



Performance Standards &
Homeowner Maintenance
Guidelines

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Air Conditioning

Homeowner Use and Maintenance Guidelines

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 impedes cooling. Therefore, you should keep all windows closed while the Air Conditioning is running. The heat from the sun shining through windows with open drapes is intense enough to overcome the cooling effect of the air conditioning unit. For best results, close the drapes on these windows.

Time is very important in your expectations of an air conditioning system. Unlike a light bulb, which reacts instantly when you turn on a switch, the air conditioning unit only begins a process when you set the thermostat.

Troubleshooting Tips: No Air Conditioning

Before calling for service, check to confirm:

- Thermostat is set to "cool" and the temperature is set below the room temperature.
- Check that condensation drain line has not clogged, causing the condensation pump to shut off system automatically.
- Air conditioner and furnace breakers on the main electrical panel are on
- Filter is clean to allow air flow.
- Vents in individual rooms are open.
- Air returns are unobstructed.
- Air conditioner has not frozen from overuse.

Performance Standards

When air conditioning is included in the home, the system should be capable of maintaining a temperature of 78° F or a differential of 20° from the outside temperature in summer measured in the center of each room at a height of five (5) feet above the floor. Lower temperature settings are often possible but are not promised by the manufacturer or Builder. Actions taken to correct deficient conditions will be at the discretion of the Builder. Temperature should vary by no more than 4° F from room to room.

Builder will provide one (1) air balance service during the One-Year Warranty.

Items Excluded Under One-Year Warranty

Condensate Lines: Condensate lines will clog eventually under normal use. This is an Owner maintenance item and is not covered by warranty. Builder shall provide unobstructed condensate lines at time of first occupancy. Condensate lines would be covered under most yearly maintenance programs.

Noisy Ductwork: Like other materials, metal expands when heated and contracts when cooled. Builder takes no responsibility for this normal occurrence.

Appliances

NEST Homes Limited Warranty Guidelines

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

Items Excluded Under Builder's One-Year Warranty

Appliances are warranted directly to you by their manufacturers. Refer to literature on each appliance for details and limitations. To register, mail warranty registration cards directly to the manufacturer.

If a problem arises with an appliance, call the Customer Service number listed in the manufacturer's warranty. When reporting warranty items to the appliance manufacturer, be prepared to supply the following information: The date of closing, the serial and model numbers (found on a metal plate attached to the appliance in an inconspicuous location), and a description of the problem.

Asphalt

Homeowner Use and Maintenance Guidelines

Nonresidential Traffic

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

Sealcoating

Exposure to sunlight and other weather conditions will fade your driveway, allowing the surface gravel material to be more visible. This is a normal condition and not a material or structural problem. If you choose to treat the asphalt driveway, wait a minimum of 12 months and use a dilute asphalt emulsion, rather than the more common coal tar sealant.

NEST Homes Limited Warranty Guidelines

We perform any asphalt repairs by overlay patching. NEST Homes is not responsible for the inevitable differences in color between the patch and the original surface. Sealing the surface can eliminate this cosmetic condition and is your responsibility.

Settling

Settling next to your garage floor of up to 1.5 inches across the width of the driveway is normal. Settling or depressions elsewhere in the driveway of up to one inch in any 8-foot radius are considered normal. We will repair settling that exceeds these measurements.

Thermal Cracking

Your driveway will exhibit thermal cracking, usually during the first 12 months. These cracks help your driveway adapt to heating and freezing cycles. Cracks should be evaluated in the hottest months—July or August. We will repair cracks that exceed ½ inch in width.

Brick

Homeowner Use and Maintenance Guidelines

Efflorescence

The white, powdery substance that sometimes accumulates on brick surfaces is called efflorescence. This is a natural phenomenon and cannot be prevented. Consult your home center or hardware store for commercial products to remove efflorescence.

Point-up

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

Weep Holes

You will notice voids in the mortar along the lower row of bricks and over window and doors. These holes allow moisture that has accumulated behind the brick to escape. Do not fill these voids or permit landscaping materials to cover them.

NEST Homes Limited Warranty Guidelines

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

Cracks

One time during the warranty period, we repair masonry cracks that exceed 1/8 inch.

Cabinets

Homeowner Use and Maintenance Guidelines

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

Hardware/ Hinges

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

NEST Homes Limited Warranty Guidelines

Cosmetic Damage: Only those chips, scratches, gouges and/or other flaws in surfaces which are noted on the New Home Orientation (NHO) list will be repaired by the Builder. Cosmetic repairs following NHO are a Homeowner Maintenance Item.

Items Covered Under One-Year Warranty. During the first year, Builder will correct or replace cabinet doors and drawers as required to correct the following defects:

Alignment

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

Hardware

Hinges and operational hardware should function properly under normal use.

Separations

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

Warping

If doors or drawer fronts warp in excess of 1/8 inch within 24 inches, we will correct this by adjustment or replacement.

Wood Grain

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

Carpet

Homeowner Use and Maintenance Guidelines

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

Cleaning

Refer to manufacturer's instructions for recommended cleaning procedures.

Crushing

Frequent vacuuming in high-traffic areas and glides or cups under heavy pieces of furniture can help prevent this. High traffic areas such as halls and stairways are more susceptible to wear and crushing. This is considered normal wear.

Fading

All carpets will slowly lose some color due to natural and artificial forces in the environment. You can delay this process by vacuuming, controlling humidity and room temperatures, and reducing sunlight exposure with window coverings.

Snags

Sharp objects, such as pet claws, can grab or snag the carpet fiber. When this occurs, cut off the snag. If the snag is especially large, call a professional. Pet damage is not a warrantable defect.

NEST Homes Limited Warranty Guidelines

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

Edges

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

Seams

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

Caulking & Sealants

Homeowner Use and Maintenance Guidelines

Weather and environmental conditions will breakdown caulks and sealants, which is normal. Check the caulking and make needed repairs as routine maintenance. Caulking compounds and dispenser guns are available at hardware stores. Read the manufacturer's instructions carefully to be certain that you select an appropriate caulk for the intended purpose.

NEST Homes Limited Warranty Guidelines

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

One-Time Repair

We will touch up interior caulk and silicone one time following settlement. We suggest that this be performed just before the expiration of your One-Year Warranty.

Ceramic Tile

Homeowner Use and Maintenance Guidelines

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

Cleaning

Refer to manufacturer's instructions for cleaning procedures.

Sealing Grout

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

Separations

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

NEST Homes Limited Warranty Guidelines

Cosmetic Damage: Only those chips, scratches, gouges and/or other flaws in surfaces which are noted on the New Home Orientation (NHO) list will be repaired by the Builder. Cosmetic repairs following NHO are a Homeowner Maintenance Item.

Performance Standards

Cracks appearing in grouting of ceramic tiles at joints or junctions with other materials are common due to normal shrinkage conditions.

Items Covered Under One-Year Warranty

Cracked or loose tile due to settlement will be repaired once during first year. Due to dye lots, we cannot guarantee perfect color or style match.

Cracks appearing in grouting are commonly due to normal shrinkage conditions. Builder will repair grouting, if necessary, one time during the first year. Color match cannot be guaranteed.

Concrete & Concrete Flatwork

NEST Homes Limited Warranty Guidelines

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

Color

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

Cracks

NEST Homes will patch or repair them one time during the warranty year if a crack meets warrantable tolerances. A color match cannot be guaranteed. See performance standards for tolerances.

Level Floors

Concrete floors in the habitable areas of the home will be level to within 3/8 inch within any 32-inch measurement with the exception of an area specifically designed to slope toward a floor drain.

Spalling (Surface Chips)

Builder is not responsible for deterioration caused by repeated cleaning, chemical application, and road salts from vehicles. Repair of exterior spalling is a home maintenance task and is not covered under this policy.

Standing Water

Water may stand in low spots on exterior concrete slabs, but should not drain toward the home.

Performance Standards

Basement Floor/house slab/garage floor: natural movement of these slabs may result in cracking. Builder will patch or repair one time during the warranty year if such cracks reach 1/4" in width or 3/16" in vertical displacement.

Driveway, Front Porch, Walks and Patio: concrete exposed to natural environmental factors can and will crack. These cracks are not a workmanship issue and are not covered under the limited Warranty.

Settling or Heaving: Builder will repair settled/heaved slabs resulting in 1" of displacement one time during the One-Year Warranty period.

Items Excluded Under One-Year Warranty

Driveway, Front Porch, Walks and Patio: CONCRETE IS NOT WARRANTED AGAINST CRACKING.

Condensation

Homeowner Use and Maintenance Guidelines

When warm, moist air comes into contact with cooler surfaces, the moisture condenses. This condensation occurs when from a high relative humidity within the home meets with low outside temperatures. This cannot be controlled.

NEST Homes Limited Warranty Guidelines

NEST Homes has no control over these factors. The limited warranty coverage excludes condensation.

Countertops

Homeowner Use and Maintenance Guidelines

Use a cutting board to protect your counters when you cut or chop. Protect the counter from heat and hot pans.

Cleaning

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

Stone Care

Stone is a natural solid formation of one or many minerals and contains variances in color and appearance. To keep your stone in good condition, here are a few things to keep in mind:

- Since natural stones are pervious materials, a penetrating sealer is applied at the time of fabrication in the warehouse prior to installation for protection. The stone in your house will need to have a sealant reapplied annually. This is a homeowner maintenance responsibility.
- If a stain is apparent in the stone, it can be removed with a stone removal powder. Your fabricator will be happy to recommend a product or service to you.
- Clean up spills immediately to prevent staining and etching. Use coasters under drink glasses to help prevent glass rings from occurring.

NEST Homes Limited Warranty Guidelines

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

Cosmetic Damage: Only those chips, scratches, gouges and/or other flaws in surfaces which are noted on the New Home Orientation (NHO) list will be repaired by the Builder. Cosmetic repairs following NHO are a Homeowner Maintenance Item.

Laminates

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

Manufactured Marble

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

Separation from Wall

Separation of countertops from walls, backsplash, and around sinks results from normal shrinkage of materials. NEST Homes will re-caulk these areas one time during the materials and

workmanship warranty. Subsequently caulking will be your home maintenance responsibility.

Performance Standards

Separation: Some separation of countertops at walls and the backsplash are the result of normal shrinkage of materials. It is important to keep moisture from reaching the wood under the laminates to prevent warping. Separation at the wall or at the counter in excess of 1/8" in width will be repaired by caulking at the end of year.

Granite and marble are natural materials and will have noticeable variations. Replacements will not be made due to such variations.

Damp-proofing & Waterproofing

Homeowner Use and Maintenance Guidelines

We spray your basement and crawlspace foundation walls with an asphalt waterproofing material. Although we make every effort to assure a dry basement and crawl space, during times of excessive moisture, you may notice some dampness. Over time, natural compaction of soils in the backfill areas will usually eliminate this condition. Careful maintenance of positive drainage will also protect your basement from this condition.

Unconditioned spaces can result in creating condensation and is the responsibility of the Homeowner to manage the moisture content in these spaces.

NEST Homes Limited Warranty Guidelines

NEST Homes will correct conditions that allow actual water accumulation to enter the basement or crawlspace unless the cause is improper installation of landscaping, failure to adequately maintain drainage or naturally occurring condensation.

Decks

Homeowner Use and Maintenance Guidelines

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

Effects of Exposure

Wood decks are subject to shrinkage, cracking, splitting, cupping, and twisting, which NEST Homes cannot warranty against. Nails or screws may work loose and will need routine maintenance. Plan to inspect your decks a minimum of once each year

Sealing or Water Repellent

To prolong the life and beauty of your wood deck, treat it periodically with a water repellent or wood preservative. Always follow manufacturer directions carefully and pay attention to directions for seasonal application.

NEST Homes Limited Warranty Guidelines

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

Color Variation

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

Replacement Boards or Rails

Shrinkage, cracking, splitting, cupping, and twisting are natural occurrences in wood decks and are excluded from limited warranty coverage. If Builder provides replacement of boards or rails, the new material may not match existing pieces that have been exposed to elements and use.

Doors and Locks

Homeowner Use and Maintenance Guidelines

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

Hinges

You can remedy a squeaky door hinge by removing the hinge pin and applying a lubricant to it. Lubricate door locks with silicone, graphite or other waterproof lubricant. Avoid oil, as it will gather particulate from the air and become gummy.

Locks

Lubricate door locks with graphite or other waterproof lubricant. Avoid oil, as it will gather particulate from the air and become gummy.

Shrinkage

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

Sticking

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

Weather Stripping

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

Performance Standards

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

Cosmetic Damage: Only those chips, scratches, gouges and/or other flaws in surfaces which are noted on the New Home Orientation (NHO) list will be repaired by the Builder. Cosmetic repairs following NHO are a Homeowner Maintenance Item.

Adjustments

Because of normal settling of the home, doors may require adjustment for proper fit. NEST Homes will make such adjustments one time during the first year. We recommend waiting for the door to experience four seasons of weather and determining appropriate method of repair.

Panel Shrinkage

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

Warping

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

Drywall

Homeowner Use and Maintenance Guidelines

Slight cracking, nail pops, or seams may become visible in walls and ceilings. These are caused by the shrinkage of the wood and normal deflection of rafters to which the drywall is attached, as well as conditions in the home.

NEST Homes Limited Warranty Guidelines

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

One Time Repairs

One time during the materials and workmanship warranty, NEST Homes will repair drywall shrinkage cracks and nail pops and will touch up the repaired area using the same paint color that was on the surface when the home was delivered. Due to the effects of time and UV light, touch-ups are may not match the surrounding area.

Performance Standards

Some slight cracking, nail "pops" and/or drywall seams may become visible in walls and ceilings. These occurrences and imperfections are normal and caused by the shrinkage of the wood to which the drywall is attached.

Defects caused by poor workmanship such as blisters in tape, excess compound in joints, cracked corner beads, or trowel marks will be repaired by builder once during first year. Such deficiencies must be visible 4' from the wall under normal lighting conditions.

If the drywall repair is required as a result of poor workmanship (such as blisters in tape), or other warranty-based repair (such as a plumbing leak), Builder will repaint the area damaged with the original paint.

Items Excluded Under One-Year Warranty

Owner is responsible for custom paint colors or wallpaper that has been applied subsequent to closing. Paint touch-up may not match surrounding area; wallpaper dye lot variations will be the responsibility of the Owner.

Easements

Homeowner Use and Care Guidelines

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

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

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

Electrical System

Homeowner Use and Maintenance Guidelines

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

NEST Homes Limited Warranty Guidelines

During the orientation, we confirm that light fixtures are in acceptable condition and that all bulbs are working. NEST Homes' limited warranty excludes any fixture you supplied. We will repair/replace deficient wiring, workmanship and defective fixtures during the One-Year Warranty Period given that the damage/deficiency is a result of construction/installation by Builder or its trade contractors.

Fencing

Homeowner Use and Maintenance Guidelines

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

Drainage

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

HOA Review

If you choose to add fencing after moving into your new home, keep in mind the need to obtain approval from the Architectural Review Committee of your HOA. In some communities, zoning laws may impact private fencing. Your responsibilities include checking on such details.

NEST Homes Limited Warranty

Cosmetic Damage: Only those chips, scratches, gouges and/or other flaws in surfaces which are noted on the New Home Orientation (NHO) list will be repaired by the Builder. Cosmetic repairs following NHO are a Homeowner Maintenance Item.

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

Fireplace

Performance Standards

Fireplaces are not intended to be the sole heat source in the home. The fireplace should function properly when Builder's and the manufacturer's directions are followed. Although extremely high winds can result in a downdraft, this condition should be temporary and occasional.

During high winds, a temporary downdraft is an acceptable condition. Likewise, it is possible for water to enter during periods of unusually heavy rain and high winds. This condition should be temporary and not continuous.

Normal shrinkage of mortar may result in hairline cracks in masonry, but such cracks should not be excessive (in excess of 1/8" in width)

Gas fireplaces are checked during Orientation to confirm that they are operational. The flames should ignite gently and silently, sometimes with a brief delay. Read and follow all manufacturer directions. If you notice any deviation in this or any gas smell, shut the switch off immediately and report it immediately to your natural gas provider.

Items Covered Under One-Year Warranty

The cause of continuous downdraft will be determined and corrected.

Excessive cracks in masonry will be repaired. Painting or patching, when required, will be done matching the color as closely as possible.

Deviation from the performance standards for direct vent gas fireplaces will be inspected and repaired as necessary.

Items Excluded Under One-Year Warranty

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

Cosmetic Damage: Only those chips, scratches, gouges and/or other flaws in surfaces which are noted on the New Home Orientation (NHO) list will be repaired by the Builder. Cosmetic repairs following NHO are a Homeowner Maintenance Item.

Foundation Walls

Performance Standards

Shrinkage or backfill cracks are not unusual in foundation walls and should be expected, especially at the corners of basement windows.

Items Covered Under One-Year Warranty

Builder will repair, as needed, cracks which are in excess of 1/4" in width or any cracks which are permitting water to enter the basement, provided the Owner has complied with drainage and landscaping requirements.

Items Excluded Under One-Year Warranty

Cosmetic Damage: Only those chips, scratches, gouges and/or other flaws in surfaces which are noted on the New Home Orientation (NHO) list will be repaired by the Builder. Cosmetic repairs following NHO are a Homeowner Maintenance Item.

Garage Overhead Door

Homeowner Use and Maintenance Guidelines

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

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 a garage door opener, be sure the door is completely unlocked and the rope-pull has been removed before using the operator. Be familiar with the steps for manual operation of the door in the event of a power failure.

During orientation we demonstrate the electric eye that provides a safety stop in the event someone crosses through the opening while the overhead door is in motion. Use care not to place tools or other stored items where they interfere with the function of the electric eye.

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

NEST Homes Limited Warranty Guidelines

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

Performance Standards

The garage door should operate smoothly and with reasonable ease/noise. Garage overhead doors cannot be air tight and typically some light will be visible around the edges and across the top of the door. Severe weather conditions may result in some precipitation entering around the door. Builder will not be responsible for these items.

Items Covered Under One-Year Warranty.

If the door becomes misaligned, Builder will adjust.

Gas Shut-Offs

Homeowner Use and Maintenance Guidelines

You will find shut-offs on gas lines near their connection to each item that operates on gas. In addition, there is a main shut-off at the meter. We point these out during the orientation.

Gas Leak

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

NEST Homes Limited Warranty Guidelines

The gas company is responsible for leaks up to the meter. NEST Homes will correct leaks from the meter into the home.

Grading and Drainage

Homeowner Use and Maintenance Guidelines

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

Drainage

In most cases, drainage swales do not follow property boundaries. Maintain the slopes around your home to permit the water to drain away from the home as rapidly as possible. This is essential to protect your foundation. Failure to do so can result in major structural damage and will void your warranty.

Exterior Finish Materials

Maintain soil levels 6 inches below exterior finish materials.

Roof Water

Do not remove the splash blocks or downspout extensions from under the downspouts. Keep these in place at all times, sloped so the water drains away from your home.

Subsurface Drains

NEST Homes sometimes install subsurface drainage to ensure that surface water drains from a yard adequately. Keep this area and especially the drain cover clear of debris so that the drain can function as intended. Clogs and backed up drains are a Homeowner Maintenance task.

Performance Standards

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

Backfill Settlement

Backfilled or excavated areas around the foundation and at utility trenches should not interfere with the drainage away from your home. If these areas settle during the first year, NEST Homes will fill the areas one (1) time with fill dirt to maintain positive drainage.

Erosion

NEST Homes is not responsible for weather-caused damage yards after the settlement.

New Sod

New sod installation and the extra watering that accompanies it can cause temporary water

accumulation, as can unusually severe weather conditions.

Swales & Yard Drainage

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

Under Concrete

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

Items Covered Under One-Year Warranty.

Recommendations: Builder will inspect problems reported in writing during the one year warranty period and advise Owner as to corrective actions which he/she might take.

Builder will make repairs as its discretion regarding standing water present longer than 48 hours.

Settling: If filled or excavated areas settle, Builder will correct one time with fill dirt during the first year warranty. Builder will fill visible sunken areas under concrete.

Items Excluded Under the One-Year Warranty

Owner is responsible for maintaining positive drainage away from the foundation, slabs and walks, including maintaining grades and swales after they have been properly established by the Builder. If Owner or his agent causes alteration of the drainage pattern, the Warranty is void.

Builder is not responsible for the settling of trenches dug by public utilities, including power lines, gas lines, phone lines, or cable TV lines.

Gutters and Downspouts

Homeowner Use and Maintenance Guidelines

Check gutters periodically and remove leaves or other debris. Materials that accumulate in gutters can slow water drainage from the roof, cause overflows, and clog the downspouts and are not covered by this warranty.

Performance Standards

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

Leaks

We correct leaks that occur during the warranty period.

Overflow

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

Standing Water

Small amounts of water (up to 1") will stand for short periods of time in gutters following rain. No correction is required for these conditions.

Items Excluded Under the One-Year Warranty

Owner is responsible for maintaining downspouts.

Owner is responsible for maintaining gutters, keeping them clear of debris which might clog them, checking them periodically to insure proper functioning, and preventing severe ice or snow buildup, which can damage them.

Hardware

Homeowner Use and Maintenance Guidelines

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

NEST Homes Limited Warranty Guidelines

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

Cosmetic Damage: Only those chips, scratches, gouges and/or other flaws in surfaces which are noted on the New Home Orientation (NHO) list will be repaired by the Builder. Cosmetic repairs following NHO are a Homeowner Maintenance Item.

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

Performance Standards

Doorknobs and locks should operate correctly.

Items Covered Under One-Year Warranty.

Builder will make adjustments as necessary due to normal shrinkage of the framing.

Hardwood Floors

Performance Standards

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

Cleaning

Use only manufacturer-recommended products to clean your floors. **Never wet-mop a hardwood floor.** Wood is a porous material that will absorb water, causing it to expand and possibly damage the floor.

Humidity

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

Separation

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

Shoes

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

Pets

Pets can cause damage to floors. Builder is not liable for gouges, scratches or stains caused by pets or not reported at the New Home Orientation.

Warping

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

NEST Homes Limited Warranty Guidelines

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

Material

Material is warranted by the manufacturer. See Manufactures warranty.

Cosmetic Damage: Only those chips, scratches, gouges and/or other flaws in surfaces which are noted on the New Home Orientation (NHO) list will be repaired by the Builder. Cosmetic

repairs following NHO are a Homeowner Maintenance Item.

Separations

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

Builder will not pay costs associated with relocation during the repair process such as hotel, meals, or moving and storage of furniture.

Heating System: Heat Pump

Homeowner Care and Maintenance

As with any system, read the manufacturer's literature and follow all instructions for efficient operation and maintenance of your system. Clean or replace filters once a month. Provide professional service for your system at least once every year.

Air Circulation Across Coils

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

Register Adjustment

Builder will provide one air balance during the first year. Subsequent balances are Homeowner Maintenance.

Return Air Vents

Avoid placing furniture where it blocks the return air vents.

Performance Standards

Engineering: Heating system is installed in accordance with local building codes and engineering designs of the particular home. System should establish a temperature of 70 degrees, as measured in the center of the room, five (5) feet above the floor. At outside temperatures of 22 degrees below or colder, the system should be able to maintain a temperature differential of 80 degrees. Thermostats are calibrated to plus or minus 2 degrees.

Ducts: Expansion or contraction of ductwork often results in some ticking or popping sounds, which is not correctable. Ductwork should remain attached and securely fastened. The placement of heat ducts may vary slightly from those positions shown in similar floor plans.

Registers: Heat register covers are removable and adjustable.

Items Covered Under One-Year Warranty.

Builder will correct loud "oil canning" noises during year one.

If ductwork becomes unattached, Builder will repair as needed during year one.

Items Excluded Under the One-Year Warranty

Owner is responsible for changing the filters, which should be done once a month.

Insulation

NEST Homes Limited Warranty Guidelines

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

Performance Standards

Insulation will be installed to meet or exceed the building codes applicable at the time of construction.

Items Covered Under One-Year Warranty.

Deviation from the standard will be corrected one time in the first year.

Landscaping

Performance Standards

NEST Homes warranty program (and the home building industry in general) does not offer a warranty for landscaping. The Owner's immediate and on-going maintenance is vital to the success of the lawn.

Items Covered Under the One-Year Warranty.

Irrigation carries a 1 year warranty on labor and parts only; damages from cars, trucks, other trade contractor, cable TV, phone line installation, animals, ect are not covered.

Items Excluded Under the One-Year Warranty

Builder is not responsible for landscaping areas disturbed by public utilities.

Builder does not guarantee the continued life of sod, seed, trees, shrubs, or other plantings.

Springs are a natural phenomena and Builder cannot be responsible for where and when they might appear nor for their consequences.

Mildew/Mold

Homeowner Use and Maintenance Guidelines

Cleaning mildew from your home is your responsibility. Solutions that remove mildew are available from local paint or home improvement stores.

NEST Homes Limited Warranty Guidelines

We will remove any mildew noted during the orientation. NEST Homes warranty excludes mold and mildew unless directly caused by deficient plumbing or HVAC installation. If such conditions arise as a result of deficient construction.

Paint and Stain

NEST Homes Limited Warranty Guidelines

Cracking

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

Fading

Expect fading of exterior paint or stain caused by the effects of sun and weather from the environment conditions. Normal wear and tear on finished surfaces caused from weathering is excluded from warranty coverage.

Touch-Up Visible

Paint touch-up is visible under certain lighting conditions.

Wood Grain

Because of wood characteristics, color variations will result when stain is applied to wood. This is natural and requires no repair. NEST Homes does not provide corrections for this condition.

Performance Standards

Peeling: Exterior paints or stain should not fail during the first year of occupancy.

Fading: Fading of exterior paint or stain can be expected due to the effects of sun and weather.

Cracking: Wood trim will develop some minor cracks and raised grain as it ages and dries. Raised grain can result in peeling paint; this is not due to a defect in materials or workmanship.

Variations Due to Wood Grain: Due to wood characteristics, color variation will result when stain is applied.

Items Covered Under One-Year Warranty.

If paint or poly peels during first year, Builder shall repair affected areas. Color matches shall be made as closely as possible; however, fading of paint is normal and Builder cannot be responsible for color variance in paint when fading has occurred. The warranty on the newly repainted surfaces will not exceed beyond the original warranty period.

Items Excluded Under the One-Year Warranty

Touch up: Owners will receive a sample of each interior paint used for subsequent touch-ups. Color names, numbers, and paint brands are noted on the color selection sheets. Paint touch-ups are sometimes visible. Builder cannot be responsible for variance in color.

Plumbing

Homeowner Use and Maintenance Guidelines

Cleaning

Follow manufacturer's directions for cleaning fixtures. Avoid abrasive cleansers that may remove the finish.

Freezing Pipes

Provided the home is heated at a normal level, pipes should not freeze at temperatures above 20 degrees Fahrenheit. Set the heat at a minimum of 65 degrees F if you are away during winter months.

Leaks

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

Low Pressure

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

Hosebibs

Remove hoses during cold weather, even if the faucet is located in your garage. If a hose is left attached, the water that remains in the hose can freeze and expand back into the pipe, causing a break in the line. Cover hosebibs with an insulated cap during winter. NEST Homes does not warrant against frozen hosebibs.

Shut-Offs

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

Water Filter or Softener

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

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

Troubleshooting Tips: Plumbing

No Water Anywhere in the Home

- Before calling for service, check to confirm that the:
- Main shut off on the meter inside your home is open.
- Main shut off at the street is open.
- Individual shut-offs for each water-using item are open.

Leak Involving One Sink, Tub, or Toilet

- Check caulking and grout.
- Confirm shower door or tub enclosure was properly closed.
- Turn water supply off to that item.

Leak Involving a Main Line

- Turn water off at the meter in your home.
- Call emergency number for plumbing contractor.

Back Up at One Toilet

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

- Shut off the water supply to the toilet involved.
- Use a plunger to clear the blockage.
- Use a snake to clear the blockage.
- If you've been in your home over 30 days, contact a router service.

Sewer Back Up Affecting Entire Home

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

NEST Homes Limited Warranty Guidelines

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

Clogged Drain

NEST Homes will correct clogged drains that occur during the first 30 days after closing. After the first 30 days, you are responsible for correcting clogged drains.

Cosmetic Damage

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

Exterior Faucets

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

Leaks

NEST Homes will repair leaks in the plumbing system if caused by deficient construction. If a plumbing leak caused by a warranted item results in drywall or floor covering damage, NEST Homes will repair or replace items that were part of the home as originally purchased. Insurance claims should be filed for associated damaged items not furnished by Nest Homes.

Noise

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

Supply

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

Performance Standards

Drains and Sewer Lines. Lines should operate freely.

Freezing: You must remove hoses during cold weather, even if the faucet is located in your garage. If a hose is left attached, the water that remains in the hose can freeze and expand back into the pipe, causing a break in the line. Repair of a broken line that feeds an exterior faucet is a maintenance item.

Noise: Changes in temperature or the flow of the water itself will normally cause some noise in the pipes.

Temperature: Temperature variations can be expected if water is being used in more than one location in the home.

Items Covered Under One-Year Warranty

Leaks: Builder will repair faucet leaks that occur within the year. Builder will repair leaks in the plumbing system caused by deficient construction. If a plumbing leak caused by a warranted item results in drywall or floor covering damage, this will be repaired by Builder.

Resilient Flooring

NEST Homes Limited Warranty Guidelines

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

Adhesion

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

Ridges

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

Seams

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

Cosmetic Damage: Only those chips, scratches, gouges and/or other flaws in surfaces which are noted on the New Home Orientation (NHO) list will be repaired by the Builder. Cosmetic repairs following NHO are a Homeowner Maintenance Item.

Roof

Homeowner Use and Maintenance Guidelines

Clean Gutters

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

Leaks

If a leak occurs, try to detect the exact location. This will greatly simplify finding the area that requires repair when the roof is dry. Controlling a leak and monitoring general conditions that is causing the leak can greatly help the warranty department help trouble-shoot the leak potential

NEST Homes Limited Warranty Guidelines

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

Ice Dam

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

Inclement Weather

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

Maintenance

It is Owner's responsibility to have the roof inspected and have replaced cracked or otherwise damaged tiles or shingles.

Performance Standards

Leaks: Roof and flashing should not leak. Leaks caused by deficient construction should manifest during the first year as the roof experiences four seasons of changing weather.

Items Covered Under One-Year Warranty.

Builder will repair roof leaks other than those caused by severe weather (e.g., hail, wind driven rainstorms, tornadoes, lightning and hurricanes) or action/inaction by Owner. Roof repairs are only made when the roof is dry.

Rough Carpentry

Performance Standards

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

Uneven Wood Frame Floors

A “crowned” or bowed joist is strongest when placed with the crowned side up – this is industry standard practice. Wood floors shall not have more than a ¼” ridge or depression with in any 32” measurement.

Bowed Studs Walls and Ceilings

All interior and exterior frame walls or ceilings have slight variations on the finished surfaces. Walls or ceilings that are bowed more than ½” with-in any 32” horizontal measurement or ½” with in any 8 foot vertical measurement are deficient.

Floor Deflection

Floors may deflect when walked on. This will be more noticeable next to heavy furniture or items, such as grandfather clocks or pianos. This is not a structural deficiency and NEST Homes will take no action for this occurrence.

Floor Level

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

Plumb Walls

NEST Homes will correct walls that are out of plumb more than 3/8 inch out of plumb in any 32-inch vertical measurement are a deficiency..

Wood beam or post is split

Beams or posts, especially those 2 ½” or greater in thickness, will sometimes split as they dry subsequent to construction. Unfilled splits exceeding ¼” in widths and all splits exceeding 3/8” in width and more than 4 inches in length are deficiencies.

Items Covered Under One-Year Warranty

Floor Squeaks- Floor squeaks may occur when a sub floor that has come loose from the joist is deflected by the weight of a person and rubs against the nail that holds it in place. Squeaks may also occur when one joist is deflected while the other members remain stationary. NEST Homes will re-fasten any loose subfloor or take other corrective action to reduce squeaking to the extent possible with in reasonable repair capabilities with out removing floor and ceiling finishes.

Uneven Wood Frame Floors - Correct or repair to meet the performance guidelines above.

Bowed studs walls or ceilings - Correct or repair to meet the performance guidelines above.

Plumb Walls - Correct or repair to meet the performance guidelines above.

Wood beam or post is split - NEST Homes will repair or replace as required. Filling splits is acceptable for widths up to 3/8 inch. Some characteristics of drying are beyond our control and cannot be prevented.

Septic System

NEST Homes Limited Warranty Guidelines

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

The functionality and installation of the system are covered under warranty for one year following settlement, given that any improper condition is the result of deficient construction.

While we install the system in accordance with codes and plans based on your soil conditions, we do not warrant that the septic system will function indefinitely. Weather, ground water, soil conditions, environmental conditions, topography, and daily use can generate unpredictable effects.

Siding

Siding expands and contracts in response to changes in humidity and temperature. Slight waves are visible in siding under moist weather conditions; shrinkage and separations will be more noticeable under dry conditions.

NEST Homes Limited Warranty Guidelines

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

NEST Homes will caulk and apply touch-up paint to cracks that exceed 1/8" inch. We provide this repair one time only near the end of the first year. Paint or stain touch-up will not match.

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

Performance Standards

Some minor shrinkage of siding is to be expected. Slight "waves" can be seen in siding under certain weather conditions; this cannot be entirely eliminated.

Items Covered Under One-Year Warranty.

If there is excessive shrinkage (over 1/8"), Builder will caulk and apply touch-up paint once only near the end of the first year. Paint or stain touch-up may not match.

Sump Pump

NEST Homes Limited Warranty Guidelines

Our intention is to provide you with a yard that drains without requiring mechanical assistance. However, your chosen lot may necessitate the need for a sump pump to keep water away from your foundation. During your orientation we will discuss the sump pump and confirm it is operational if conditions on your lot deem one necessary. The pump is classified as an appliance and is warranted by the manufacturer.

Termites

Homeowner Use and Maintenance Guidelines

We treat the wood framing foundation of your home for the prevention of termites during construction and you are provided a certificate confirming this treatment at the time of closing. Plan to renew this treatment annually or as directed by the literature that accompanies of your home the certificate.

Treatment for other types of insects or animal infestations is your responsibility.

NEST Homes Limited Warranty Guidelines

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

The Termite providers warranty on your home is for infestation only and no damages are covered. If you choose at the first renewal, you can upgrade to a Damage Warranty Coverage from the provider by having a chemical booster performed around the foundation of the home for an additional charge

Trim

Performance Standards

Interior: Minor imperfections may be visible. Joints in moldings should not exceed 1/16" in width.

Exterior: Gaps may develop between exterior trim and stucco, masonry and/or siding; this is normal shrinkage of materials. Due to weather and conditions beyond the control of Nest Homes, exterior caulk is considered a routine home maintenance item.

Items Covered Under One-Year Warranty.

Shrinkage of trim boards will be handled in the same manner as siding. Gaps in interior moldings over 1/16" in width will be repaired by Builder once during the first year.

Builder will caulk separation and gaps of interior wood trim from adjacent material **once** during first year of occupancy, preferably at the one-year warranty inspection.

Water Heater

Homeowner Care and Maintenance

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

Safety

Keep the area around a water heater clear of stored household items. Never use the top of the water heater as a storage shelf.

Temperature

NEST Homes recommends using the factory settings for the temperature. Higher settings can waste energy and increase the danger of injury from scalding. While the temperature can be manipulated, Nest Homes will not make adjustments to temperature settings after settlement due to liability reasons.

NEST Homes Limited Warranty

Nest Homes and its contractors warrant proper installation of the water heater. The water heater itself is considered an appliance and is warranted directly by the manufacturer. Refer to the manufacturer's limited warranty for complete information regarding warranty coverage on your water heater.

Well

Performance Standards

Capacity/Flow

Water flow rates vary dramatically from location to location and cannot be determined ahead of time or guaranteed at a particular depth. Purchaser understands that this is not a guarantee. Well capacity is an important component to understand, as it is what ultimately determines the total volume of water that can be delivered to a home. A well's capacity is determined by:

- Water flow rate (GPM)
- Pressure (holding) tank
- Storage – the water in the pipes from the holding tank to the well head to the bottom depth of the well.

Acceptable capacity is a flow rate that produces a capacity of 960 gallons during a (4) hour consecutive period. This is adequate for all indoor domestic use as well as a moderate amount of outdoor use.

Recovery

Excessive usage of water diminishes the stored water within the system (described above) available to the home. Adequate recovery times will be necessary to replenish the system to its full capacity. The recovery time is governed by the flow rate of the well.

Irrigation

Your well system is designed for a moderate amount of outdoor use. However, lawn irrigation will dramatically deplete the capacity of a well system. Specifically, inground sprinkler systems do not meet the intention of moderate use, and cannot be combined with the standard well application as described above. **An inground irrigation system will rapidly deplete the supply of Nest Homes standard well system and is not a warrantable item. Damage to the pump can occur, and this is also not a warrantable item.**

- Lawn watering via garden hose and sprinkler should be done at off-peak usage times to allow maximum recovery time. This can be accomplished with the use of a watering timer which can be purchased at a local hardware store.
- Please contact your sales agent if you are interested in pricing for a well system that could accommodate an inground irrigation system. This pricing will be variable due to the unknown depths required for the well, combined with an increased storage tank and higher capacity pump. Please note that even with a larger capacity well system, watering all zones in one day may not be possible.

Water Quality/Testing

Nest Homes will produce test results that satisfy the governing municipality acceptable water quality standards requirements. These will be provided prior to closing. Nest Homes recommends

continued testing to monitor and ensure water quality. This is a Purchaser maintenance item, and should be done on an annual basis, minimally.

Nest Homes Limited Warranty

Builder will make corrections in the first year following settlement if the well system does not operate according to the performance standards referenced above and the condition is the result of deficient construction.

Windows, Screens, and Sliding Glass Doors

Performance Standards

Windows should operate with reasonable ease and locks should perform as designed. In cold conditions, temperatures may be slightly cooler close to the glass which can cause condensation.

Screens are not intended to hold body weight. Be careful when around open windows and do not lean against screens.

Items Covered Under One-Year Warranty.

Builder will repair during year one to meet Performance Standard.

Items Excluded Under the One-Year Warranty

Only broken windows and damaged screens noted on the pre-closing orientation list will be replaced. Any scratched or broken windows not noted on the pre-closing orientation list will be Owner's responsibility.