (or "growth medium") -which may be any number of common household items or building materials (such as carpet, fabric, drywall, wood, etc.), (2) a temperate climate, between 40°F and 100°F and (3) moisture. If the growing conditions are right, mold can easily occur in your home.

Moisture is the only mold growth factor that can be controlled in a residential setting. Excessive moisture in the home can have many causes, including poor ventilation, high humidity, water intrusion, spills, leaks, overflows, and condensation. Residential home construction is not, and cannot be, designed or built to exclude all the conditions needed for mold to grow and spread. Good housekeeping and home maintenance practices by Buyer after closing are essential to control excessive moisture levels and mold growth, because if moisture is allowed to remain on the growth medium, mold can develop within 24 to 48 hours. Steps to be taken in this regard include:

- Indoor humidity levels should be kept below 40% and adequate ventilation should be maintained. Some recommendations include using the air conditioning and/or a dehumidifier during humid months, ventilating kitchens and bathrooms by opening windows or running exhaust fans, and maintaining and properly servicing your air conditioning and ventilation systems.
- Before bringing any item into the home that may have been stored in a damp location (such as potted plants, furnishings, stored clothing and bedding, etc.) perform a visual check for signs of mold; avoid storing organic material in damp locations;

- Regularly vacuum, dust, and clean. Mild bleach solutions and most tile cleaners are effective in eliminating or preventing mold growth;
- Inspect regularly for signs of leaks or water intrusion such as discoloration or wet spots and take notice of musty odors or any visible signs of mold. Inspect and clean condensation pans for refrigerators, air conditioners and other appliances frequently;
- Promptly clean up and thoroughly dry spills, condensation and other sources of moisture. Replace any materials that cannot be properly and thoroughly dried, such as drywall, insulation, carpets and upholstery;
- In severe cases involving flooding or other significant accumulation of moisture the homeowner should contact a qualified professional;
- Individuals with health issues who are prone to the effects of mold should limit exposure to problem areas of the home where humid, wet conditions dominate.
- Seek to prevent water intrusion into the home by regular caulking and painting and maintaining the appropriate grade to allow water to drain away from the house. Keep irrigation systems the proper distance from the home.
- Should mold develop, small areas can be thoroughly cleaned with a mild bleach solution. Porous materials, such as fabric, upholstery or carpet should be discarded. Should the mold growth be severe, call on the services of a qualified professional.

If mold does develop in your home, please review the terms of your homeowner's insurance policy as the losses arising from such a condition may be covered by the terms of that document.

### *Consequences of Mold*

All mold is not necessarily harmful, but certain strains of mold have been shown to have adverse health effects in susceptible persons, and a limited number of mold strains are believed to be hazardous in certain concentrations (such as *Stachybotrys atra*). Individuals with weakened immune systems or respiratory diseases such as asthma may be subject to special risks.

The most common symptoms of exposure to mold are allergic reactions such as skin irritation, watery eyes, runny noses, coughing, sneezing, congestion, sore throats and headaches. While some experts contend that mold exposure causes serious symptoms and diseases which may even be life threatening, there is currently no consensus among medical experts regarding (1) the level of mold exposure necessary to cause adverse health effects and (2) the exact nature and extent of the potential health problems associated with such exposure. The Center for Disease Control has stated that there is no proven causal link between the presence of hazardous mold and the emergence of serious health conditions.

Further information regarding mold prevention, best practices and/or cleanup procedures is readily available from a variety of sources. A partial listing of agencies, which can be contacted through the identified websites or by mail, is included for your convenience

- United States Environmental Protection Agency (<http://www.epa.gov/iaq>);
- Center for Disease Control and Prevention (CDC) (<http://www.cdc.gov>);

Exterior surfaces will develop mold or mildew – this is a homeowner maintenance issue and is not covered by the limited warranty nor is it a health concern.

Mold growth can be attributed to the following factors:

- Moisture – water leaks, high humidity
- Nutrients – cellulose-based materials
- Fungal spores – mold spores
- Temperature - 50°F to 100°F
- Time – mold growth will occur within 24 – 48 hours

Of these factors, the only component that can be reasonably controlled is moisture. Mold needs moisture to get established, grow, and reproduce. Mold problems and long standing moisture or high humidity conditions go hand and hand.

The following will insure better air quality by reducing the chances of mold growth:

- When taking a shower/bath turn on your vent fan. If you do not have a fan, crack your window.
- When cooking turn on your vent hood.
- Check for leaks at water lines, i.e. refrigerator icemaker, washing machine, dishwasher, etc.

If you suspect a water leak:

- Turn off the water either under the cabinets or the main water line that is generally located at the front left or right property line about 10 feet from the street.
- Clean up any standing water.

Mold will not destroy a house, but it can make it look, feel, and smell bad if left undetected even for a short period of time. Mold can be cleaned by using a common bleach and water mix (1 part bleach to 10 parts water).



## Paint and Stain

### *Interior*

The interior woodwork has been painted with latex enamel that can be cleaned with a wet sponge. Walls have been painted with a flat latex paint and should be touched up with matching paint rather than being wiped with a wet sponge. Spackle may be used to cover any small defects prior to paint touch-up. Do not use soaps, abrasive cleansers, scouring pads or brushes.

### *Exterior*

Regular painting and repair will preserve the beauty of and add value to your home. Check the painted/stained surfaces of your home's exterior annually. Repaint before much chipping or wearing away of the original finish occurs; this saves the cost of extensive surface preparation. Plan to refinish the exterior surface of your home approximately every three years or as often as your paint manufacturer suggests for your area and climate. The chemical structure of the paint used on the exterior is governed by the climatic conditions. Over a period of time, this finish will fade and dull a bit.

### *Fading*

Fading due to sun and weather is normal. Periodic repainting will be required.

### *Maintenance*

When you wish to repaint exterior wood work on your home, popped nails should be reset; the blistered or peeling portions should be wire-brushed or scraped with a putty knife, sanded and spotted with primer. The entire area can then be repainted. Be certain to apply a top quality exterior paint that has been formulated for local climate conditions. Do not allow sprinklers to spray water on the exterior walls of your home. This will cause blistering, peeling, splintering, mold/mildew and other types of damage to the home. Trim painted white or light colors will more readily show grain and cracks and, therefore, requires additional maintenance.

### *Severe Weather*

Hail and wind can cause a great deal of damage in a severe storm, and your home should be inspected after such weather. Report damage caused by severe weather to your insurance company promptly.

### *Stain*

For interior stain touch-ups, Old English Furniture Polish and Scratch Cover are inexpensive, easy to use and blend in with the wood grain. Follow directions on the bottle when using.

### *Touch-Up*

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

When it is time to repaint a room, prepare the wall surfaces first by cleaning with a mild soap and water mixture or a reliable cleaning product. Do not scrub the walls with excessive pressure; do this very gently.

### *Wall Cracks*

Wait until after the first heating season to repair drywall cracks or other separations due to shrinkage. See the "Drywall" section of this manual for additional information concerning repairs.

## Phone Jacks

Each home is equipped with telephone jacks as shown on the blueprints and selection sheets. Initiating phone service, additions to phone service and/or moving phone outlets is the homeowner's responsibility.

## Plumbing

Your main water shut-off is located on the of your home as well as in the front of your meter box. This is helpful to know if you install a sprinkler system or if you plan an addition to your home. It is also important to know and remember the location of the shut-off for emergencies such as a water line freeze or break. Other water shut-offs are located under the sinks in the bathroom and the kitchen. Each toilet has a shut-off valve behind the toilet bowl on the wall.

### *Modifications*

Do not tamper with or add to your plumbing system. For any modification that is needed, contact a plumbing contractor that is listed on your "Neighborhood Information" section of this manual. Tampering with the plumbing system will void your warranty. If any changes are made to the plumbing system, we must assume that any warranty issues that arise are the result of the changes made and the responsibility will fall on the person or contractor who made the changes.

### *Debris in Pipes*

Even though your plumbing lines have been flushed to remove dirt and foreign matter, small amounts of minerals may enter the line. Aerators on the faucets strain much of this from your water. However, minerals, etc. caught in these aerators may cause the faucets to drip because washers wear more rapidly when they come in contact with foreign matter. Any tampering or alterations to the plumbing will be considered the cause of the debris in the pipes and will not be covered by the limited warranty. See "Dripping Faucets" section of this manual for additional information.

### *Care and Cleaning*

Follow manufacturers' directions for cleaning fixtures. Avoid abrasive cleansers as they remove the shiny finish leaving behind a porous surface that is difficult to keep clean. Clean plumbing fixtures with a soft sponge and soapy water, (a non-abrasive cleanser such as Spic-N-Span or a liquid detergent is usually recommended by manufacturers) then polish with a dry cloth to prevent water spots.

### *Clogs*

Many plumbing clogs are caused by improper garbage disposal usage. Always use plenty of cold water when running the disposal. This applies to grease also. Supplied with a steady flow of cold water, the grease congeals and is cut up by the blades. If hot water is used, the grease remains a liquid and then cools and solidifies in the sewer line. Allow the water to run a minimum of 15 seconds after shutting off the disposal. Any charges for sending the plumber to unclog a drain that have been caused by the homeowner will be the homeowner's responsibility to pay.

Clogged traps (P-traps) can usually be cleared with a plunger. If you use chemical agents, follow directions carefully to avoid personal injury or damage to the fixtures.

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

The main causes of toilet clogs are various domestic items such as disposable diapers, excessive amounts of toilet paper, sanitary supplies, Q-tips, dental floss, toys, etc.

### *Dripping Faucets*

A dripping faucet may be repaired by shutting off the water at the valve directly under the sink, then remove the faucet stem, change the washer and reinstall the faucet stem. The shower head is repaired in the same manner. Replace the washer with another of the same type and size. You can minimize the frequency of this repair by remembering not to turn faucets off with excessive force.

### *Freezing Pipes*

Provided your home is heated at a normal level, pipes should not freeze at temperatures above 0° Fahrenheit. Heat should be set at 65° if you are away during the winter months. Keep garage doors closed to protect plumbing lines that may run through this area from freezing temperatures.

### *Garbage Disposal*

Do not load the disposal unit with food items before turning it on. For proper operation, turn on the cold water and start the disposal unit. Then, drop the food items slowly into the unit.

When the unit sounds clear, turn it off and leave the water running for several seconds. This allows the food waste to be carried into your sewer lines.

Only foods that are non-fibrous and easily pulverized should be placed into the disposal unit. Examples of foods not to place in the disposal unit are corn husks, celery, onion skins, olive pits, bones and solid or liquid grease. These items may cause your unit to overload or jam. If this happens, follow these correctivemeasures.

Turn off the disposal unit and the cold water. Wait three minutes for the disposal unit to cool, then press the reset button usually located on the bottom of the unit.

If this does not correct the problem, your disposal unit is probably obstructed. Follow these steps for proper removal.

Always verify that the disposal unit switch on the wall is in the "off" position before attempting a repair yourself.

Check the circuit breakers. An overload of this type may have tripped the circuit. Reset any tripped circuit breakers.

If your disposal unit has a service wrench, insert one end of the wrench into the bottom of the unit. Work back and forth until the disposal unit turns freely. If your disposal unit does not have a service wrench, insert a broom handle or mop handle into the throat of the unit and rotate the impeller back and forth. The obstruction will be loosened so that it can be removed.

After verifying that the disposal unit switch is in the "off" position, remove the obstruction, press the reset button and proceed with the above steps for proper use.

### *Laundry Tub*

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

### *Leaks*

If a major plumbing leak occurs, the first step is to turn off the supply of water to the area involved. This may mean shutting off the water to the entire home; then contact the appropriate plumbing contractor. If possible, the water should be gotten up as quickly as possible. Any delays in contacting Ichijo USA or allowing water to stand will reduce our liability for repairs.

If a leak is noticed under a sink or toilet, turn off the water to the fixture by using the shut-off valves located under or behind the unit. The next step would be to arrange for service.

If you notice a leak in the tub or shower, turn off the water at the main shut-off valve and do not use the shower or tub until service can be provided.

If there is a leak in the water heater, turn the shut-off valve on top of the heater to "off". Turn off the gas if your water heater is powered by gas or the circuit breaker if you have an electric water heater; then drain the water heater.

If you notice water spots (darkened areas) on your walls or ceilings, you may have a water leak. Determine the source of water if possible and take steps to prevent further damage. If the leak can be traced to one location (one toilet, sink or tub), turn off the water to that particular fixture.

### *Low Pressure*

It will occasionally be necessary to remove and clean the aerators on faucets to allow the proper flow of water; normally every three or four months is sufficient.

### *Exterior Faucets*

Outside faucets are not freeze proof; therefore, it is recommended that you remove garden hoses during cold weather and leave faucets open to drip. If a hose is left attached, the water that remains in the hose can freeze and expand back into the pipe causing a break in the line. Repair of a broken line that feeds an exterior faucet is a homeowner maintenance item. Ichijo USA does not warrant exterior faucets against freezing.

### *Porcelain*

A sharp blow from a heavy object can damage porcelain enamel. It can also be scratched. Do not stand in the bathtub wearing shoes unless you have placed a protective layer of newspaper over the bottom of the tub. If paint is splattered onto the porcelain enamel surfaces during redecorating, it should be wiped up immediately. If some spots are dry before being noticed, use a recommended solvent. Clean porcelain finishes with a non- abrasive cleanser designed for bathroom usage.

### *Running Toilets*

To stop running water, check the shut-off float in the tank. You will most likely find it has lifted too high in the tank, preventing the valve from shutting off completely. In this case, adjust the set screws on top of the valve until the shut-off float stops the water at the correct level. The float should be free and not rub the side of the tank or any other parts.

Also check the chain on the flush handle, if it is too tight it will prevent the rubber stopper at the bottom of the tank from sealing, resulting in running water.

### *Stainless Steel*

Stainless steel sinks should be cleaned with soap and water to preserve their luster. Avoid abrasive cleaners; these will damage the finish. An occasional cleaning with a good stainless steel cleaner will enhance the finish. Avoid leaving produce on a stainless steel surface since prolonged contact with produce can stain the finish.

### *Tank/Bowl Care*

Toilets are made of vitreous china, a glasslike material that is almost impervious to staining. Clean your toilets with a toilet bowl cleaner and a brush or cloth. Vitreous china is brittle and will easily break or shatter if hit with a hard object. Do not stand on your toilets. Uneven pressure applied to the toilet can break the wax seal at the base of the toilet, thereby causing a leak.

Toilets which are designed to use less water, approximately 1.6 gallons, have been installed in your home in an effort to reduce the amount of water used and the amount of wastewater treated and returned to our water sources. All of this result in a lower utility cost to you and an improvement to our environment.

Since these toilets use approximately 50% of the water that older, traditional toilets use, you need to be aware of a few inconveniences you may experience. The toilets have a tendency to become clogged more frequently than a traditional toilet because of the newer toilet's reduced water flush capacity. On the occasions where one needs to dispose of a large amount of tissue, it is advisable to flush the toilet prior to the disposal of all tissue. Educating your family members as to the capacity of the toilet will help avoid unnecessary stoppages. Do not place objects other than toilet paper in the toilet.

Always keep a plumber's plunger on hand to use in the event of a stoppage of a toilet. If a stoppage occurs, close the shut-off valve on the back side of the toilet. Usually a few vigorous pumps with the plunger will free the obstruction. Stoppages that are not construction related are the homeowner's responsibility. If you are unable to clear the obstruction yourself, we suggest that you call a plumber.

Do not use drain cleaners in toilets. The harsh chemicals in drain cleaners can damage the toilet seals and cause a leak.

The flush valve in your toilet should last for many years. If it fails or begins to leak, a new flush valve can be purchased at a home center or hardware store. If you are not entirely comfortable with this do-it-yourself project, a plumber can perform this task.

### *Toilet Seat Cover*

Do not stand on the toilet seat cover. It is not designed for this purpose and may crack.

### *Water Heaters*

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

### Electric Water Heaters

#### *Temperature*

Set the water heater thermostat at the recommended setting; higher settings waste energy. The recommended setting for normal use is 140 degrees on electric models.



### *No Hot Water*

If you discover you have no hot water, check the electrical breaker, temperature setting, and water supply valve before calling for service. Refer to the manufacturer's literature for specific locations of these items and other trouble shooting information.

### Gas Water Heaters

#### *Temperature*

Set the water heater thermostat at the recommended setting; higher settings waste energy. The recommended thermostat setting for normal everyday use is "normal" on gas models.

### *No Hot Water*

If you discover you have no hot water, check the pilot, temperature setting, and water supply valve before calling for service. Refer to the manufacturer's literature for specific locations of these items and other trouble shooting information.

#### *Condensation*

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

## Roof

### *Clean Gutters*

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

### *Leaks*

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

### *Limit Walking*

Limit walking on your roof. The weight and movement can loosen the roofing material and break the integrity of the roofing material, which can, in turn, result in leaks. Never attempt to walk on the roof of your home when the shingles are wet--they are extremely slippery.

### *Severe Weather*

After severe storms, do a visual inspection of the roof for damages. Notify your homeowner insurance company if damage is noted. Even when properly installed, wind driven rain may enter through vents. This is not a defect.

## Siding

### *Caulking*

All caulking shrinks and replacement is a homeowner maintenance item. Separation at the joints in the exterior trim and between the trim and the surfaces of exterior siding or masonry should not exceed 1/4 of an inch. Siding, trim and masonry must be capable of excluding the elements. Ichijo USA will correct if necessary.

Also see "Paint and Stain" section and "Wood Trim" on section.

## Smoke Detectors

Read the manufacturer's manual for detailed information on the care of your smoke detectors. Maintain fresh fully charged batteries.

### *Cleaning*

Once a quarter, smoke alarms should be cleaned (vacuumed) to prevent a false alarm or lack of response to a fire. After cleaning, push the red button to test; the alarm should sound. For your safety, it is important that these devices be kept clean and in good operating condition.

### *No Representation*

Ichijo USA does not represent that the smoke detection device will provide the protection for which it is installed. The homeowner is responsible for obtaining insurance.

## Vents

### *Range Hood*

Remove and clean the filter. Clean accumulated grease deposits from the fan housing.

### *Dryer Vent*

Remove the dryer hose from the dryer vent stack. Check for lint build up or blockage. This will help increase the life expectancy of the dryer.

# Windows & Sliding Doors

## Cleaning & General Maintenance

### ■ General window cleaning:

Dilute ordinary hand-washing dish soap with lukewarm water. Moisten a soft cloth or non-abrasive sponge to clean the window surfaces. Wipe-off dirt and excess moisture with a soft dry cloth or sponge. The bottom track area is especially prone to dust and dirt accumulation. Vacuum the area with a soft detail nozzle. For more stubborn dirt accumulation, use a small bristle brush like an old retired toothbrush to get into the track area. Wipe clean.

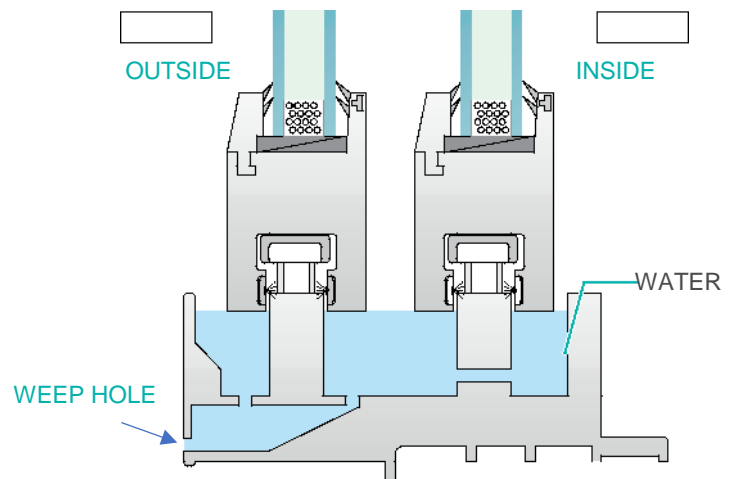
### PRECAUTIONS:

Vinyl is a widely used and effective product for window manufacturing. However, under extremely high temperatures vinyl is prone to warp or melt. To avoid possible fires, do not set items such as stoves, clothes irons, or hair dryers near windows.

Also, vinyl components can be adversely affected by extremely harsh chemicals and solvents. Do not allow items such as paint thinners, solvents, insecticides, or mold and mildew removers to come into contact with vinyl components.

### ■ Water accumulation in the bottom track area:

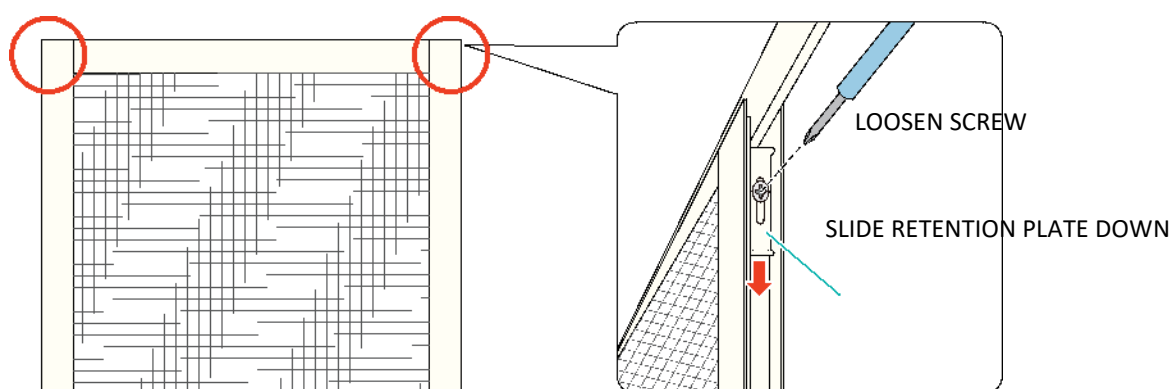
Ichijo vinyl horizontal sliding windows and patio doors are designed in a way that during torrential rain and sustained strong wind, water from the exterior of the home accumulates in the track area, creating a pressure barrier to prevent wind and water from actually entering the home. Once harsh weather subsides, water in the track area is designed to flow back out and naturally dries out. If water in the track does not dissipate, check to make certain weep holes built into the bottom of the window frame are not clogged and clear of dirt or debris.



## Window Screen Removal & Replacement

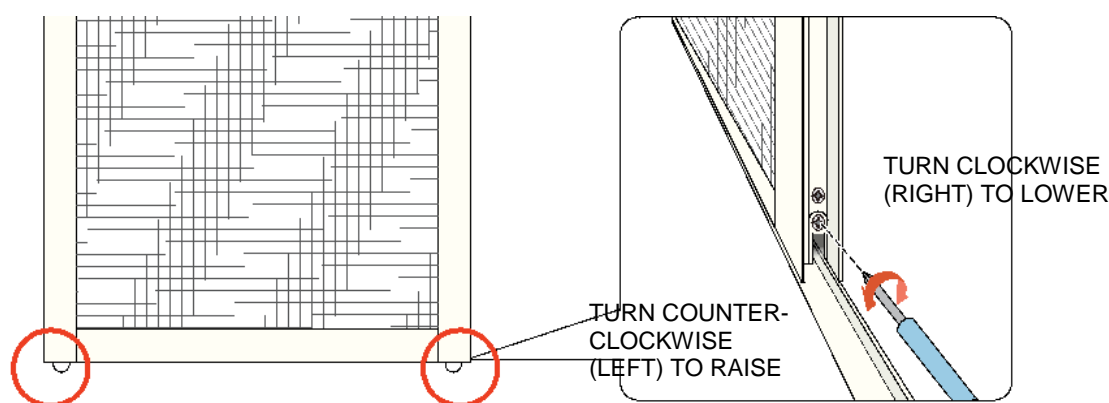
Horizontal sliding windows are furnished with insect screens. To remove the screen from the window: 1) Locate a screw on the upper edge of the screen frame 2) Loosen the screw 3) Slide the metal retention plate under the screw down 4) Lift the screen frame out of the window frame track. To reinstall, reverse the process.

66



### ? SCREEN FRAME ADJUSTMENT

If the screen fails to slide smoothly across the window frame track, adjust the rollers located in the screen frame. Two rollers are located on the bottom at each end of the screen frame. The adjustment screws are located at the lower edges of the screen frame. Turn clockwise to lower, counter-clockwise to raise. Smooth operation is achieved when both rollers are level across the window frame track.



### ⚠ PRECAUTIONS

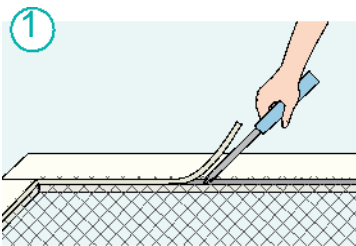
To prevent the screen from detaching from the window during extremely high winds, always engage the retention plate by sliding it to the “up” position before tightening the screw over the plate. Take care not to force the plate up to the point where it creates friction and scratches the window track.

# Window Screen Replacement

Insect screens can be replaced relatively easily, and all parts and tools are readily available at home centers. If a screen begins to appear “wavy” due to continued use, it can be stretched to appear taut once again.

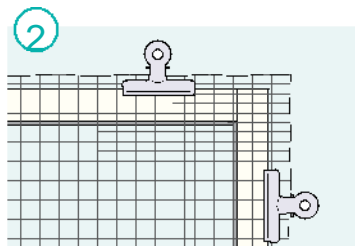
## Materials and tools checklist:

Insect screen, 3.5mm or equivalent spline (flexible nylon tubing in a coil to hold the screen in place), flathead screwdriver, light duty clamps, utility knife, insect screen roller tool



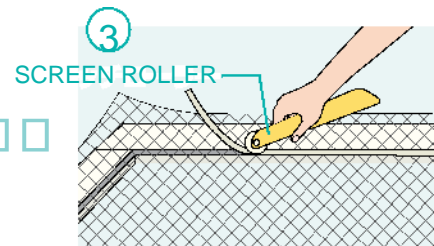
### Remove the old material

Find where the spline ends meet. Using a flathead screwdriver, gently pry out a small section of spline. Using your hands, remove the remaining spline and screen.



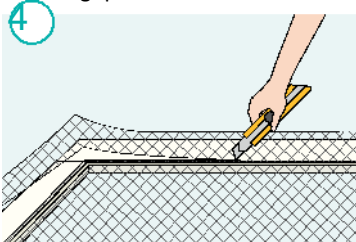
### Position the new screen

Cut screen slightly larger than it needs to be in both directions. Position the screen over the frame, and temporarily clamp to secure.



### Install new screen

Push spline and screen together into the groove. With your other hand, apply slight and steady pressure, to keep the screen taut as it is being inserted into the screen frame groove.

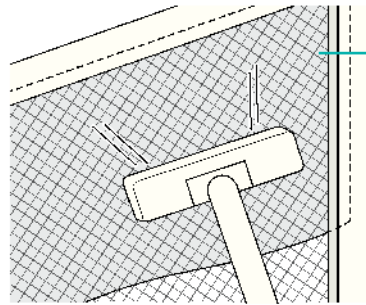
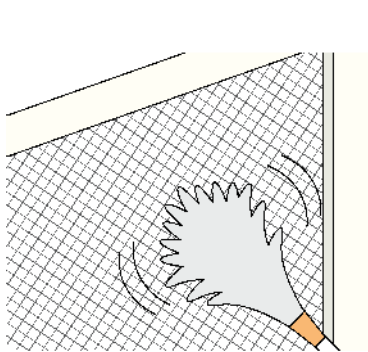


### Remove excess screen

Confirm that the screen is evenly and fully seated in the frame to your satisfaction. If not, repeat previous steps. Once satisfied, cut-away the excess screen along the outside perimeter of the spline.

## Cleaning Window Screens

Screens can be cleaned using a variety of methods: Using a soft feather duster, gentle tap the screen surface releasing dust accumulation. A vacuum cleaner with a soft bristle brush attachment can be used right over the screen. Screens can also be wiped clean using a warm damp cloth. For tough dirt accumulation, removing screens from windows and washing them with soap and water using a sponge or soft bristle brush may be necessary.

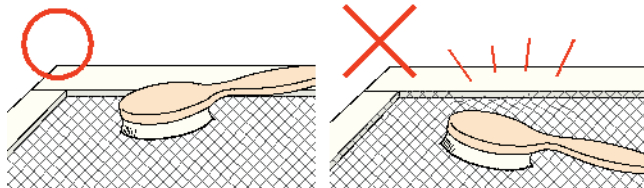


NEWSPAPER  
BEHIND SCREEN

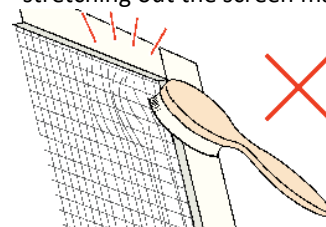
Placing newspaper behind the screen will enhance the suction and performance of the vacuum cleaner method.

### □ When screens are removed from windows, lay the screen down horizontally

Lay the mohair side facing opposite to the side cleaned to prevent damage or detachment from the screen frame. When using a brush, do not pound on the screen because you may damage, detach, or loosen the screen from the frame.



When cleaning the screen removed from the window, always lay down the screen horizontally. Do not clean vertically, because you increase the chances of damaging the screen and frame, as well as possibly stretching out the screen material.



## Pleasant Valley Villages Emergency Contact List

SYSTEM	CONTRACTOR	CONTACT
Heating & Air	Integrity Air	(503) 598-0966
Ventilation	Integrity Air	(503) 598-0966
Plumbing	Pipe It Plumbing	(503) 544-0477
Line Volt Service	Westside Electric	(503) 231-1548
Low Volt Electrical	Westside Electric	(503) 231-1548
Cable	Comcast	(800) 266-2278
Cable - Phone	Comcast	(800) 266-2278
Roofing	Integrity Roofing	(503) 742-0864
Garage Door	Fireside Home Solutions	(503) 684-8535
Siding	Inline Siding	(503) 486-5444
HOA	Blue Mountain Community Management	(503) 332-2047
Warranty	<u><a href="mailto:warranty-oregon@ichijousa.com">warranty-oregon@ichijousa.com</a></u>	

# Pleasant Valley Villages Utility Contacts

Once your closing date has been confirmed by our Project Manager during your walkthrough, please take a moment to contact the utility providers to give them your name, address and your closing date to ensure continued service. Thank you!

## Electricity

PGE  
800-822-1077

## Gas

NW Natural  
800-422-4012

## Water

Sunrise Water Authority  
503-761-0220

## Sewer

WES (water environment services)  
503-742-4567

## Homeowner's Association

Blue Mountain

## Garbage/Recycling/Food Waste Containers

Hoodview Disposal  
503-668-8300

## Cable/Internet

Comcast  
Phone: 1-800-934-6489  
[www.xfinity.com](http://www.xfinity.com)