



NAPOLITANO HOMES
~EST. 1977~



Home Care Manual 2024

HOME CARE MANUAL

FOREWARD

Thank you for purchasing your new home from Napolitano Homes, where **“Our mission is to provide every customer with the absolute best new home buying experience”**.

This mission is not just from purchase to closing, it extends through the warranty period and beyond. That is why we have designed this **Home Care Manual** to help provide you with many years of comfort and enjoyment. Your Home Care Manual is designed to help you and your family become acquainted with your new home and to assist you with its care and maintenance.

Your home was delivered with a multi-step warranty (see detailed warranty information) however all homes require care and maintenance in order to keep it operating at peak performance. While this manual is **NOT** all encompassing and cannot cover every situation you may encounter in your home, it is designed to cover situations and product care that all homes share. This manual is also designed to help you understand what is maintenance (**Homeowner’s Responsibility**) and what is warranty (**Builder’s Responsibility**).

We also want to establish between us an understanding that your new home is a handmade product, which is not perfect.

We are proud of the homes we build and we are personally involved in building each one of them. It is important to understand that a new home is more akin to a painting with brush strokes rather than a photograph with a perfect plastic finish. Napolitano Homes will honor all legitimate and responsible warranty service requests, but understandably, **we will not undertake a maintenance program for the homeowner.**

It is our hope that this booklet will be both informative and useful and will help eliminate unnecessary service requests.

IMPORTANT NOTE ABOUT YOUR MANUAL

IN THE EVENT ANY VARIATION OR CONFLICT EXISTS BETWEEN THE INFORMATION AND MATERIALS CONTAINED IN THIS HOME CARE MANUAL AND THE RECOMMENDATIONS OR WARRANTY PROVISIONS CONTAINED IN THE BUILDERS LIMITED WARRANTY CONTRACT, APPROVED STANDARDS OR THE MANUFACTURER'S PRINTED LITERATURE, THE MATERIALS PROVIDED BY THE INSURANCE CARRIER OR THE MANUFACTURER WILL CONTROL.

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APPLIANCES

The manufacturer of your appliances has prepared a manual for each appliance informing you of proper use of that appliance. All information and service manuals, as well as warranties that accompany appliances, have been left in your kitchen drawer. You will need to complete the warranty card for each appliance and return it to the appropriate manufacturer.

Tip: Should you decide to replace a large appliance it is recommended you have a licensed contractor perform the installation.

In addition to the information contained in the manufacturer's manuals, we offer the following suggestions:

Automatic Dishwasher: Always remember to run your garbage disposal prior to running your dishwasher to assure the drain is clear. The reason for this is your dishwasher drains through your garbage disposal and you do not want the drain blocked. This could cause a backup into the dishwasher. Good dishwashing depends on proper loading. Rack your dishes so that water circulates freely and reaches every part of every dish. Use only detergents manufactured specifically for use in automatic dishwashers. Never use any soap product, sudsy detergent or detergents for commercial dishwashers. They may damage your machine.

Water conditions vary widely from area to area, so you may have to experiment with different detergents until you find the one that works best for you. Use one brand at least for one week, allowing it to "condition" your dishes. Also, experiment with amounts to determine how much detergent is most effective in your machine and with the water in your area.

CAUTION: Do not wash antique or hand-painted china in a dishwasher as the hot water and detergents will cause the pattern to fade. Over glazed china - where the pattern is applied on the glaze and fired into it - should be tested. First, wash a small piece as a test. If the piece shows no change, it is probably safe for the dishwasher.

Garbage Disposal: Garbage disposals are permanently lubricated and are self-cleaning. Use a steady flow of cold water and allow the unit to run long enough to do a thorough job of pulverizing the waste and flushing it through. Garbage disposals are not a primary means of garbage waste, and you should avoid putting oversized, tough items into them. Large pieces of food waste, will be more quickly pulverized if you cut them before placing them into the disposal. Fibrous materials (corn husks, artichokes, banana peels, celery, etc.) should not be put down the disposal. The strings from these foods can wrap around the disposal blades, causing the motor to seize. Occasionally pour ice cubes down the disposal and run; this will help keep the blades clean and sharp. Always continue to run water for a few seconds after shutting the disposal off so the drain can be rinsed clean.

CAUTION: Do not allow metal, glass or crockery items to enter your disposal. Never put lye or drain-cleaning chemicals into it. If your disposal jams, carefully follow manufacturer's instructions.

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Range/Oven: The outside of your range can be cleaned with a nonabrasive cleaner such as baking soda sprinkled on a damp cloth or sponge. The inside of your oven can be cleaned using the self-cleaning cycle following the directions contained in the appliance manual. Never use harsh abrasive cleaners on the outside of the range.

We recommend that you become familiar with the manufacturer's cleaning directions.

Electric Range: An electrical stove will have a separate circuit. If your range should fail to work, check the circuit breaker designated for the appliance at the electrical panel within your home.

Hoods: Range hoods need to have their filters cleaned or changed periodically. For location and directions, consult your instruction manual.

Washer and Dryers: When you first install your clothes washer, be sure you pay attention the first few times you use it to make sure the hook ups are secure and not leaking. It is then a good idea to check the hook ups a few times a year to ensure they are always secure. Your dryer has a screen lint filter on it and you should always check and clean the screen prior to using. If your screen is clean and the dryer is not performing properly you may need to have someone clean the duct line that vents the dryer.

CABINETS & TOPS

Vanity Bases and Kitchen Cabinets: With proper care and maintenance, your cabinets and vanities should give you years of service. To clean, use a damp cloth, mild soap, and rinse thoroughly. Nicks and scratches can be covered with matching stain or putty. Door hinges may be adjustable and, if so, can be easily realigned with a screwdriver. Drawer trackers should have a light coat of silicone spray applied occasionally to maintain easy movement.

Cabinetry, like all wood products are affected by changes in temperature and humidity of the environment. When changes occur, wood components shrink or swell. Sometimes joints become visible and hairline cracks may appear where the components are fitted together. This is especially true when the final product has a painted finish. Because this is a natural occurrence and an inherent characteristic of wood and wood products, hairline cracks and separations are not considered a defect or deficiency.

Vanity Tops and Kitchen Counter Tops: Your vanity and kitchen counter tops are built of materials which may be damaged if not properly protected. They should be cleaned with a damp cloth and mild ph. neutral soap or a vinegar and water solution. For best results to help prevent streaking, apply with a clean soft cloth and wipe with another clean soft cloth. Never clean counter tops with steel wool or cleaning abrasives such as scouring powder. Cultured marble vanity tops should be cared for in the same manner. Also, avoid using rough and jagged utensils on counter tops.

Counter tops seams must be periodically sealed as a part of normal homeowner's maintenance. Check with your local hardware store for the appropriate seam sealing products. Care should be taken because, once

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damaged, repairs may be costly to you. Nicks, scratches and other cosmetic defects not noted on the Orientation are not covered in the warranty.

Granite: Granite is a natural stone and is composed of minerals that are earth-formed. Each individual stone will have variations in color, crystal size, veining and markings. For more information please refer to your "Granite Care and Maintenance Guide" included in your Orientation Package. Granite countertops are a significant investment in your home, so taking care of them in a proper manner will ensure that you will enjoy them for many years to come.

Your granite is sealed and most installers recommend that the home owner re-seal their granite once a year, or twice a year if it is a very lite color. Sealing your granite is very easy and products are available at most of your local hardware retailers.

CAULKING

It is our policy to re-caulk one time only at the 12 week review. Usually, separation of caulking after this will be minor and is considered a part of **home maintenance**. In addition to tile caulk separation, you may observe similar cracks around crown molding, trim miters and other wood joints. We will re-caulk these areas at the 12 week review, and subsequent separations can be done easily by the homeowner.

Please keep in mind that much of the wood separation is subject to the amount of humidity in the house. Humidity levels vary based on homeowner water uses, outside temperatures, the amount of opening and closing of exterior doors and if there is a humidifier or dehumidifier in use.

CONCRETE and MASONRY SURFACES

Your driveway, sidewalks and garage floor may be damaged by salt solutions applied to the street and highways during the winter months. The salt residue may be picked up on the undercarriage of your car and then drip on the driveway or in the garage. Uncared for, the salt residue may eventually cause scaling and pitting of exposed concrete surfaces. There are several precautions you can take to minimize this problem:

Hose down exposed concrete surfaces as soon as possible after ice and snow have been cleaned from the streets and any salt residue is cleaned from your car.

Use clean sand for traction, not chemical salts.

If you use salt or other products to melt snow and ice on your concrete or masonry surfaces be sure to wash that area off once the ice and snow have fully melted. If not, they may cause damage to the surface.

Concrete lead walks and patios may rise and fall due to freezing and thawing of the soils on which they are poured. This is a normal condition and does not require correction. Cracks may also develop as a result of

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seasonal movement. Caulking the cracks and sealing the concrete surface are suggested corrections and are considered normal homeowner maintenance. Some minor regrading of the areas adjacent to your concrete walkways by the homeowner may also be required.

As with foundation walls, hairline cracks may appear in the interior concrete floor in your new home. Most hairline cracks are cosmetic rather than structural and do not require corrective action. Please refer to your 2-10 warranty booklet for a more thorough discussion of normal construction tolerance on interior concrete flatwork. Color variations in concrete are a normal occurrence. With a little care you can keep the concrete surfaces in your new home protected and serviceable for many years.

Efflorescence: From time to time brick can and will be affected by efflorescence. This is a natural chemical reaction that occurs from time to time on masonry units, such as brick. This common occurrence with brick and/or masonry usually comes and goes in cycles. Efflorescence is a powdery stain, usually white, on the surface of masonry units caused by the leaching of soluble salts to the surface as moisture moves through it. Should the brick on your home develop white splotches, you will know your brick is experiencing a natural occurrence and not to worry.

DECKS

Most decks are still made of wood and therefore need some maintenance to maintain their beauty and last a long time. It is recommended that every spring to power wash your deck, replace any boards that need to be replaced, nail off any loose boards and coat your deck with a sealer. This will help keep your deck looking good and you will get many years of use out of it.

ELECTRICAL SYSTEM

If you should experience an electrical issue where an outlet does not work, or a major system in the home is not running, check your circuit breakers in the garage or GFI's to make sure one has not tripped. These systems are designed as the first line of defense from an electrical surge or moisture in the case of GFI's. If you call an Electrician or HVAC Contractor and they come to your home only to discover that it is a tripped breaker there will be a service charge.

The wiring of your new home meets all applicable local code requirements and safety standards. Occasionally, you may find an outlet that does not operate when you first move into your home. First, check to determine that the outlet is one that operates from a wall switch in that room. If so, only one receptacle in the appropriate duplex receptacle will be controlled by the wall switch. If not, a call should be made to the electrician listed on the sticker in your kitchen cabinet.

Your electrical wiring and appliances are protected by circuit breakers located in the main panel box. Circuit breakers eliminate having to replace fuses. To reset a tripped breaker, simply turn it to the full "off" position, then fully back to the "on" position.

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Ordinarily, small appliances may be added to any circuit without fear of overloading it. However, large appliances or too many small appliances on one circuit may cause the circuit breaker protecting that circuit to trip. Other causes of a circuit breaker tripping are: (1) worn out cords or defective plug connections; (2) defects with an appliance; and (3) starting an electrical motor (motors require more current to start than they require when operating). If after resetting the circuit breaker, it trips again, you should immediately attempt to locate the cause and correct it.

CAUTION: Be very careful. Avoid direct contact with worn wires or plugs you suspect may be the problem. If you cannot locate the cause yourself, call an electrician.

Ground Fault Circuit Interrupter. (GFCI) is a device intended to protect you and your family against hazardous electrical shocks from faulty appliances or worn electrical cords. The GFCI cuts off the electrical circuit quickly enough so that a person may not sustain a serious electrical injury. Caution should be taken to prevent electrical shocks. In your home, the GFCI circuit may be located in bathrooms, kitchens, garages, basements, and exterior receptacles. The GFCI can also cut off due to a power surge in incoming service. In any case, activating the reset button on designated receptacle will restore power.

Recessed Lights: Recessed light fixtures may be located throughout your new Napolitano home. These fixtures have thermal overload devices that will automatically turn off a light when the temperature is too high inside the fixture.

Do not use bulbs having a wattage greater than indicated on a fixture. A higher wattage bulb may activate the thermal overload device and automatically shut down the light fixture.

Smoke Detectors: Smoke detectors are proven lifesaving devices. There are several located throughout your new Napolitano home. Because of their importance, please read carefully and follow the manufacturer's instructions for testing, maintenance and service. As required by code, your smoke detectors are wired into the electrical system of your home with a battery backup. This means that if one sounds off they all sound off. Please check the battery in each smoke detector as recommended by the manufacturer. The fire association recommends that you change the batteries in your smoke detectors twice a year, both spring and fall, with the changing of your clocks. This is a minimal investment in batteries but can save a life in the event of a fire.

Turning off your entire system: There may be an occasion where you are required to turn your entire electrical system off by shutting off the breakers. If you ever need to do this make sure you shut off ALL of the individual breakers first and then shut the main breaker off. When turning the system back on be sure to turn the main on first and then the individual breakers. By doing this you will prevent a power surge that could damage something in your home.

For the first year your electrical system is warranted (parts and labor) against defects of material or workmanship, with the exception of light fixtures. Light fixtures will be repaired or replaced according to the warranty only if they have been noted on the Orientation Conference Form.

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Energy Saving Tips

While enjoying your home there are small ways to save energy that add up to savings. Some of them are:

- Shut lights off when leaving a room
- Programing your thermostat to adjust for different times of the day. For example if the home is empty during the day program your thermostat to a lower temperature and raise the temperature back up a ½ hour before you come home.
- When changing light bulbs purchase the most energy efficient you can find.
- Do not run major appliances during peak hours.
- Install ceiling fans and remember to change the direction they spin for the different seasons.
- Check caulking on the exterior of the home on a regular basis and make sure everything stays sealed.

Being away from your home for long periods of time: There may come a time when you are required to be away from your home for an extended period of time (more than the standard week vacation). During such a period you should take certain precautions to ensure your homes safety and health. Below are suggestions to consider, while it is not an all-encompassing list it does consist of some basics.

1. Leave your HVAC system running. You should leave your system running while you are away to avoid any freezing or humidity issues. In the winter lower your thermostat to a temperature so your system will come on periodically to ensure that nothing in the home freezes. In the summer you should raise the thermostat to a level that ensures the system runs enough to keep the humidity out of the air. If humidity is allowed to be present for an extended period of time you could encounter mold issues when you return.
2. Hot Water Heaters
 - **For electrical** - Shut your hot water heater off and then shut your water off. This will ensure that should a leak occur, or should the power go out for an extended period of time and pipes freeze that no leaks will occur while you are away. When you return home, turn your water back on and check the home to make sure there have been no leaks. After about 10 minutes restart your hot water heater.
 - **For a standard natural gas** - it is very easy to switch it to “vacation” mode: just set the dial at the bottom of the appliance to VACATION. You can also shut off the cold-water supply to the water heater to limit damage in the event of a leak from the tank.
 - **For a tankless water heater** - it does not store any water. If you want to be extra safe, then you can turn off the main water valve but leave the lowest level faucet open in case of a freeze.
3. Make sure all doors and windows are securely fastened.
4. You may want to consider purchasing some timer plugs to plug in various lights so they will come on and go off periodically.

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5. Ask a neighbor to check on your home. At a minimum to at least walk around the exterior to make sure no one has attempted to enter your home.
6. Either stop your mail and newspaper or have a neighbor pick it up on a regular basis for you.
7. Make sure any vehicles you leave home are secure.

FIREPLACES

Pre-fabricated Gas Fireplaces: Your new home may have one or more prefabricated gas fireplaces. The unit(s) should be cleaned annually by removing the fixed glass front or glass doors and cleaning with a non-abrasive commercially available cleaner. For heavy deposits on the glass use a commercial fireplace glass cleaner.

Check that the fireplace assembly is free of scratches and dents, and that the louvers are not blocked. Vacuum and dust frequently. **CAUTION:** Risk of Burns! The fireplace(s) should be turned off and cooled before servicing.

Tips: Before starting your gas fireplace each winter you should schedule to have a licensed technician inspect and clean your B-vent. Have the technician check for any loose fittings or gas leaks. When the winter season is over you should shut off the gas to your fireplace. The gas shut-off valve is located underneath the fireplace.

FIRE EXTINGUISHERS

Your new home came with a fire extinguisher located in your kitchen. It is a good idea to pick up a few more and have them in strategic locations in your home. These can be picked up at most hardware stores and are a good investment that just might save a life. Make sure everyone in your home knows where they are located and how to use them. They should be inspected twice a year to make sure the needle on the gauge is still in the green. Most fire extinguishers will last years before needing to be replaced.

FLOORING

Resilient Flooring: The resilient flooring in your new home will need only occasional surface treatment such as washing and conditioning with the manufacturers approved conditioners. No-wax floors should not be waxed. Refer to the manufacturer's recommendations for best results.

Protect the finish of your resilient floor coverings by attaching furniture rests to the bottom of the furniture legs to distribute furniture weight evenly over resilient surfaces. Seams may show in resilient flooring joints. When corrections are required, Napolitano Homes will adhere to the warranty you were provided.

CAUTION: Certain footwear such as high heels and sport cleats etc. can be damaging to floors.

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Ceramic Tile: Ceramic tile normally needs only a wipe with a damp cloth or occasional wet mopping to stay clean and new looking. If necessary, a more thorough cleaning with a detergent or ceramic tile cleaner will remove grime.

To remove particularly heavy accumulations of soil from glazed tile, you may need a stiff brush and a mild scouring powder. Unglazed tile may be scrubbed or scraped. To clean the joints between tiles, use a fiber brush and a mild cleanser. Staining agents should be mopped up promptly since they may stain the tile grout. Touching up the caulking and grouting of tile is typically a part of homeowner maintenance.

The tile installed in your home does not come sealed. If you desire your tile to be sealed it is a homeowner task after closing.

Hardwood Flooring

Removing Floor Marks

- No wood floor can escape accidental damage, but oak floors are easily touched up and most marks are seldom noticed.
- Spots come from foot traffic on rainy days, pet saliva, plant watering, etc. or any time water comes into contact with the wood floor. Spots are easily removed by applying a manufacturer recommended cleaner directly on the spot and buffing vigorously with the grain of the wood.
- Black heel marks usually come away when rubbed with a manufacturer liquid polishing wax.
- For large stains, deep scratches or dents, etc., or if you are unsure how to remedy a problem area, you may want to contact your hardwood flooring vendor for advice on proper treatment.
- Remember different species of wood have different densities and therefore will react differently to the elements. Soft woods such as pine can have impressions left in it from high heel shoes or sports cleats etc.

Cracks and Squeaks: The reaction of wood to humidity is an inherent characteristic of all wood and cannot be totally avoided. From the constant expansion and contraction in your wood floor caused by changes in seasons you can expect some minor chipping, splintering, cracking and squeaks. If you experience a problem area not addressed in the information above, or if you are unsure of a proper repair, please contact your hardwood flooring vendor.

Prefinished Hardwood Floors: The beauty of your wood floor will last a life time if you adhere to the following recommendations:

- Sweep or vacuum your floor frequently.
- Wipe up spills as soon as they occur.
- Place throw rugs or mats at entrance ways to protect the floor from dirt and moisture.
- Use floor protectors on the legs of furniture to minimize scratching.
- Never set potted plants directly on the hardwood floor.

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A damp mop can be used for spills and general clean-up on floors which have a non-waxed polyurethane finish; however, never intentionally pour water onto the floor or use a wet mop. Excess water may find a way to seep between boards causing them to warp or stain.

Laminate Flooring (composite and/or engineered): The same guidelines for Prefinished Hardwood flooring can be followed above, *except* that damp mopping is not recommended and can cause the composite or engineered material to absorb moisture, swell and separate. Wipe up spills immediately. It is important to follow the manufacturer's cleaning instructions and use a laminate floor protectant product they recommend. If you do not have the manufacturer's certificate of care for your laminate flooring, please contact your flooring installer.

Carpet: The carpeting in your new home is manufactured of long wearing and durable materials. Carpeting should be given a thorough vacuuming at least once a week. It is recommended that the vacuum cleaner be equipped with a brush or beater bar which is properly adjusted for the height and type of carpet being cleaned.

Vacuuming will remove some loose fibers from the carpet yarns. It may also lift an occasional tuft above the surface. When this occurs, the tuft should be snipped with scissors to match the length of the fiber. Seams in carpeting may be visible and are considered normal.

If your carpeting should become stained, we recommend you immediately contact a professional cleaning service for assistance. A well-intentioned but improper attempt at stain removal may permanently damage the carpet fibers.

LVP Flooring (Luxury Vinyl Plank):

- Sweep regularly to remove dirt and dust
- Wipe spills promptly to prevent stains
- Mop or steam clean every few months
- Avoid soaps or detergents, as they tend to leave a dulling film on LVP flooring
- Use polishing products if you desire a brighter shine
- Strip and reapply polish after the first few polish applications
- Use a nylon pad to remove scuff marks and scratches
- Close curtains or blinds in rooms where harsh sunlight hits the floor to prevent fading
- Use felt floor protectors on furniture legs
- Avoid leaving traces of cleaning products in flooring seams
- Always use caution when walking on wet LVP, as it can be very slick and slippery

GARAGE DOOR OPENERS

Napolitano Homes offers a garage door opener that is supplied and installed by the company that installs the garage door. If you should install an opener yourself or have another company install an opener during

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your one-year workmanship warranty period, **you will void the warranty** on the garage door and no adjustments will be made by Napolitano Homes or our garage door vendor.

Occasionally you should check the garage door and make sure all of the bolts holding the tracks in place and the bolts holding the rollers on the door are tight. It is a good idea every spring to use a silicone lubricant to lube the door tracks and rollers. This will help your door operate smoothly and help remove squeaks.

RAIN GUTTERS and DOWNSPOUTS

It is the homeowner's responsibility to inspect the rain gutters periodically to ensure that they are free of all debris such as leaves, twigs, branches, balls or other obstructions which may hamper or stop the proper functioning of the gutters and downspouts. Never allow your gutters or downspouts to freeze shut. The resulting ice build-up in the rain gutters may lift the roof shingles and cause leakage into the house during a thaw.

It is important to take measures that promote moving moisture and water away from the foundation. Make sure that splash blocks are always in place at the outfall of all downspouts and that the grade is falling away from the house with a good cover of grass adjacent to each splash block. Where the grading around the splash block is steep, it may be necessary to obtain temporary rain water diversion piping from your local hardware store to reduce erosion of your new lawn during its early growth period. Once your new lawn is established, the splash block and mature grass will generally eliminate further need for additional erosion control measures.

HEATING and AIR CONDITIONING (HVAC)

Tip: Make sure you do not wait until you need your heat or air conditioning before testing it each season. As soon as the weather warms up or cools down test your system for the upcoming season. If you wait you will be like everyone else and put on a list and serviced when they come to you on that list. While heat is considered an emergency, air conditioning is not. You do not want to go a few weeks in hot weather waiting for your air conditioning to be fixed. **TEST YOUR SYSTEM EARLY!**

General: Your heating and air conditioning system is warranted for one year against manufacturing and installation defects. Some components are covered for longer periods under either the manufacturer's warranty or your 2-Year Systems Coverage. If, during the 2nd year of coverage, you have an issue with your heating or air conditioning and if it is a warranted issue we will cover the trip charge and the cost of the repair. However, if it is determined it is not a 2-Year Systems Coverage warranted item you will be responsible for the cost of the trip charge and the repair. Monthly utility charges for the operation of the heating or air conditioning system are the homeowner's responsibility. There are many factors that contribute to the cost of your utilities. Neither Napolitano Homes nor the manufacturer can be responsible for the increased utility costs resulting from a malfunction of the heating or cooling system. If the malfunction is covered by the manufacturer's warranty, the manufacturer, through the installing

subcontractor, will make the required repair in accordance with the terms and provisions of the manufacturer's warranty.

Furnace and Condensation Drain: The AC coil is part of the furnace which sits in an emergency drain pan. If the AC unit develops an issue and the coil freezes up, the water will drain into the emergency pan and drain to outside of home. Some systems are equipped with a switch which will turn the unit off if the system has an issue.

Programable Thermostat: Your new home comes with a programable thermostat. Please refer to the manufacturer's manual that is given to you at closing.

CAUTION: Turning the thermostat setting up and down may cause costly damage to your compressor.

Registers: The registers are the primary means of regulating air flow (and therefore temperature) in individual rooms throughout your home. There are two kinds of registers: air outlet (supply) registers and air intake (return) registers. Adjusting the outlet or supply registers rather than changing the thermostat setting may be the most efficient way to regulate room temperature. All registers should be kept unobstructed by furniture or other objects at all times. It is good practice to occasionally vacuum both supply and return registers to ensure that they remain free of lint and dust accumulations which interfere with the passage of air through your system, decreasing its efficiency and increasing the cost of operation.

Heat - Natural Gas Systems: Your heating system may be equipped with a modern, gas-fired, forced-air heating system (furnace) and central air conditioning. This system is designed to maintain a normal temperature if it is operated and maintained in accordance with the manufacturer's recommendations and instructions. Please read these instructions carefully to ensure your satisfaction with your natural gas heating system.

Heat - Electric Heat Pump System: Your new home may be equipped with a modern, energy efficient, electric forced air heating system which includes a heat pump. The system is designed to maintain normal temperatures if it is operated and maintained in accordance with the manufacturer's recommendations and instructions. Please read these instructions carefully to ensure your satisfaction with your heating system.

Air Conditioning: Your new home is equipped with a central air conditioning system which consists of a cooling unit (condenser), compressor, coil, air handler (including filter), thermostat, duct work and registers. The cooling system is designed to maintain a temperature of 78 degrees Fahrenheit, measured in the center of each room at a height of 5 feet above the floor under local outdoor summer design conditions. In the case of outside temperatures exceeding 95 degrees Fahrenheit, the system will keep the inside temperature 15 degrees Fahrenheit cooler than the outside temperature.

The main part of the cooling system is the compressor, warranted by the manufacturer, excluding labor, for 5 years. Please take time to read carefully the manufacturer's operating instructions, warranties and other papers accompanying the air conditioning equipment.

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If your new home is equipped with an electric heat pump system, the same outside unit provides air conditioning in summer as well as heat during the heating season.

Humidifier: It is important that you monitor the humidity level in your home especially during the months where gas heat is needed. Lack of humidity may cause shrinking and separation of hardwood flooring and wood moldings. Since our homes are built with minimal exterior air infiltration, humidity introduced by household use will differ among families. The level of humidity will be affected by the number of times exterior doors or windows are opened. Families with more children will introduce more humidity into the house by bathing for example.

Shrinking and separation of wood and flooring due to insufficient humidity is the responsibility of the homeowner.

Bath fans: Bath fans are considered part of the HVAC system due to their ventilation operation. It is a good idea to vacuum around the bath vents to keep dust and cobwebs from forming on them and deteriorating the flow of ventilation.

General

The following suggestions may help if you encounter difficulties with your heating and cooling system.

1. If you have an electric heat pump, before calling a service company, check the circuit breaker to be certain it is in the full "on" position. If the breaker should trip a second time, call your vendor at the number listed on the sticker in your kitchen cabinet
2. If a variance in room temperature occurs, adjusting the flow of air through the registers may help balance the air temperature. Remember that exposure to sun, design of the home and normal temperature settings between the first and second floor will affect the temperature balance between rooms. Check to be certain that all room registers are open and unobstructed by furniture.
3. Filters should be replaced or cleaned after your first month of occupancy since substantial amounts of dust will normally accumulate as a result of construction activities which took place prior to your move in.
4. In many instances, insufficient heat or cooling is caused by a dirty air filter in the furnace. Filters should be cleaned or replaced approximately every month. Do not remove the filter without replacing or cleaning it immediately.
5. If your home is equipped with an electric heat pump system, clear away the accumulations of snow or ice from around and below the outdoor unit immediately after the snow storm. Also, do not allow grass, leaves, etc. to collect around the unit.
6. Always keep exterior doors and windows closed when the heating or cooling system is operating. Draperies (especially insulated ones) will do much to reduce your operating costs.

Recommendation: Your HVAC system is an intricate system essential to the comfort in your home. While doing all of the above is important to help your system run efficiently, it is not enough. Proper maintenance is required in order to keep the coils clean and to monitor refrigerant levels in the system. Therefore, Napolitano Homes recommends that you obtain an HVAC maintenance contract with a qualified contractor to maintain the parts of the system you cannot.

INTERIOR WALLS & CEILINGS

During the first year or two in your new home, additional drying of framing materials and overall settlement will occur and may cause cracks and nail pops on the interior wall or ceiling surfaces in your new home. **These are considered to be normal homeowner maintenance responsibilities.**

Nail pops are simply nails protruding from framing materials. The result is a bump or blister in the drywall surface. To repair a nail pop, drive the protruding nail all the way through the gypsum board or remove it entirely. Then drive another drywall nail an inch or two below the nail pop area, sinking the nail below the paper surface creating a dimple. Cover the area heavily with a spackling compound, let it dry, sand it smooth and repaint the surface.

A drywall crack can be repaired easily in the same manner as a nail pop. Cut a small "V" joint along the length of the crack about 1/8" deep and 1/8" wide. Fill heavily with spackling compound, let it dry thoroughly, sand it smooth and repaint the area. Please refer to your warranty for more information on drywall. If the crack is very minor (looks like a pencil line) then using caulk can resolve the issue. Simply put a thin bead of caulk over the crack, smooth in with your finger, let dry and paint.

Plant Ledges. Some homes have plant ledges which have been incorporated as an architectural design in your home. These plant ledges are for the sole purpose of decorative uses, e.g. flowers, etc. They have not been constructed to support the weight of an adult or child. Napolitano Homes, therefore, cannot be held liable for any other use of these ledges.

LANDSCAPING

We would like to assist you with your starter lawn and yard care by providing you with some information and suggestions which should be helpful.

Now that your lawn has been installed, it is important that you are very diligent about the correct watering and care of your landscaping.

Water! Water! Water!

For the seeds to germinate and for the sod to take root, there must be an ample supply of moisture. This is very important especially in the first few weeks after installation. **This is your responsibility!**

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Proper homeowner care of the lawn from the early stages is imperative. The information we provide should help you understand the fundamentals of lawn maintenance and emphasize your responsibility as a new homeowner.

A healthy lawn will beautify your home. We believe it is worth taking the time to nurture your lawn and hope this information will help make that job easier and more rewarding for you.

As in any established neighborhood, a beautiful lawn does not just happen. By following the guidelines outlined here and through your efforts, your starter lawn will have a better chance to succeed.

Yard Grading

Drainage: Prior to any seeding, your yard was final graded to Municipal specifications. The necessary grades and swales are designed to take the runoff of storm water in order to ensure proper drainage away from your home. Local government agencies have determined the drainage patterns and have required us to grade according to the intent of the approved site plan. Swales have been provided in the drainage areas near property lines, or in the same approximate location where natural drainage crossed your property before the construction of your home.

It is important that you keep these swales unobstructed at all times. Things that may prevent proper drainage of your yard include: trees, shrubs, decks, fences, sheds or anything which blocks or fills the swales. Avoid planting or building any of the above mentioned items in these areas. At your request, the construction supervisor can point out the location of your swales. Additionally, it is important that you keep the swales properly seeded and maintained to prevent erosion.

Remember water may puddle on your yard depending on the amount of rain. Your warranty states that water may stand for up to 24 hours in the yard and 48 hours in a swale. As your yard becomes more established this water will dissipate much faster.

Rocks: At the final grading, your yard is raked by a tractor and is then hand raked. All debris and most large rocks should have been removed. This is not a perfect process, and it is inevitable that some rocks or stones will surface later in your lawn. It is best to pick these up rather than to rake them out. Some rocks may continue to surface until the grass creates a root mat; however, the rocks which remain are not usually an impediment to establishing a healthy lawn and in time will dissipate into the soil.

Settlement: During the first year of occupancy, you can expect some settlement around the foundation walls, utility trenches and other filled areas. Settlement may interfere with water drainage away from the home. Napolitano Homes will fill and seed settled areas which affect proper drainage one time only during the first year of the warranty period. You will be responsible for the removal and replacement of shrubs or any other landscaping affected by the placement of any fill we provide. See 2-10 Home Buyers Warranty Guide.

Care of Your Lawn

Seeding: Depending upon your community, grass seed is applied using either pressure sprayed, green hydro-mulch mixture, or by hand seeding. If your yard was hand sown, a layer of straw may have been placed on top of the seed. This straw is sometimes held in place by either a spray coat of tar or by mechanically crimping the straw into the soil. It is not necessary or advisable to rake the straw away, as raking disturbs the germination of the slower emerging grasses, and also is a violation of the sediment control ordinances. In addition, straw provides the soil with needed organic matter.

Sod: If your community included sod as a standard feature, we must emphasize that sod must be saturated with water for the first several days following installation. **This is your responsibility - Water! Water! Water!**

For a full understanding of proper lawn care for the location of your home you should consult a lawn care expert to test the soil. They will be able to help you design a protocol to help you establish a thick and healthy lawn.

Shrubs or trees that are alive when you move into your new home and which die afterwards due to a lack of proper homeowner care, drought or freeze are not covered under the warranty. Shrubs or trees relocated by the homeowner will not be warranted.

Tree Removal and Lot Clearing: It is the policy of Napolitano Homes to save as many trees as possible on each lot in order to enhance community appearance. However, there are certain aspects of the land development and house construction process which may impact the vitality of trees on a lot and, eventually, cause them to die. Safety precautions dictate that these trees be removed during construction.

The primary causes of tree mortality are root damage and shock. Shock may result when a tree once sheltered among other trees becomes exposed directly to the elements when surrounding trees are cleared away. Older trees and trees that have been damaged by disease are more susceptible to shock.

Root damage is caused by excavation for house foundations, driveway excavations, and utility trench excavations. Trees within five (5) feet of these excavations are typically removed because of the high probability that they will eventually die. Root damage is also prevalent in yard areas where even a small amount of fill material is needed to promote proper drainage. The addition of this fill material may smother the root systems of the trees affected. Trees in fill areas will also be removed during construction.

In many cases, it is possible to save trees at the rear of a lot because excavation or fill are not usually necessary in this area of the lot. For this reason, subcontractors are instructed to clear only those trees in the rear yard area that are required for the movement of equipment during construction and to ensure proper drainage. However, the subcontractors will also remove any large, dead trees standing in the uncleared (undisturbed) area that may endanger the house or the safety of its owners. Otherwise, undisturbed areas

will be left in their natural state. Dead trees which do not pose a safety hazard or trees in this undisturbed rear lot area that die after settlement will be the homeowner's responsibility to remove.

MANUFACTURERS

In today's age of computers most anything you want to know is available to you. If you are not sure of something you are going to do, take the time to research the manufacturer's recommendation. The manufacturer's recommendation **ALWAYS** overrides any other information you may have.

MISS UTILITY

Miss Utility is a free service that you must use prior to digging in your yard. If you are going to install a fence, or extend your driveway, or plant large trees in your yard you **MUST** call Miss Utility first. They will send the different utility companies out to mark their lines with paint so you know where they are located. This usually takes 72 hours. So if you are going to do work on a weekend make sure you call early enough in the week to have all markings in place. If you do not and you damage a utility you will be responsible for the cost of repair.

PAINTING

Paint has two basic purposes: (1) to protect surfaces from the weather and wear and tear; and (2) to make your place pretty.

The main mistake most homeowners and so-called "professional" painters make is improper surface preparation. If new paint is applied over dirty, chalky, greasy, or wet surface, it will probably not adhere properly, and soon after may peel off.

Exterior Painting: Exterior painting is the most important for your home in order to protect the wood from rotting. It's best not to paint outside if the temperature may drop below 50 degrees in 48 hours.

To begin painting the exterior of your home, the wood needs to be prepped by cleaning the area of dirt and powdery caulking with a mixture of water and Tri Sodium Phosphate (T.S.P. is found in most paint stores). Any loose or peeling paint will also need to be removed and the area sanded with a wire brush. Next, caulk around all door and window seams to include the top and bottom of exterior doors. It is important to seal all cracks and splits as well, to prevent the wood from getting wet beneath the paint. The best caulking to purchase is a silicone rubber that can be painted over. All surfaces that are exposed will need a coat of exterior primer paint which acts as a base coat. As a general rule, a second coat will be needed in order to properly seal the wood.

Interior Painting: Most homeowners eventually repaint some if not all of the interior of their homes. When you decide to add colors to your home for whatever your needs are it is best to talk to a paint

expert. Many of the retail hardware stores, and paint stores have experts that can guide you in the proper direction of materials and tools once you have explained your project to them.

Paint Used by Builder: Colors are generally selected from McCormick or Sherwin-Williams.

PLUMBING SYSTEM

Your home's plumbing system has been installed under the direction of a licensed plumbing contractor in accordance with local plumbing codes and has been inspected by government authorities. Water supply and drainage from all lines and fixtures were approved when tested prior to your move-in date.

If you care for this system properly, it will need only minimal maintenance for many years to come. Your prompt attention to any problem which arises could prevent more serious problems from developing.

Water Heater: Your home is equipped with either an electric or a natural gas water heater, depending on your location. For your protection, the unit comes equipped with a pressure and temperature relief valve. If the unit should overheat, this valve will prevent a dangerous build-up of temperature and pressure, when the valve is operating, it will appear that the tank is leaking, while it is merely releasing excess pressure. If this occurs:

1. Turn off the breaker if electric or gas supply if it is a gas heater.
2. Turn off cold water supply to water tank.
3. Call the plumber listed on the Vendor Sticker located in your kitchen cabinet.

Remember: your water heater is most likely located in the attic and therefore sits in a pan with a separate drain. At your orientation your builder pointed out where this drain is located. If you see water coming from this drain you need to inspect your water heater.

Water heaters normally collect small quantities of sediment particles which settle to the bottom of the water tank. This residue should periodically be removed by draining the tank.

CAUTION: Turn the breaker off at the box if you have an electric hot water system prior to draining the system or the element may be damaged. Turn electric on only after the tank is filled. Please refer to manufacturer's specifications or call the plumber for details.

The water temperature of your water heater is preset at the factory as indicated in the manufacturer's operating instructions. The temperature may range from 125 to 145 degrees Fahrenheit. The lower temperature may be preferable in homes where small children can reach the faucets. Also, noisy pipes are sometimes caused by hot water which is too hot. If noise occurs, you may be able to reduce or eliminate the noise by having a plumber reduce the water temperature. However, once set at the desired temperature,

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further adjustments should be kept to a minimum. Also, recovery time for hot water takes longer in winter months since the water entering your hot water heater is much colder during the winter.

Water and Waste Line: The pipes which carry water into your home are highly resistant to rust and corrosion and should last the lifetime of your home. In areas where pressure is abnormally high, regulators are installed to reduce this pressure, protecting the plumbing system and appliances such as dishwashers, automatic clothes washers, etc. It is very important that you **DO NOT** adjust the pressure regulator without assistance of a qualified plumber.

Your home's sewer lines have been carefully constructed of high quality PVC or ABS materials and have been tested and inspected to ensure against blockages before you moved into your new home. Unless a building defect is proven to be the cause, the homeowner will be responsible for clogged lines. Avoid disposal of hair, grease, lint, garbage, heavy tissue, disposable diapers, sanitary napkins, and other materials into the system. An exception, of course, is that you may dispose certain foodstuffs in your garbage disposal. Refer to your disposal operating information to ensure proper use. To further protect your waste lines, always use a generous amount of cold water with your garbage disposal unit to keep the sink drain open and to cool the disposal motor.

If any of your appliances such as the clothes washer or the dishwasher should overflow, check to be sure the trap through which it drains is not clogged. If the cause of the stoppage anywhere in the system is not evident, we recommend calling a plumber for professional assistance. Please refer to the Emergency Service guidelines in the manufacturer's service manual before you make your call.

If a leak in the system should occur around a loose or damaged joint, we recommend calling a plumber promptly rather than trying to repair the leak yourself. To minimize damage, shut off the affected area by shutting the fixture or the main water to the house until the plumber arrives.

In areas where the water pressure is very high, you may occasionally get a pounding or knocking sound when closing a faucet abruptly. As noted earlier, noisy pipes may also be caused by very hot water (see Hot Water Heater). In addition, worn or loose washers, loose faucet parts (see Valves and Faucets) or air in the pipes may be responsible for the problem.

In normal operation, some of the plumbing system may knock slightly when certain fixtures are in operation, particularly appliances such as the dishwasher and clothes washing machine, which have very rapid, mechanical shut-off valves which send a pressure shock back through the pipes of the water system. Most people will have no difficulty in distinguishing between normal water shut-off noise in the plumbing system and any loud knocking, which might indicate that something is broken and should be reported to the plumber for service. Noise resulting from the normal expansion or contraction of waste line piping due to water temperature changes is not unusual and does not require service attention.

Frozen pipes can be prevented: Never leave your home without heat during cold weather. Be sure to cut off water supply lines to outside hose bibs. Drain these lines before cold weather and disconnect all hoses. If freezing should occur, we recommend you contact a plumber for advice or assistance. If you know

extremely cold weather is in the forecast, it is recommended that you leave the cabinet door open to any plumbing fixture located on an exterior wall. This will allow the cabinet cavity to be heated to the same temperature as the room it is located in.

Valves and Faucets: The main water shut-off valve in your new home is perhaps the most important element of your plumbing system. This valve is usually located in the garage where the main water service pipe enters your home. The water flow into your home's plumbing system can be stopped at this point should an emergency occur.

Faucets have moveable parts and, therefore, most faucets, both inside and outside your home, will require periodic maintenance. Needless strain on faucets increases the frequency of repair. It is important, therefore, to understand their proper care. If you suspect there is a problem consult a qualified plumber.

Tubs and Sinks: The various surfaces of your new plumbing fixtures are not indestructible. Continue to protect their finishes by observing the following precautionary measures and manufacturer's specifications.

1. Avoid gritty or abrasive cleaners and any powders with a lye base. Baking soda, aerosol bathroom cleaners and vinegar are excellent cleaning agents.
2. Never step into a bathtub with shoes on. Shoe soles carry gritty particles which can scratch the fiberglass.
4. Do not use plumbing fixtures as a catch-all for paint cans, trash or tools.
5. Avoid dropping heavy objects into fixtures. A chip or crack on the surface will require costly repairs.

While your kitchen sink is made of high quality stainless steel, it is a sound practice not to allow leftover foods to accumulate in the sink. Likewise, avoid scraping the sink with utensils or heavy pots and pans which may mark or dull the shiny finish. As with other fixtures, use non-abrasive cleans.

NOTE: Nicks, scratches, and other cosmetic defects not noted on the Orientation Inspection will not be warranted.

As your home matures, repairs to various fixtures may become necessary. The normal high moisture content common in bathrooms, the weight of the tub when filled with water, settling of the home over time, and the normal expansion and contraction of materials, will cause separation between the tub or shower stall and adjacent tile wall surfaces in your home. This condition can be remedied by applying caulk which is a homeowner's maintenance responsibility.

General Corrective and Preventive Suggestions

Bathtubs, Sinks and Showers: When the drain pipe from a tub, sink or shower stops up, first make sure the drain, strainer or stopper is free of hair or other debris. For the kitchen sink, flush with hot water for several minutes to dissolve possible grease blockage.

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When these procedures fail to relieve the stoppage, proceed with the use of a plunger. Be sure the rubber cup of the plunger covers the drain opening and that the water comes well up over the cup edge. Working the plunger up and down rhythmically 10 to 20 times in succession will build up pressure in the pipe and will be more effective than sporadic, separated plunges. Be sure to plug the overflow outlet, if there is one, with a piece of old cloth. When working on a double sink, make sure to close the other drain.

If the plunger fails to clear the drain, try using a plumber's snake. These snakes are available for purchase or rent at hardware or plumbing stores. Be sure to turn the handle of the snake in the same direction when removing it as you did in insertion. This will keep any matter attached to the snake from coming loose prior to removal. Shower drains have a tendency to become clogged. A periodic inspection and cleaning of the shower strainer on the floor of the shower will improve the life of your system. If the drain can be partly opened with the plunger or snake, boiling water may finish the job.

Toilets: With the following exceptions, the treatment of a stopped up toilet is the same. The trap is built into the toilet and is therefore less accessible. Instead of a snake, use a coil, spring-steel auger (also available for purchase or rent from hardware and plumbing stores). Insert the auger so that the point goes into the trap. Turning the handle of the auger will break up the blockage and catch it so that it can be removed. It is easier to use if one person holds the auger and another turns the handle.

Tip: If you ever think your toilet tank is leaking there is simple way to find out. Flush the toilet and let it fully fill up just before going to bed at night. Once it has refilled take food coloring and squirt some into the tank. If, when you wake in the morning, the water in the bowl has color in it then the tank is leaking.

Prevention: To avoid stopped up drains a cardinal rule is to never pour grease into any drain or toilet. Remember, cold water causes grease to solidify. Ordinary washing soda (not baking soda) added to a drain on a regular basis will help to keep it clear of grease from soap. Run hot water through the drain, turn off the water, add three tablespoons of washing soda, and follow it with just enough hot water to wash it down the drain. Let it sit for 15 minutes and run more hot water through.

Water:

No hot water:

1. Electric - make sure breaker is on.
2. Gas - Check pilot, relight if necessary.

No water or erratic flow from faucet:

1. Make sure valves to fixture are on.
2. Check the aerator

Aerators: Every faucet has an aerator located where the water leaves the faucet. The aerator is designed with a screen so the stream of water is consistent and uniformed. Occasionally small particles can get

caught in the aerator. To clean simply unscrew the aerator from the faucet and rinse the particles out. Then reattach the aerator to the faucet.

Drains: Each plumbing fixture in your house has a drain trap, a specially shaped piece of pipe designed to provide a water barrier between your home and the danger of sewer gas. The trap holds water, which prevents the airborne bacteria and odor of the sewer gas from entering the house. If any fixture is used infrequently, it should be turned on at regular intervals to replace evaporating water and to ensure that the barrier remains intact. Traps, because of their shape, are also the point at which drains are most likely to become clogged.

Hose Connections: When the weather turns cold and you will no longer be using your exterior hoses you should shut them off. Go to your hose cutoffs located in the garage and shut them. Then go to your hose faucets and disconnect the hose and open the spigot. This will ensure that any water if still in the line has room to expand should it freeze. In the spring when the weather gets warm reverse the process. Remember to close the exterior spigots so you do not waste water.

Sewer Clean Outs: There is a series of sewer clean outs starting at the city right of way. The next one is just outside of your home where the sewer exits the home, and then various ones inside the home. Should you experience a backup, your first call should be to the city. They will come and if the backup is on their side of the right of way they will take care of the problem. If after they inspect the situation they tell you that it is on the private or your side then you should call a qualified plumber to come and clear the line.

Plumbing Warranty Summary: Your plumbing system is warranted (parts and labor except maintenance and surface damage after occupancy see warranty manual) for one year against manufacturing and installation defects. Defects must be reported immediately. Your warranty, however, excludes valve washer wearing and sewer stoppages.

All water heaters have a five-year limited warranty against leakage. If the water heater tank develops a non-repairable leak within five years, the manufacturer will provide a complete replacement. The cost of labor for removal and reinstallation is not included. Any alteration of the plumbing system by the homeowner may void this warranty.

If your home includes an electric water heater, the electric heating element will also be warranted by the manufacturer. Check the manufacturer's literature provided with your water heater for specific details.

ROOFING AND SIDING

Roofing: The roof of your new home is constructed with quality materials which have been applied according to the manufacturer's specifications. The roofing materials are virtually maintenance free and are a 30 year warranted architectural shingle. Occasionally, winds may lift some shingles, but rarely will any damage be done. In cold weather, some shingles may remain standing, but when warm weather returns, they will return to their normal position. Special care should be taken to avoid damaging your roof if you

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install an antenna or dish of any kind. Check your community covenants to ensure compliance before acquiring an antenna or dish for exterior installation. A careless job may cause roof leaks.

Siding: Your new home is protected by a long-lasting covering of either low maintenance vinyl or fiber cement siding. Should vinyl siding damage occur, the affected panel can be easily removed and replaced by a professional. Minor color variations may occur if repair is required.

Never clean the siding with chemicals, steel wool or wire brushes. However, siding may be washed with a yard hose, soft brush and detergent cleaner to remove dirt stains. While replacement may be relatively simple, precaution against damage is clearly more desirable. Scratches and other cosmetic defects not noted at the Orientation are not warranted.

Tip: Vinyl siding and BBQ grills do not go well together. Make sure that your grill is far enough away from your siding so it does not cause the vinyl to melt. In general it is a good idea to keep your grill away from your home to limit the possibility of fire.

SPRINKLER SYSTEMS

If your home is on crawl space foundation there is a blanket of sand under your home covered by a plastic vapor barrier. This is here for a purpose to control moisture issues from arising in your crawl space. Many sprinkler contractors will run the sprinkler piping under the crawl space to minimize the cost of piping around your home keeping the job affordable. This is okay, however one thing we have seen many times is they will lay that pipe on the ground on top of the plastic vapor barrier. In the summer with the hot humid air under the home and the cold water running through the pipes condensation will be created. When this happens it will form puddles on top of the plastic and you will eventually have a moisture issue under your home. Make sure when contracting to have a sprinkler system installed that you insist they run the piping under the vapor barrier and re-install it properly. Make sure to remember and winterize your sprinklers come the winter and have them turned back on in the spring.

TERMITE and PEST CONTROL

Termites and pests are easier to bar from a new home than exterminate from an old one. Therefore, builders take appropriate precautions against them, we spray/pretreat the foundation after the framing corrections are done with an approved termite treatment.

While termites are never welcomed you may experience different types of pest during different seasons of the year. That is why we recommend that you contract with a professional pest control company to keep your home termite and pest free.

WINDOW SCREENS

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Napolitano Homes includes window screens with all homes it builds. The screens provided comply with all current government and industry standards. Window screens, however, are designed only for the purpose of preventing insects from entering your home when the windows are open. They will not prevent humans, even small children, from falling from the window. Children should never be without supervision near an open, screened window and should not be permitted to place their weight against or push against a window screen. Open windows, even when screened, pose a serious danger to children. Furniture should not be placed near windows or arranged in a manner to provide children easy access to a window.

IN CLOSING

This Home Care Manual has been assembled to help you transition smoothly into becoming a new homeowner. Our hope is that you will keep this guide accessible and that it will help you for as long as you own your new Napolitano home. We wish you many years of creating fond memories in your new home. Thank You and Welcome!

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HOMEOWNER REFERRALS PROGRAM

WE LOVE REFERRALS. Please tell your family, friends, and associates about us, and help the Napolitano Homes community grow with more amazing residents just like you. When your referral closes, that's **\$500***

Or if you allow us to come and show your fabulous home and a potential customer purchases and closes on a Napolitano home we will give you \$100 at closing. We know you talk about your home anyway, why not get paid for it?

The request for referral must be noted on the original contract by our agent, at the time of the signing of the purchase agreement.

Referral: _____

Referred by: _____

Lot # _____ Address _____

Refer someone to ANY
Napolitano Homes community
and receive

\$500*

* Choose a gift card from:



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QUESTIONS?

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