



*[www.fortinconstruction.com](http://www.fortinconstruction.com)*

**Homeowner Guide:**  
*for*  
***New Homeowners***

Rev. 5/2018

Congratulations on your decision to purchase a new home from Fortin Construction Inc. We share your excitement about your new residence and look forward to having you work **with** us while your new home is being built.

The *Fortin Construction Inc Homeowner Guide* has been designed to assist you during and after the purchase of your home. The information presented here will answer many questions and prepare you for each step of the new home experience, making this exciting time easier, in addition to guiding you through the process of purchasing and building. This guide provides you with maintenance guidelines and a description of our limited warranty program, component by component.

Please take time to review this material thoroughly. We request that you bring this Guide to all meetings. As we progress, you may add items to it. When complete, your Guide will provide a useful record of information about your new home. We are providing this information to assist us with the best communication possible; however it is useless if not resorted to. In the event you are unable to find the answers to your questions or concerns by consulting this Guide, please do not hesitate to call our office.

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

Sincerely,

Mark Fortin  
Vice President  
Fortin Construction Inc.

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## Fortin Construction Inc Homeowner Guide

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**Welcome!** Welcome to the family of proud owners of homes built by Fortin Construction Incorporated. We hope that your experience with us will be, a pleasant, informative, and exciting time. Maybe this is your first time building or perhaps you have done this before. Whatever the case, this will be your new home and it should be a wonderful place to live, and filled with memories to last a lifetime.

When you choose a company to build your home, you should know a little something about them. After all, this is a major event in your lifetime and should be taken seriously and with much consideration. With this in mind, we would like to give you some information about us and about our company.

Our owner and president, Don Fortin, founded our company in 1990, and with over 20 years of construction experience. He has become one of the most knowledgeable people in the industry. Now his son Mark has taken the reins so we will be around for a good long time.

We, at Fortin Construction Inc, are determined to prove our commitment to Honesty, Integrity, & Service. We want our customers to feel that we are easy to do business with and that their homes have been built with quality materials and workmanship. Your needs and concerns are important as well and will be taken into consideration when planning and constructing your new home. We have a full time customer service team to assure that any item that might come up after you have moved into your new home will be taken care of in a professional and timely manner.

We want to continue to maintain our reputation for offering quality, affordable housing for our customers while continuing our commitment of customer service and customer satisfaction.

We belong to the following organizations, which work to ensure professionalism & integrity among their members:

The National Association of Home Builders  
The Androscoggin County Chamber Of Commerce

We have worked very hard to build our business to the level we enjoy today. We have built hundreds of homes and plan to build hundreds more in the years to come. You can feel confident that your home has been built to the highest standards by a company that is organized, efficient, honest, accessible, and quality minded. We are here for you now and will be here for you tomorrow. Thank you for your business and your confidence.

# What Happens Next?

## *An Overview of Your New Home Experience*

Purchasing a new home is an exciting experience. The process is also complex, with many details to be decided and arranged. While Fortin Construction Inc is building your new home, you participate by taking care of several important aspects of your purchase. The chronological list that follows outlines the events that typically take place in the purchase of a new home. Where time frames are specified, you need to observe them in order for us to deliver your home on schedule.

### **Purchasing Your Home**

The purchase agreement and various addenda constitute the legal understanding regarding the purchase of your new home. Please read the purchase agreement and all attachments carefully. As with any legal agreement, you may wish to have your attorney review them. Once all the paperwork is signed, we suggest you insert those documents in Section 2 of this Guide, Purchasing Your Home.

### **Applying for Your Loan**

Once you have signed the purchase agreement, finalizing the details for financing is next. To assist you, we may suggest lenders appropriate for your specific financial situation. Section 3, Applying for Your Loan, contains hints and information on the loan process.

### **Your New Home Selections**

New Home Selections, Section 4 of this Guide, will assist you in the exciting process of personalizing your new home with your selections.

### **Construction of Your Home**

We invite you to tour your new home with us at several points during construction. We also expect and welcome your casual visits to the site. Please read Section 5, Construction of Your Home, for guidelines on safety, security, and work in progress also see page 22 for details. Please bring this Guide to all our meetings.



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### **Construction of Your Home Continued**

Regarding construction sequence, we will not quote exact times and dates for each phase because as changes occur that are out of our control the schedule may change and cause you more anticipation. Rest assured we are making every effort to expedite the process and maintain our level of quality.

### **Homeowner Orientation**

The homeowner orientation has two purposes. The first is to demonstrate the features of your home and discuss maintenance and our limited warranty program. Equally important, we want to confirm that we have delivered your new home at the quality level shown in our model homes and with all your selections correctly installed. For detailed information, please review Section 6, Homeowner Orientation.

### **Closing on Your Home**

Closing on Your Home, Section 7 of this Guide describes the documents you will sign and other important details about the closing process. We have included guidelines to assist you in preparing for closing and move-in.

### **Caring for Your Home**

Many of your responsibilities as an owner and Fortin Construction Inc's responsibilities under the terms of our limited warranty are discussed in Caring for Your Home, Section 8. Begin now to become familiar with the home maintenance you should provide and our warranty service commitment to you.

### **Your Feedback and Suggestions**

Our desire to maintain open communication with you extends through the buying process and after your move-in. In an effort to improve the product and service we provide, we welcome your comments on how we have performed. We survey our customers after move-in. Our goal is to build the best home and the best customer relationship possible. Your feedback helps us reach that goal.

As time passes, if your housing needs change, we are ready at any time to build you another home. We also appreciate your referrals. Our office is always happy to provide you with information about where we are currently building and the products we offer.

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### Who's Who?

#### *Some Names You Should Know*

Two-way communication is vital to a mutually satisfactory relationship. Understanding what is happening and knowing who to contact can smooth the home-buying process. We believe that it is our responsibility to establish and maintain clear lines of communication. The professionals listed below are glad to assist you or find the answers to your questions.

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Mark Fortin 786-8737 Ext 215  
*Vice President, Sales* markf@fortinconstruction.com

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Rob Farrington 786-8737 Ext 203  
*General Manager* robf@fortinconstruction.com

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Jake Atherton 786-8737 Ext 214, cell: 318-5742  
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Cherie Asselin 786-8737 Ext 218  
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---

Bub Desroches 786-8737 Ext 207 pager:750-3226  
*Customer Service Manager* bubd@fortinconstruction.com

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*Title Company*

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*Loan Officer*

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*Real Estate Agent*

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*Real Estate Agent*

## Purchasing Your Home

You will use several standard forms when you buy your new home. These include the purchase agreement and several addenda. All parties must sign all forms and attachments before the purchase agreement becomes binding.

### Purchase Agreement

The purchase agreement is the legal document that represents your decision to purchase a home. It describes your home, including the location, financing information, and additional legal provisions. Several items typically follow the purchase agreement. If drawings have already been produced or revised for you, or if land has been held or put under contract per your request, your earnest deposit is **Non-Refundable**. There are **no** exceptions to this policy. Furthermore, if you elect not to continue with the process at any point before closing you will forfeit any and all payments made to that point. You may also be liable for additional costs if the payments made are not sufficient to pay the expenses incurred from obtaining land and/or any costs relating to the project you contracted us to build.

### Obtaining A Home Site (if applicable)

Fortin Construction Inc will purchase the land for you, if you do not want any of the land we already have in inventory; or if you do not already own some. You must agree with and complete a land acquisition contract, before we begin negotiating for land on your behalf. Before we close you must first have a commitment letter, without contingencies, from your bank for the contract amount or pay the difference between them, to us. You will be responsible for closing costs, taxes, acquisition fees, and road association fees (if applicable). FCI is not responsible for existing title issues, ROW, encroachments, easements, and etcetera. We are merely financing the land on your behalf. You may elect to purchase title insurance at your option and expense. If we are building or improving land or property that you already own, Fortin Construction Inc will require a mortgage and promissory note for the amount of the contract.

# Buyers' Checklist

Purchasers \_\_\_\_\_ Date \_\_\_\_\_

- \_\_\_\_\_ Purchase agreement
- \_\_\_\_\_ Plans
- \_\_\_\_\_ Construction budget
- \_\_\_\_\_ Specifications
- \_\_\_\_\_ Selection guide
- \_\_\_\_\_ Limited warranty
- \_\_\_\_\_ Homeowner association documents, if applicable
- \_\_\_\_\_ Initial deposit \$ \_\_\_\_\_
- \_\_\_\_\_ Draw procedures
- \_\_\_\_\_ Payment schedule
- \_\_\_\_\_ Site visits
- \_\_\_\_\_ Construction meetings
- \_\_\_\_\_ Fortin Construction Inc preferred contact  
Monday through Friday, 8 a.m. to 4:30p.m. \_\_\_\_\_
- \_\_\_\_\_ Buyers' preferred contact  
Monday through Friday \_\_\_\_\_ Phone \_\_\_\_\_
- \_\_\_\_\_ Change order procedure
- \_\_\_\_\_ Delivery target date
- \_\_\_\_\_ Orientation
- \_\_\_\_\_ Limited warranty standard checkpoints (60 day, 11 month) and emergency
- \_\_\_\_\_ Other \_\_\_\_\_

Purchaser \_\_\_\_\_ Purchaser \_\_\_\_\_

Builder \_\_\_\_\_

## Applying for Your Loan

The first item you will need to take care of is the selection of a lender and completion of a mortgage application. We have provided a list of approved lenders that we honor if we are providing the construction financing. These lenders are all familiar with our construction process and will provide our customers with the required documents and service that we will need. Plan to accomplish this within five business days of signing your purchase agreement. Take the completed purchase agreement with you when you first visit your lender.

Your lender's job is to understand your particular financial circumstances completely. You will review all information on the application at your meeting with the loan officer. A situation rarely arises that your loan officer has not encountered in the past. Do not hesitate to discuss any questions you have regarding your assets, income, or credit. By providing complete information, you prevent delays or extra trips to deliver documents.

### Loan Application Checklist

The amount of documentation and information required for a mortgage can seem overwhelming. You can facilitate the application process by collecting as much of the needed information as you can before your appointment. The checklist that follows is a general guide to assist you with the loan application. Some of the items listed may not apply to you and your lender will probably request some items that we have not mentioned, but this list will get you off to a good start.

#### *Property Information*

\_\_\_ The purchase agreement will include the legal description of the property and the price.

#### *Personal Information*

\_\_\_ Social Security number and driver's license for each borrower.

\_\_\_ Home addresses for the last two years.

\_\_\_ Divorce decree and separation agreements, if applicable.

\_\_\_ Trust agreement, if applicable.

#### *Income*

\_\_\_ Federal Tax returns for the last 2 years.

\_\_\_ Most recent pay stubs (for the last 30 days).

\_\_\_ Documentation on any supplemental income such as bonuses or commissions.

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- \_\_\_ Names, addresses, and phone numbers of all employers for last two years.
- \_\_\_ W-2s for last 2 years.

### **Income Continued**

- \_\_\_ If you are self-employed or earn income from commissioned sales, copies of last two years of tax returns with all schedules and year-to-date profit and loss for current year, signed by an accountant.
- \_\_\_ Documentation of alimony or child support, if this income is considered for the loan.

### ***Real Estate Owned***

- \_\_\_ Names, addresses, phone numbers, and account numbers of all mortgage lenders for the last seven years.
- \_\_\_ Copies of leases and two years of tax returns for any rental property.
- \_\_\_ Market value estimate.

### ***Liquid Assets***

- \_\_\_ Complete names, addresses, phone numbers, and account numbers for all banks, credit union, 401K, and investment accounts.
- \_\_\_ Copies of the last three months statements for all bank accounts.
- \_\_\_ Copies of any notes receivable.
- \_\_\_ Value of other assets such as auto, household goods, and collectibles.
- \_\_\_ Cash value of life insurance policies.
- \_\_\_ Vested interest in retirement funds or IRAs.

### ***Liabilities***

- \_\_\_ Names, account numbers, balances, and current monthly payment amounts for all revolving charge cards.
- \_\_\_ Names, addresses, phone numbers, and account numbers for all installment debt and approximate balances and monthly payments for such items as auto loans and mortgages.
- \_\_\_ Alimony or child support payments.
- \_\_\_ Names, addresses, phone numbers, and account numbers of accounts recently paid off, if used to establish credit.

Please note that you will be asked to pay for a credit report and an appraisal upon signing the application. Each bank has different fee schedules and procedures. Ask your lender for their

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fee schedule.

### **Loan Processing**

Once you have given all preliminary information to your loan officer, your lender sends verification forms to your employers, banks, and current mortgage company or landlord and also orders a credit report and appraisal. You sign a release to authorize these steps. Your lender will provide you with a Good Faith Estimate and a Truth-in-Lending Disclosure.

The Good Faith Estimate lists the costs you will incur at closing. Some of the numbers listed on this form are prorations, subject to change based on the actual date of the closing. Others are set fees that should remain the same.

The Truth-in-Lending Disclosure shows the total cost to you, over the term of the loan, for your specific financing. The calculation is based on the assumption that you own the home and make regular payments throughout the term of the loan.

The lender sends Verification of Employment (VOE) forms to all employers for the last two years. The employers complete, sign, and return the forms to the lender. The forms show the dates of employment, the amount of money you earned last year, and how much you have earned so far this year. The VOE documents bonuses and overtime you earned.

Verification of Deposit (VOD) forms go to each banking institution listed on your application. The institutions indicate the date you opened each account, average balances for the last three months, and the amount of money you have in each account on the day they complete the form. Any loans or overdraft accounts you have with the bank will also be shown.

Mortgage companies and landlords complete Verification of Mortgage (VOM) forms. These show the lender how much you owe, the amount of your monthly payment, and whether you make your payments by the due date.

Your credit report shows the amounts of money you owe to each of your creditors, minimum monthly payments, and your payment history. The appraisal confirms the value of the home you are purchasing for you and your lender.

Typically, several weeks pass as these reports and forms are returned to the lender. If any

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delays are encountered, the loan officer may contact you for assistance. The credit reporting agency may call you to verify that the information they have gathered is correct.

### **Loan Processing Continued**

Once the loan processor has collected this standard documentation, you may be asked to write letters describing your assets, income, or credit. Few loans are finalized without requests for additional information just before the package is submitted to the underwriter for final approval. At this point you may become frustrated with the loan process. Please remember that your lender requests these letters to assist you in obtaining your financing. Do not hesitate to discuss your concerns with your loan officer. Perhaps he or she can provide some additional insight on what may seem to be redundant requests.

Before the processor submits your file to the underwriters for final approval, he or she will verify the final sales price. Make sure that copies of all addenda such as change orders signed after the original purchase agreement was completed have been sent to the lender. This assists the lender in determining the exact loan amount. If change orders affect the total price after this point, you may have to resubmit your loan application for the higher amount or the lender may ask you to pay for the additional items in cash. Fortin Construction Inc offers construction financing for the amount of the mortgage commitment letter only. You may want to increase the letter if you do not have or want to pay the difference in the contract amount before construction begins.

### **Loan Approval**

During your first meeting, you and your lender determine the timing to obtain pre-qualification. We will not start the home until a final commitment letter is received with the appraisal completed. You will discuss additional items that you may need to obtain final loan approval. Several weeks after your first meeting with the lender, you should receive loan approval. If any of the documents requested have not been returned to the lender in a timely manner, approval may take longer.

### **Contingencies**

Loan approvals often carry conditions of approval. The sale of a previous home or proof of funds is two examples. Discuss any concern you may have about such conditions with your loan officer and obtain any requested documentation as soon as possible. Once all contingencies are met, the final loan can be approved. Fortin Construction Inc does not accept commitment letters that have conditions of approval that can be met before start of construction.



## **Loan Lock**

The only thing anyone knows for certain about interest rates is that they will change. Do not rely on anyone's predictions regarding rates. Locking your rate prematurely can result in extra expense if your new home is not complete in time to close within the lock period. We are happy to update you throughout the process of construction on the expected delivery date. Lenders offer different length times before closing that they will lock the rate. This may help you to decide on which lender to use. *Until we reach a point in construction where factors outside of our control can no longer affect the completion date, the decision to lock in your loan rate is at best a gamble. Fortin Construction Inc is not responsible for unauthorized locking of loans. Please confirm the closing date with the Fortin Construction office before locking in with your bank. Fortin Construction will not be responsible for any rate change or interest fees as a result of premature or unauthorized lock ins. Fortin Construction will do everything within its ability to meet promise dates and loan rate locks that we authorize only.*

## **Final Payment/Closing Proceeds**

Please make arrangements with your financial institution for the final payment at the closing to be made by wire transfer to Fortin Construction's account. An instruction sheet for wiring will be made available to you as an extra insert in this Homeowners Guide. Your bank may need to have this information ahead of time for disclosure purposes. Please let us know if you have any questions.

## Down Payment Worksheet

### Available Funds

Equity in present home \$ \_\_\_\_\_  
Savings, savings certificates  
Investments  
Insurance (cash value)  
Other funds (such as a cash gift)

Total Available Funds  
Minus Amount You Want to Keep in Savings

**Adjusted Total Available Funds** \$ \_\_\_\_\_

### Expected Expenses

Settlement costs (estimate 5 percent of loan amount) \$ \_\_\_\_\_  
Moving costs  
Additional Landscaping  
Other expected expenses

**Total Expected Expenses** \$ \_\_\_\_\_

### Down Payment

Adjusted total available funds \$ \_\_\_\_\_  
\_ Minus total expected expenses

**Amount Available for Down Payment** \$ \_\_\_\_\_

## New Home Selections

Part of the fun of buying a new home is selecting finish materials and colors. You will make these choices in our office showroom.

### Selection Hints

We provide you with assistance to help you with the choices you need to make. Schedule time to visit our office showroom to make your selections as soon as possible. Plan to finalize your selections within 30 days of signing your blueprints. Your prompt completion of these selections helps prevent delays caused by backorders.

Please be thorough. Our Final Specification Outline is very detailed. Fill in all blanks completely. Costly errors arise from assumptions and incomplete selection sheets. Decorating choices that exceed the specified allowances, such as those for floor coverings, countertops, or light fixtures, will require additional payment. These amounts may be paid by you directly to us or collected at closing and subsequently added to your mortgage.

You are welcome to bring cushions or swatches to showrooms to coordinate colors. View color samples in both natural and artificial light to get an accurate impression of the color. Variations between samples and actual material installed can occur. This is due to the manufacturer's coloring process (dye lots) and to the fact that over time, sunlight and other environmental factors affect the samples. Stain colors often vary with every piece of trim, door, and window.

Driving through the area to view existing homes is one way to select exterior colors. Selections often look different on a full-size home. We can provide lists of homes with colors you are considering.

We reserve the right to place a hold on your selections until your lender has approved your loan and all contingencies are released. If suppliers have discontinued any of your selections, we will contact you and ask you to make an alternate selection as soon as possible.

Please retain your selection sheets for future reference. They are useful for matching paint colors, tile grout, and replacement items in your home.

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### Custom Changes

The possibilities for your new home far exceed the popular ideas we suggest on our option and upgrade lists. In addition to the available options, you may have custom features you want us to incorporate into your new home. Think, dream, and imagine. We will assist you in any way that we can to make these decisions as early as possible.

Please keep in mind that other customers we build for have this same opportunity and may request still other features. We will be happy to provide you with pricing on duplicating such items in your home, but make no claim that we have mentioned or offered every possible idea, option or amenity available.

In order to deliver your home as close as possible to the target date, we order many items well in advance of installation. Once a particular item is ordered, making further changes may involve an adjustment in the planned delivery date and additional costs. By working within the boundaries of the change order schedule, you can usually avoid both.

### Cutoff Points for Changes

By completing any change orders according to the schedule below, you will save additional costs and avoid adding days to the construction schedule.

<b>Changes affecting</b>	<b>Should be made prior to</b>
(1) Foundation	Final drawing and permit application
(2) Windows, doors, and elevation	Foundation installation
(3) Mechanical systems, cabinets, and appliances	Framing commencing
(4) Texture, wallpaper; paint hardware and lighting	Mechanical rough-ins complete
(5) Interior trim and floor coverings	Insulation installation complete
(6) Landscape design	Interior trim commencing

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**Fortin Construction Inc.**

35 Markarlyn Street  
Auburn, ME 04210  
Fax: 753-0402

## Change Order

# \_\_\_\_\_

Purchasers \_\_\_\_\_ Date \_\_\_\_\_

Contract dated \_\_\_\_\_ Plan Date \_\_\_\_\_

Address \_\_\_\_\_ Lot # \_\_\_\_\_

*Description of Change*

\$ \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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\_\_\_\_\_

Total Cost of Changes \$ \_\_\_\_\_  
Administrative fee (incurred after final specs completed) \$ \_\_\_\_\_  
150.00  
Total \$ \_\_\_\_\_  
Delivery date adjustment \_\_\_\_\_

Latest Contract Amount \$ \_\_\_\_\_  
Total of this Change \$ \_\_\_\_\_  
New Contract Amount \$ \_\_\_\_\_

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Purchasers have requested the change described above, its cost, and the corresponding adjustment in the construction schedule. By signing this change order, purchasers agree to pay for this change and acknowledge that the estimated delivery date for the home is revised accordingly. Fortin Construction will incorporate the change into the home only when the change order has been approved and signed by Fortin Construction. The warranty rights and remedies set forth in the Maine Uniform Commercial Code apply to this Change Order as well as the original contract. All work shall be performed under the same terms and conditions as specified in the original contract unless otherwise stipulated.

Approved: \_\_\_\_\_ Date \_\_\_\_\_  
*Fortin Construction Inc*

Approved: \_\_\_\_\_ Date \_\_\_\_\_  
*Customer*

Approved: \_\_\_\_\_ Date \_\_\_\_\_  
*Customer*

## Construction of Your Home

The construction of a new home differs from other manufacturing processes in several ways. By keeping these differences in mind, you can enjoy participating in the construction process and assist us in building your new home:

- As a consumer, you rarely have the opportunity to watch as the products you purchase are created. Your new home is created in front of you.
- You have more opportunity for input into the design and finish details of a new home than for most other products. Our success in personalizing your home depends on effective communication.
- Because of the time required for construction, you have many opportunities to view your home as it is built, ask questions, and discuss details.

You have the opportunity to meet with us at several points in this process. The first of these is at the Final Specification Outline meeting, when we review your home plans, selections, and the changes you have requested. At that time, we provide an overview of the construction process and answer your questions.

We also invite you to schedule routine construction reviews. At these meetings, you will have our undivided attention. We discuss questions you have, review the target delivery date, and confirm that we have correctly installed your selections or change orders. **Please bring this Guide to all scheduled meetings.**

We understand that you will want to visit your new home between these construction reviews. Please note that once the site is secure we will keep it locked on evenings and weekends to deter theft and vandalism. If you wish to enter the home during this time you will need to call the office to obtain a key. Please leave the home as you found it. Fortin Construction has a zero tolerance for drugs and alcohol and request that you do not leave any empty cans or bottles at the site. We do not want to allow the impression that it was consumed by anyone working on the project. Whether you are on site for a routine meeting or a casual visit, we ask that you keep the following points in mind.

### Safety

A new home construction site is exciting, but it can also be dangerous. Your safety is of prime importance to us. We reserve the right to require that you wear a hard hat and/or safety glasses, and that a member of our staff accompany you during your visit. Please observe common-sense safety procedures at all times when visiting:

## Fortin Construction Inc Homeowner Guide

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- Keep older children within view and younger children within reach, or make arrangements to leave them elsewhere when visiting the site.
- Safety Continued**
- Leave pets at home or in the vehicle. The site will be unfamiliar to pets, therefore very dangerous
  - Do not walk backward, even one step. Look in the direction you are moving at all times.
  - Watch for boards, cords, tools, nails, or construction materials that might cause tripping, puncture wounds, or other injury.
  - Do not enter any level of a home that is not equipped with stairs and rails.
  - Stay a minimum of six feet from all excavations.
  - Give large, noisy grading equipment or delivery vehicles plenty of room. Assume that the driver can neither see nor hear you.
  - Even though we do allow you to visit as often as you like, we do ask that you do not hinder the workman's productivity and accept no liability for your personal injuries incurred.
  - Please do not alter windows, doors, heaters, equipment, etc. If you feel something is not correct please contact us. Do not attempt to do so yourself.

### **Plans and Specifications**

The building department of the city or county where your home is to be located must review and approve the plans and specifications for your home. We construct each home to comply with the plans and specifications approved by the applicable building department. Your specifications become part of our agreements with trade contractors and suppliers. Only written instructions from Fortin Construction Inc can change these contracts.

### ***Regulatory Changes***

From time to time, city or county agencies adopt new codes or regulations that can affect your home. Such changes are usually adopted in the interest of safety and are legal requirements with which Fortin Construction Inc must comply. The codes and requirements in effect for each area can vary. Therefore, builders may construct the same floor plan slightly differently in two different jurisdictions or at two different times within the same jurisdiction.

### ***Individual Foundation Designs***

Another area where variations among homes can appear is in the foundation system. The foundation design is specific to each lot. Because of variations in soil conditions among lots, your foundation may differ from your neighbor's foundation or that of the same home in another



## Fortin Construction Inc Homeowner Guide

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neighborhood. The foundation elevations and drops may vary from signed print based on actual grade, soil and ledge restrictions beyond our control.

### *Changes in Materials, Products, and Methods*

The new-home industry, building trades, and product manufacturers are continually working to improve methods and products. In addition, manufacturers sometimes make model changes that can impact the final product. As a result, we may use methods or materials in your home that differ from those in our other homes or outlined in your specification outline.

In all instances, any substitution of method or product will have equal or better quality than that shown in our other homes. Since such substitutions or changes may become necessary due to matters outside our control, we reserve the right to make them without notification.

### *Natural Variations*

Dozens of trade contractors have assembled your home. The same individuals rarely work on every home in the same way and, even if they did, each one would still be unique. The exact placement of switches, outlets, registers, and so on will vary slightly from your home and other homes of the same floor plan. Planned walkthroughs give you an opportunity to discuss concerns regarding placement of these items. If it is feasible to move or change the planned location of anything to meet your request we will be glad to accommodate your wishes before they have been installed. However, codes and requirements may not allow us to observe all of your ideas. Once mechanical systems have been installed, **changes will be charged** to move systems to meet your request.

## **Quality**

Our company will build your new home to the quality standards demonstrated in our other homes. Each new home is a handcrafted product—combining art, science, and raw labor. The efforts of many people with varying degrees of knowledge, experience, and skill come together. We coordinate and supervise these contributions to produce your new home.

From time to time during a process that takes several months and involves dozens of people, an error or omission may occur. We have systems and procedures for inspecting our homes to ensure that the level of quality meets our requirements. We inspect every step of construction and are responsible for quality control. In addition, the county, city, or an engineer conducts a number of inspections at different stages of construction. Your home must pass each inspection before construction continues.

## Fortin Construction Inc Homeowner Guide

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### Quality Continued

We also respect your interest and appreciate your attachment to the new home. Therefore, your input into our system is welcome. However, to avoid duplication of efforts, confusion, misunderstandings, or compounding errors, we ask that you do one of two things:

- Bring your concern up at one of the scheduled construction reviews.
- Between those meetings, emergency concerns may be addressed through the production manager assigned to your project.

During the construction process, every home being built experiences some days when it is not at its best. Homes under construction endure wind, rain, snow, foot traffic, and activities that generate noise, dust, and trash. Material scraps are a by-product of the process. Although your new home is cleaned by each trade upon completion of their portion of the work, during your visits you will encounter some messy moments. Keep in mind that the completed homes you toured also once endured these “ugly duckling” stages.

### Trade Contractors

Your home is built through the combined efforts of specialists in many trades—from excavation and foundation, through framing, mechanicals, and insulation, to drywall, trim, and finish work. In order to ensure you the highest possible standard of construction, only authorized suppliers, trade contractors, and Fortin employees are permitted to perform work in your home. If any work is performed by any trade during construction that is not performed by Fortin Construction will void the warranty. Only the trade partners hired by Fortin Construction are allowed to perform work on the premises. Work that is performed after the closing that affects the work done by Fortin will also void the warranty. Fortin will not reimburse for any work that is performed by anyone hired by the customer, including service work during the warranty period.

Suppliers and trade contractors have no authority to enter into agreements for Fortin Construction Inc. For your protection and theirs, the terms of our trade contractor agreements prohibit alterations without written authorization from Fortin Construction Inc. Their failure to comply with this procedure can result in termination of their contract. See your builder if there are alterations or changes you wish to initiate.

### Schedules

The delivery date for your new home begins as an estimate. Until the roof is on and the structure is enclosed, weather can dramatically affect the delivery date. Even after the home itself is past the potential for weather-related delays, weather can severely impact installation of utility services, final grading, and concrete flatwork, to mention a few examples. Extended periods of wet weather or freezing temperatures bring work to a stop in the entire region. Our crews will not work in inclement weather due to the high risk of personal injury.

When favorable conditions return, the trades people go back to work, picking up where they left off. We have allowed for some of these days when projecting the completion date. Please understand that they are as eager as you are to get caught up and to see progress on your home.

### *Delivery Date Updates*

We will update you on the estimated delivery date at each of our construction meetings. You are also welcome to check with us for the most current target date. As completion nears, more factors come under our control and we can be more precise about that date. Expect a firm closing date approximately 14 days before delivery.

We suggest that, until you receive this commitment, you avoid finalizing arrangements for your move. Until then, flexibility is the key to comfort, sanity, and convenience. We want you to enjoy this process and avoid unnecessary stress caused by uncertainty that cannot be avoided. Review the Loan Lock heading on page 12, Applying for Your Loan, for additional suggestions on this topic.

### *"Nothing's Happening"*

Expect several days during construction of your home when it appears that nothing is happening. This can occur for a number of reasons. Each trade is scheduled days or weeks in advance of the actual work. This period is referred to as "lead time." Time is allotted for completion of each trades work on your home. Sometimes, one trade completes its work a bit ahead of schedule. The next trade already has an assigned time slot, which usually cannot be changed on short notice. This is normal and is scheduled into the delivery date of the home.

Progress pauses while the home awaits building department inspections. This is also part of the normal sequence of the construction schedule and occurs at several points in every home. If you have questions about the pace of work, please contact our office.

## Fortin Construction Inc Homeowner Guide

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### Construction Sequence

Although the specific sequence of construction steps varies and overlaps, generally we build your home in the following order:

#### Foundation

- Excavation
- Footer installation
- Form and pour walls
- Waterproof walls
- Foundation Insulation (if applicable)
- Perimeter drains if applicable
- Inspection
- Backfill

#### Framing

- First floor
- Second floor
- Roof trusses
- Roof sheathing

#### Roofing

- Valley flashing, Ice and Water Shield
- Shingles, Ridge Vent

#### *Exterior*

##### Exterior trim

- Fascia (boards at ends of rafters)
- Windows and doors
- Siding
- Finish materials
- Trim
- Deck, if applicable
- Gutters, if applicable

Exterior painting or staining if applicable

Asphalt if applicable

Fine grading

Landscaping, if applicable

## Construction Sequence Continued

### *Interior*

Rough in of mechanical systems

HVAC (heating, ventilating, and air conditioning)

Plumbing

Electrical (extra outlets need to be installed at this point)

Rough inspections

Insulation

Drywall

Hang

Tape and texture

Interior trim

Doors

Baseboards, casings, other details

Paint and stain

Finish work

Cabinets

Countertops

Tile

Floor coverings

Appliances

Hardware

Light fixtures

Plumbing fixtures

Construction cleaning (this is a basic cleaning, garages and basements swept)

Builder's punch list

Certificate of occupancy

Homeowner orientation

Closing

Home maintenance

Improvement survey

# Our Customer Wants to Know . . .

Fax – 207-753-0402 or e-mail the person, see contact page (page 4)

Date \_\_\_\_\_.

Home Buyer \_\_\_\_\_.

Phone \_\_\_\_\_.

Address \_\_\_\_\_.

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***Response***

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By \_\_\_\_\_.

Date \_\_\_\_\_.

## Homeowner Orientation

Your homeowner orientation is an introduction to your new home and its many features—a meeting that goes beyond the traditional walk-through to include a detailed demonstration of your home and review of information on its maintenance.

### Scheduling

We schedule the orientation with you as your home nears completion. Appointments are available Monday through Friday, between normal business hours. We meet at your new home. The orientation occurs a few days before closing. Expect your orientation to take approximately one to two hours.

### Orientation Forms

We have included copies of the forms we use at the orientation at the end of this section. In addition, the suggestions that follow will help you derive the greatest benefit from your orientation.

### Preparation

Allow enough time. We expect the orientation to take one to two hours. By arranging your schedule so you can use the full amount of time allotted, you will derive maximum benefit from the orientation. If you have questions about home maintenance or the limited warranty coverage, make note of them to bring up at the orientation. If you have not already done so, please read *Caring for Your Home*, Section 8 of this Guide, **before the orientation**.

Past experience has shown that the orientation is most beneficial when buyers are able to focus all their attention on their new home and the information we present. Although we appreciate that friends and relatives are eager to see your new home, it would be best if they visit at another time. Similarly, we suggest that, if possible, children and pets not accompany you at this time.

If a real estate agent has helped you with your purchase, he or she is not required to attend. If you would like to have a friend or real estate agent view the home with you, we encourage you to do this before our scheduled orientation.



## Fortin Construction Inc Homeowner Guide

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### Acceptance

In addition to introducing you to your new home, the orientation is also an opportunity for you and Fortin Construction Inc to confirm that the home meets the quality standards shown in our model homes and that we have completed all selections and changes. We note details that need attention on the orientation forms.

Cosmetic surface damage caused during construction is readily noticeable during the orientation. Such damage can also occur during the move-in process or through daily activities. Therefore, ***after we correct any items noted during the orientation, repair of cosmetic surface damage is your responsibility. This includes paint touch-up. Our limited warranty excludes cosmetic damage to items such as:***

- Sinks, tubs, and plumbing fixtures
- Countertops and cabinet doors
- Light fixtures, mirrors, and glass
- Windows and screens
- Tile, carpet, hardwood, and resilient flooring
- Doors, trim, and hardware
- Paint and drywall
- Finish on appliances

### Completion of Items

Fortin Construction Inc takes responsibility for resolving any items noted. We will complete most items before your move-in. If work needs to be performed in your new home after your move-in, construction personnel are available for appointments Monday through Friday, 7 a.m. to 4 p.m. Under normal circumstances, you can expect us to resolve all items within 15 working days. We will inform you of any delays caused by back-ordered materials. Please note that we will correct only those items listed. Fortin Construction Inc will honor no verbal commitments of any kind.

### Future Service

Fortin Construction Inc responds to warranty items according to the terms and conditions of the limited warranty agreement. For more details, review Section 8, Caring for Your Home.

# Homeowner Orientation (page 1 of 2)

Purchasers \_\_\_\_\_.

Address \_\_\_\_\_.

New Residence Phone \_\_\_\_\_ Date \_\_\_\_\_.

Inspection Items: Complete

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We have corrected or resolved the items listed above. Please submit future claims in writing to Fortin Construction Inc, Inc according to the terms of the limited warranty.

\_\_\_\_\_, Homeowner \_\_\_\_\_ Date \_\_\_\_\_

## Homeowner Orientation (page 2 of 2)

Please read carefully. Your signature below acknowledges the following:

- (1) Your understanding and acceptance of the policies highlighted here and detailed in your homeowner's Guide;
- (2) That you have inspected your new home and listed defects for correction by Fortin Construction Inc; and
- (3) You have received copies of both pages of this form.

**Timing.** Fortin Construction Inc is responsible for resolving items noted. We will correct many of these items immediately. However, some of the corrections may require the services of a trade contractor or we may need to order parts or materials. You should expect completion of these items within 15 business days of closing unless we inform you of other scheduling.

**Cosmetic Items.** Fortin Construction Inc corrects readily noticeable cosmetic defects listed during this inspection. *This is your only opportunity to obtain service on such items.* Repair of subsequent cosmetic damages (such as chips, dents, scratches) are your responsibility. Therefore, take careful note of such items as:

- Sinks and plumbing fixtures
- Countertops and cabinet doors
- Windows and screens
- Tile, carpet, hardwood, and resilient flooring
- Doors, trim, and hardware
- Paint and drywall

Defects in items such as these are readily detectable during the orientation. These items are also most likely to be damaged during the move-in process. *As a result, later warranty claims on cosmetic damages to these items are not accepted.*

**Warranty Service.** Submit any new items for which you wish to request service in writing to Fortin Construction Inc approximately 60 days after closing. *We accept reports of emergency items by phone.*

_____.	_____.
Purchaser	Date
_____.	_____.
Purchaser	Date
_____.	_____.
Fortin Construction Inc Inc.	Date

## Closing on Your Home

Fortin Construction Inc recognizes that timing is vitally important in planning your move and locking in your loan. We can specify an exact delivery date when construction reaches a point at which weather and other factors are unlikely to affect completion of your home. This occurs 14 days before closing. Until then, many factors can influence the schedule:

- Weather can delay getting the foundation in and can affect framing, roofing, and exterior finish.
- Material shortages and labor strikes may also affect the construction schedule.
- If you are delayed in responding to a request from your lender, this can affect work progress.
- Change orders signed after the original purchase agreement has been completed can add to the schedule.

### Date of Closing

The closing, or settlement, takes place shortly after your orientation. Fortin Construction Inc will notify you of the approximate date of closing 15 or more days before the settlement appointment. We set this appointment with at least three days notice. Typically, the closing process takes from 45 minutes to an hour.

### Location of Closing

The closing on your new home typically takes place at the title company, although it occasionally occurs at the lender's office. We confirm the location with you when we set the appointment.

### Closing Documents

At closing, the documents necessary to convey your new home to you and to close the loan from the mortgage company will be executed and delivered. In addition to these standard items, the lender, the Title Company, and Fortin Construction Inc may have other documents to be signed. The principal documents typically include the following:

### Closing Documents Continued

- **General Warranty Deed**—The general warranty deed conveys the home and lot to you, subject only to permitted exceptions. This does not apply if you already own the lot.
- **Title Commitment**—At closing, the title company will deliver to you a standard form for an Affiliated Land Title Association (ALTA) owner's title insurance commitment to insure salable title of your home to you in the amount of the purchase price, subject to the permitted title exceptions that may be described in the purchase agreement. Review the title commitment carefully. Discuss any questions with your title company. Within 60 days after the closing, the title company mails a standard ALTA owner's title insurance policy, insuring you the title to your home in accordance with the commitment you received at closing. Keep the title insurance policy with your other valuable papers.
- **Fortin Construction Inc Limited Warranty**—We provide a copy of the limited warranty in this Guide for your review. Please read it thoroughly.
- **Promissory Note**—The promissory note is from you, payable to the lender in the principal amount of the loan, plus interest. One-twelfth of your annual taxes and homeowner's insurance will be added to the principal and interest payment to determine your total monthly payment.
- **Deed of Trust**—This encumbers your home as security for repayment of the promissory note.

### Closing Expenses

Certain customary items in connection with the property will be prorated to the date of closing such as prepaid expenses, or reserves required by your lender and homeowners association, if applicable. Prorations of general real property taxes and assessments will be based on the current year's taxes and assessments or, if they are unavailable, on the taxes and assessments for the prior year.

### "The Final Number"

The final cost figure is available near to the actual closing. Although a reasonably close estimate may be determined before the date of closing, the prorating of several items included is affected by the closing date and cannot be calculated until that date is known. Also final reconciliation of all allowances cannot be determined until all final numbers are received from suppliers and contractors.

### Preparation

Plan to bring cash or certified funds (made out to the title company) to the closing table. In your planning, be sure to allow time to arrange for and obtain these funds. In addition, please keep the following items in mind:

- **Documents**—The Real Estate Settlement Procedures Act (RESPA) provides you with many protections. Under this law, you can review the settlement page that lists costs you are paying at closing one day before the closing appointment. Although these documents are not negotiable and thousands of homebuyers have signed them, you should read them.
- **Insurance**—You need to provide proof of a homeowner's policy from your insurance company. Your insurance agent should know exactly what is needed. We suggest you arrange for this at least three weeks before the expected closing date.
- **Fortin Construction Inc or Lender Issues**—The title company is not authorized to negotiate or make representations on behalf of any of the parties involved in the closing. Therefore, please discuss any questions, agreements, or other details directly with us or your lender in advance of the closing.
- **Utilities**—Fortin Construction Inc will have electric service removed from its name approximately three days before closing. You will need to notify all applicable utility companies of your move so that service is provided in your name. We suggest that you contact these companies well ahead of time to avoid any interruption in service. A blank page for utility company phone numbers is provided on the next page to assist you in making these arrangements easier. Fortin Construction Inc provides temporary heat during the construction of your home. We may also have had some heating fuel delivered to your home once the permanent heating system is installed, although by the time you move in there may not be much left. Please monitor the fuel level closely to avoid running out. This may cause freeze up and costly repairs and delays. **This is your responsibility.**

## Utility and Community Services

	Phone #	Date Contacted/Notes
Gas	_____	_____. _____.
Electric	_____	_____. _____.
Telephone	_____	_____. _____.
Water	_____	_____. _____.
Sewer	_____	_____. _____.
Trash Collection	_____	_____. _____.
Recycling	_____	_____. _____.
Cable TV	_____	_____. _____.
Post Office	_____	_____. _____.
Newspaper	_____	_____. _____.

## Caring for Your Home

Fortin Construction Inc has constructed your home with quality materials and the labor of experienced craftsmen. Before we use any material, it must meet our specifications for quality and durability. All work is done under our supervision to attain the best possible results for your investment.

A home is one of the last hand-built products left in the world. Once we have assembled the natural and manufactured materials, the components interact with each other and the environment. Although quality materials and workmanship have been used in your home, this does not mean that it will require no care or maintenance. A home, like an automobile, requires care and attention from day one. General homeowner maintenance is essential to providing a quality home for a lifetime. **Fortin Construction Inc's warranty is not intended to be a maintenance program.** Only those items not properly installed or operating correctly will be addressed.

### Homeowner Use and Maintenance Guidelines

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

Many times a minor adjustment or repair done immediately saves a more serious, time-consuming, and sometimes costly repair later. Note also that neglect of routine maintenance can void applicable limited warranty coverage on all or part of your home. By caring for your new home attentively, you ensure your enjoyment of it for years. The attention provided by each homeowner contributes significantly to the overall desirability of the community.

We recognize that it is impossible to anticipate and describe every attention needed for good home care, but we have covered many important details. The subjects covered include components of homes we build, listed in alphabetical order. Each topic includes suggestions for use and maintenance followed by Fortin Construction Inc's limited warranty guidelines. This Guide may discuss some components that are not present in your home.



## Fortin Construction Inc Homeowner Guide

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### Homeowner Use and Maintenance Guidelines Continued

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

We make every effort to keep our information current and accurate. However, if any detail in our discussion conflicts with the manufacturer's recommendations, you should follow the manufacturer's recommendations. **Activate specific manufacturer's warranties by completing and mailing any registration cards included with their materials. In some cases, manufacturer's warranties may extend beyond the first year and it is in your best interest to be apprised of such coverages.**

### Fortin Construction Inc Limited Warranty Guidelines

While we strive to build a defect-free home, we are realistic enough to know that we may make mistakes or that something in the home may not perform as intended. When either occurs, we will make necessary corrections. In support of this commitment, Fortin Construction Inc provides you with a limited warranty. In addition to the information contained in the limited warranty itself; this Guide includes details about one-year material and workmanship standards. The purpose is to let you know what our quality standard is for the typical concerns that can come up in a new home. The Guide describes our standards for each item and what we will do to remedy items that do not meet our standards. Obviously this warranty only covers work, materials or services performed by Fortin Construction Inc. We also reserve the right to use our professional judgment in determining the best and most appropriate method of repairing warranty defects.

Our criteria for qualifying warranty repairs are based on typical industry practices in our region and meet or exceed those practices for the components of your home. However, we reserve the right to exceed these guidelines if common sense or individual circumstances dictate, without being obligated to exceed all guidelines to a similar degree or for all homeowners.

You will receive the signed limited warranty document at your closing. We include a specimen copy at the end of this section for your review. Please read through this information, as well as the service procedures discussed on the following pages. If you have any questions regarding the standards or procedures, contact our office.

*Our warranty service system is designed to accept written reports of non-emergency items. This provides you with the maximum protection and allows us to operate efficiently, thereby providing faster service to all homeowners. Emergency reports are **the only** reports accepted by phone.*

## Fortin Construction Inc Homeowner Guide

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### 11-Month Touch-Up Plan

F.C.I. provides our customers with an 11-month Touch-up plan. In order to **qualify** for this plan, you must **complete the section at the bottom of this form and mail to our office within 30 days before the 1-year anniversary of your closing date.** We will contact you to set up an appointment. **This plan is non-transferable.**

We will repair cosmetic imperfections that occur from shrinkage and settling. From a distance of four feet, with a straight on approach, the repairs should blend and not be noticeable. However, from a side view, the newly painted area may have a higher gloss finish than the rest of wall. We will provide you with the paint specifications if you wish to paint the entire wall yourself.

The cosmetic **repairs covered** by F.C.I include: popped screws, stress cracks, buckled seams, separated miter joints, and where hand rail meets wall if necessary. For homes that have painted trim, we repair caulking on baseboards, skirt boards that have separated from walls, window/door casings, and headers if applicable.

We will need your help on a few things for us be more efficient & expedite the job. Before the crew gets started, please be sure that all surfaces to be touched up or painted are ready for the painters; clean off window sills, countertops, and make sure that all baseboards that need to be painted or caulked are cleaned and dusted, and also, please move furniture away from the walls to allow enough room to do the work necessary. We are not responsible for moving piles of clothes, toys, books, boxes, or any other things in the way of areas needing attention.

If there is an area that can only be seen in certain lighting, make note of it and inform the painter (you may either tell him/her or mark with a post-it note).

F.C.I. is **not responsible** for the neglect from homeowners such as: holes, dents, scars, tobacco smoke, gas/wood fixture burn-off, and candle/incense smoke.

We will perform **repairs only** in rooms that had custom paint colors or were self painted. The customer assumes all responsibility for painting.

Service, on an average, takes 1 to 3 working days, between the hours of 8am to 4:30pm Mon-Fri.

As a follow up, customer service will set an appointment to meet with homeowners. During that appointment, we will review Homeowners Guide and answer any questions you may have on how to maintain your home. **This will complete our 1-year warranty period.**

Thank you for selecting F.C.I to build your home. Hopefully the quality and service we have provided you with will help you to choose us again for your **next** big project or home.

Sincerely,  
Fortin Construction Inc.

Homeowner Name: \_\_\_\_\_ Daytime phone #: \_\_\_\_\_  
Address: \_\_\_\_\_ Date: \_\_\_\_\_

## Builder's Warranty

\*\*\*\*\*

Property Owner(s):

Property Location:

Date:

\*\*\*\*\*

**W**e warranty that all workmanship performed by our company will be free from defects that compromise the structural integrity of the property listed for a period of **TEN YEARS** from the above date.

**T**his warranty is not transferable and will only be honored if the original owners occupy the property.

**E**xclusions: Most materials used offer their own warranties, this "Builder's warranty" is not intended to supercede or interfere with any other warranties offered by the manufacturer of products used during construction. Some shrinkage and settling will occur as the moisture in the lumber dries out over time; this is considered to be a normal occurrence. Cracks will naturally appear in concrete, we cut lines in the concrete floor to try and control the cracks when they form, but this does not guarantee that they will not form elsewhere. Wall cracks are also common and are not covered by warranty unless structural integrity is compromised. Damage resulting from extreme weather conditions, (i.e. Ice Storm of '98), are obviously not our responsibility. We also strongly recommend that you let not more than 12" of snow accumulate on your roof due to excessive weight and for it to ventilate and shed water properly. Ice backup and shingle damage may result, and any damage as a result of ice backup, is not covered under our warranty. Additionally damage resulting from neglect, abuse, alteration of the property, or any action not performed or authorized by our company is not covered. Expenses for unauthorized repairs or modifications by others will not be reimbursed.

**A**ll other work performed by us on your home is warranted against faulty workmanship under our one-year warranty, which expires one year from the date of your closing.

ACCOUNT MUST BE PAID IN FULL FOR WARRANTY WORK TO BE SCHEDULED.

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Fortin Construction Inc.

35 Markarlynn Street,\* Auburn, ME 04210 \* (800) 299-8737\* Fax (207) 753-0402

### Reporting Procedures

All service requests **must** be put in writing using our proper service requested forms or by e-mail.

#### *Sixty-Day Report*

In order for our service program to operate at maximum efficiency and for your own convenience, we suggest that you wait 60 days before submitting any warranty list unless it is an emergency. This allows you sufficient time to become settled in your new home and to thoroughly examine all components. Some items may wait until the 11 month list if it is not causing further damage or if it is non functional

#### *Year-End Report*

Near the end of the eleventh month of your materials and workmanship warranty, you should submit a year-end report. We will also be happy to discuss any maintenance questions you may have at that time.

#### *Emergency Service*

As defined by the limited warranty, “emergency” includes situations such as:

- Total loss of heat when the outside temperature is below 45°F.
- Total loss of electricity. (Check with the utility company before reporting this circumstance to Fortin Construction Inc or electrician.)
- Total loss of water. (Check with the water department, if applicable, to be certain the problem is not a general outage in the area.)
- Plumbing leak that requires the entire water supply to be shut off.
- Gas leak. (Contact your utility company or plumber if the leak is at the furnace or water heater supply lines.)

## Fortin Construction Inc Homeowner Guide

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*For Emergencies during business hours, call Fortin Construction Inc's office:*

**Local 786-8737**

**Toll Free (800) 299-8737**

After hours, on weekends or holidays, call the customer service manager directly. The numeric pager number is 207-750-3226. After calling the number enter the phone number that we can best reach you. Please be advised that if we arrive and find that the emergency is caused by your neglect or action, you will be charged for an emergency service call. For example; You call due to no heat and you are out of heating oil.

### *Other Warranty Service*

If you wish to initiate non-emergency warranty service between the 60-day and year-end report, you are welcome to do so by sending in a service request form or writing a letter. We will handle these requests according to the same procedures that apply to the 60-day and year-end reports.

### *Kitchen Appliance Warranties*

The manufacturers of kitchen appliances will work directly with you if any repairs are needed for these products. Customer service phone numbers are listed in the use and care materials for each appliance. Be prepared to provide the model and serial number of the item and the closing date on your home. Appliance warranties are generally for one year; refer to the literature provided by the manufacturer for complete information.

## **Service Processing Procedures**

You can help us to serve you better by providing complete information, including:

- Name, address, and phone numbers where you can be reached during business hours.
- A complete description of the problem, for example, "guest bath—cold water line leaks under sink," rather than "plumbing problem."

When we receive a warranty service request, we may contact you for an inspection appointment. Warranty inspection appointments are available Monday through Friday, 7 a.m. to 4 p.m. We inspect the items listed in your written request to confirm warranty coverage and determine appropriate action. Generally reported items fall into one of three categories:

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

**Service Processing Procedure Continued**

If a trade contractor or an in-house employee is required to complete repairs, we issue a warranty work order and the repair technician contacts you to schedule the work. Warranty work appointments are available Monday through Friday, 7 a.m. to 4 p.m. We intend to complete warranty work orders within 15 workdays of the inspection unless you are unavailable for access. If a back-ordered part or similar circumstance causes a delay, we will let you know.

If the item is home maintenance, we will review the maintenance steps with you and offer whatever informational assistance we can. Fortin Construction Inc does not provide routine home maintenance.

## Reporting Warranty Items

The many details of warranty coverage can be confusing. We hope this chart will make reporting items easier. If you do not know whom to contact, call our office and we will guide you.

**Emergency** During our business hours (Monday through Friday, 8a.m. until 4:30p.m.), call our main office, local 786-8737 toll free in state (800) 299-8737.

After business hours or on weekends or holidays, contact the customer service manager directly using the numeric pager number 207-750-3226.

**Non-Emergency** Mail, fax or e-mail your written list of items to our office. You can find a service request form at the end of this Guide or you can request more by calling our office:

35 Markarlyn Street  
Auburn, ME 04210  
Fax (207) 753-0402  
E-mail – bubd@fortinconstruction.com

**Hours** Office: Monday through Friday, 8 a.m. until 4:30 p.m.  
Inspection appointments: Monday through Friday, 7 a.m. until 4 p.m.  
Work appointments: Monday through Friday, 7 a.m. until 4 p.m.

**Questions?** Call the main office during normal business hours, local 786-8737 or toll free in state (800) 299-8737

**Storm damage or other natural disaster** Contact your homeowner's insurance agent immediately. Contain damage as much as possible without endangering yourself. In extreme situations, photograph the damage.

## Alarm System (If Applicable)

### Homeowner Use and Maintenance Guidelines

If your home selections included pre-wire for an alarm system, you will arrange for the final connection after your move-in. The alarm company will demonstrate the system and instruct you in its use. We recommend that you test the system each month.

## Appliances

### Homeowner Use and Maintenance Guidelines

Read and follow all manufacturers' instructions for the use and maintenance of each appliance in your home and keep them available for reference. We recommend "No Burst" hoses, washers should be changed every 3 years, also check your dryer exhaust for lint build up to shorten drying time and avoid fire hazards.

### *Manufacturer's Service*

If a problem arises with an appliance, call the customer service number listed in the manufacturer's warranty. During the first year complete our warranty service request form for any problems with appliances purchased through us. When reporting warranty items to the appliance manufacturer, be prepared to supply the following details:

- Date of purchase (your closing date)
- Serial and model numbers, found on a metal plate or sticker on the side or bottom of each appliance
- Description of the problem

### *Registration*

Mail warranty registration cards directly to the manufacturer.



## Appliance Serial Numbers

For warranty service on an appliance, contact the appropriate manufacturer directly at the service number provided in the appliance literature. You will need to supply the model and serial number (usually located on a small metal plate or seal attached to the appliance in an inconspicuous location), and the date of purchase (your closing date). During the first year, complete our warranty service request form for any problems with appliances purchased through us.

Closing Date: \_\_\_\_\_

<i>Appliance</i>	<i>Manufacturer</i>	<i>Model #</i>	<i>Serial #</i>	<i>Service Phone #</i>
Range				
Range Hood				
Cook top				
Oven				
Microwave				
Dishwasher				
Disposal				
Washer				
Dryer				
Refrigerator				
Sump Pump				
Windows				

# Asphalt

## Homeowner Care and Maintenance

Asphalt is a flexible and specialized surface. Like any other surface in your home, it requires protection from things that can damage it. Over time, the effects of weather and earth movement will cause minor settling and cracking of asphalt. These are normal reactions to the elements and do not constitute improperly installed asphalt or defective material. Avoid using your driveway for one week after it is installed, by keeping people, bicycles, lawn mowers, and any other traffic off of it.

### *Chemical Spills*

Asphalt is a petroleum product. Gasoline, oil, turpentine, and other solvent or petroleum products can dissolve or damage the surface. Wash such spills with soap and water, and then rinse them thoroughly with plain water.

### *Hot Weather*

Avoid any concentrated or prolonged loads on your asphalt, particularly in hot weather. High-heeled shoes, motorcycle or bicycle kickstands, trailers, or even cars left in the same spot for long periods can create depressions or punctures in asphalt.

### *Nonresidential Traffic*

Avoid nonresidential traffic such as heavy trucks on your driveway; it was designed for residential use only.

### *Seal coating*

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. You do not need to treat the surface of your asphalt driveway. However, if you choose to treat it, wait a minimum of 12 months and use a dilute asphalt emulsion, rather than the more common coal tar sealant.

## **Fortin Construction Inc Limited Warranty (Asphalt)**

We perform any necessary asphalt repairs by overlay patching. Fortin Construction Inc is not responsible for the inevitable differences in color between the patch and the original surface. Seal coating can eliminate this cosmetic condition and is your responsibility.

### ***Alligator Cracking***

If cracking that resembles the skin of an alligator develops under normal residential use, Fortin Construction Inc will repair it. If improper use, such as heavy truck traffic, has caused the condition, repairs will be your responsibility.

### ***Settling***

Settling next to your garage floor of up to 1-1/2 inches across the width of the driveway is normal. Settling or depressions elsewhere in the driveway of up to one inch in any four-foot radius are considered normal. We will repair settling that exceeds these standards.

### ***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 1/2 inch in width.

## **Attic Access**

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

The attic space is neither designed nor intended for storage. We provide access to this area for maintenance of mechanical equipment that may traverse the attic space. When you perform needed tasks in the attic, use caution and avoid stepping off wood members onto the drywall. This can result in personal injury or damage to the ceiling below. Your limited warranty does not cover such injury or damage.

## **Fortin Construction Inc Limited Warranty Guidelines (Attic)**

Fortin Construction Inc and the local building department inspect the attic before your closing to confirm insulation is correct.

# **Brass Fixtures**

## **Homeowner Use and Maintenance Guidelines**

The manufacturer treats brass fixtures with a clear protective coating, electro-statically applied, to provide beauty and durability. This coating is not impervious to wear and tear. Atmospheric conditions, sunlight, caustic agents such as paints, and scratches from sharp objects can cause the protective coating to crack or peel, exposing the brass and resulting in spotting and discoloration.

### ***Cleaning***

Initial care of these products requires only periodic cleaning with a mild, nonabrasive soap and buffing with a soft cloth.

### ***Corrosion***

Unless you have ordered solid brass fixtures, the brass on your fixtures is a coating on top of a base metal. Water having a high mineral content is corrosive to any brass—coated or solid.

### ***Polish***

When peeling, spotting, or discoloration occurs, you can sometimes restore the beauty of the metal by completely removing the remaining coating and hand polishing the item with a suitable brass polish. Applying a light coat of wax and buffing with a soft cloth helps maintain the gloss.

### ***Tarnish***

Like sterling silver, brass will gradually tarnish and eventually take on an antique appearance.

## **Fortin Construction Inc Limited Warranty Guidelines (Brass Fixtures)**

During the orientation we will confirm that brass fixtures are in acceptable condition. Fortin Construction Inc does not warrant against corrosion damage to the external surfaces or internal workings of plumbing fixtures. This limitation includes solid brass or brass-coated fixtures.

# **Brick**

## **Homeowner Use and Maintenance Guidelines**

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

### *Efflorescence*

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

### *Tuck-Pointing*

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

### *Weep Holes*

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

## **Fortin Construction Inc Limited Warranty Guidelines (Brick)**

We check the brickwork during the orientation to confirm correct installation of designated materials. One time during the warranty period, we repair masonry cracks that exceed 3/16 inch.

# Cabinets

## Homeowner Use and Maintenance Guidelines

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

### *Cleaning*

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

### *Hinges*

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

### *Moisture*

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

## Fortin Construction Inc Limited Warranty Guidelines (Cabinets)

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

### *Alignment*

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

### *Operation*

Cabinets should operate properly under normal use.

## **Warranty Continued (Cabinets)**

### *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 exempt from this repair).

### *Warping*

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

### *Wood Grain*

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

# **Carpet**

## **Homeowner Use and Maintenance Guidelines**

Camlas will 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*

You can add years to the life of your carpet with regular care. Carpet wears out because of foot traffic and dirt particles that get trampled deep into the pile beyond the suction of the vacuum.

The dirt particles wear down the fibers like sandpaper and dull the carpet. The most important thing you can do to protect your carpet is to vacuum it frequently.

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

## **Carpet Continued**

## Fortin Construction Inc Homeowner Guide

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Vacuuming high-traffic areas daily helps keep them clean and maintains the upright position of the nap. Wipe spills and clean stains immediately. For best results, blot or dab any spill or stain; avoid rubbing. Test stain removers on an out-of-the-way area of the carpet, such as in a closet, to check for any undesirable effects. Have your carpet professionally cleaned using the hot water extraction method, every 12 to 18 months. Some problem conditions that may occur with your new carpet and our suggested remedies are presented below.

### ***Burns***

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

### ***Crushing***

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

### ***Fading***

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

### ***Filtration***

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

## **Carpet Continued**



### ***Fuzzing***

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

### ***Pilling***

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

### ***Rippling***

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

### ***Seams***

Carpet usually comes in 12-foot widths, making seams necessary in most rooms. Visible seams are not a defect unless they have been improperly made or unless the material has a defect, making the seam appear more pronounced than normal. The more dense and uniform the carpet texture, the more visible the seams will be. Carpet styles with low, tight naps result in the most visible seams. Seams are never more visible than when the carpet is first installed. Usually with time, use, and vacuuming the seams become less visible. You can see examples of how carpet seams diminish after they have been vacuumed and have experienced traffic in the model homes.

### ***Shading***

Shading is an inherent quality of fine-cut pile carpets. Household traffic causes pile fibers to assume different angles; as a result, the carpet appears darker and lighter in these areas. A good vacuuming, which makes the pile all go in the same direction, provides a temporary remedy.

### ***Shedding***

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

## **Carpet Continued**

### ***Snags***

## Fortin Construction Inc Homeowner Guide

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

### *Sprouting*

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

### *Stains*

No carpet is stain proof. Although your carpet manufacturer designates your carpet as stain-resistant, some substances may still cause permanent staining. These include hair dyes, shoe polish, paints, and India ink. Some substances destroy or change the color of carpets, including bleaches, acne medications, drain cleaners, plant food, insecticides, and food or beverages with strongly colored natural dyes as found in some brands of mustard and herbal tea.

Refer to your care and maintenance brochures for recommended cleaning procedures for your particular fiber. Pretest any spot-removal solution in an inconspicuous area before using it in a large area. Apply several drops of the solution, hold a white towel on the area, and count to ten. Examine both towel and carpet for dye transfer and check for carpet damage.

*Note: A helpful website that provides specific cleaning procedures depending on the type of stain: [http://www.weardated.com/pages/warranty\\_care/cc\\_stain\\_remove\\_guide.aspx](http://www.weardated.com/pages/warranty_care/cc_stain_remove_guide.aspx)*

### *Static*

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

## **Fortin Construction Inc Limited Warranty Guidelines (Carpet)**

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. Fortin Construction Inc will not be responsible for dye lot variations if replacements are made.

### **Warranty Continued (Carpet)**

#### *Edges*

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

### ***Seams***

Carpet seams will be visible. Fortin Construction Inc will only repair any gaps or fraying at time of closing.

## **Caulking**

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

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

### ***Colored Caulk***

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

### ***Latex Caulk***

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

### ***Silicone Caulk***

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

### **Fortin Construction Inc Limited Warranty Guidelines (Caulking)**

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

***One-Time Repair***

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

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

## **Ceramic Tile**

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

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

***Cleaning***

Ceramic tile is one of the easiest floor coverings to maintain simply vacuum when needed. When wet mopping, use a neutral PH cleaner, or an all purpose water based cleaner, for glazed or unglazed floor tile. Stay away from cleaners containing wax, oil, bleach, or harsh acids, as they will leave residue and/or etch the surface of your tile. Ammonia and vinegar are not recommended as they can discolor grout. Wall tile with a high gloss finish and such specialty tiles like glass and metals require non-abrasive materials. A variety of suitable cleaning products are available for purchase from Camlas.

***Grout Maintenance***

Grout is a porous material and therefore susceptible to discoloration and/or staining. One of the best ways to prevent staining is to apply grout sealer. While Fortin Construction Inc will offer a one time grout repair during the first year of home ownership, limited warranty coverage is void, if your grout is sealed because of the inability of proper adhesion. If you decide to seal your grout after the one year warranty, it is recommended that the grout is first cleaned before the sealing process. Camlas can supply you with the proper cleaners and sealers for your job.

### **Fortin Construction Inc Limited Warranty Guidelines (Ceramic Tile)**

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During the orientation we confirm that tile and grout areas are in acceptable condition. We will repair or replace cracked, badly chipped, or loose tiles noted at that time only. Replacing cracked or chipped tiles after orientation will be your responsibility. We will only repair or replace lifted tile under normal use and traffic, according to the underlayment specifications that you have chosen, purchased and installed by Camlas. No warranty is included for flooring purchased or installed by others. Fortin Construction Inc is not responsible for variations in color or discontinued patterns. New grout may vary in color from the original.

Cracks appearing in grouting of ceramic tiles at joints or junctions with other materials are common and due to shrinkage. Therefore this is not considered faulty workmanship and Fortin Construction Inc will not replace this area of grout.

# Concrete Flatwork

## Homeowner Use and Maintenance Guidelines

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

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

Fortin Construction Inc incorporates details in the construction of the basement floor because we know the floor will move in response to the soils. Movement of the basement slab or any concrete slab results in cracking. Minimize this movement by following Fortin Construction Inc's landscaping recommendations, the objective of which is to prevent moisture from reaching soils around and under the home.

### *Cleaning*

Avoid washing exterior concrete slabs with cold water from an outside faucet when temperatures are high and the sun has been shining on the concrete. The abrupt change in temperature can damage the surface bond of the concrete. We recommend sweeping for keeping exterior concrete clean. If washing is necessary, do this when temperatures are moderate.

## Concrete Flatwork Continued

Repeated cleaning of the garage floor by hosing can increase soil movement by allowing water to

## Fortin Construction Inc Homeowner Guide

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penetrate any existing cracks. We recommend sweeping to clean the garage floor.

### ***Cracks***

A concrete slab 10 feet across shrinks approximately 5/8 inch as it cures. Some of this shrinkage shows up as cracks. Cracking of concrete flatwork also results from temperature changes that cause expansion and contraction. Cracking cannot be completely eliminated by taking precautions so therefore is not considered a defect in workmanship.

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

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

### ***Expansion Joints***

We cut expansion joints to help control expansion. However, as the concrete shrinks during the curing process, moisture can penetrate under the concrete and lift the expansion joint. When this occurs, fill the resulting gap with a gray silicone sealant, which you can purchase at most hardware stores.

### ***Heavy Vehicles***

Do not permit heavy vehicles such as moving vans or concrete trucks to drive on your concrete work. We design and install this concrete for residential use only.

### ***Ice, Snow, and Chemicals***

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

## **Concrete Flatwork Continued**

### ***Sealer***

## Fortin Construction Inc Homeowner Guide

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A concrete sealer, available at paint stores, will help you keep an unpainted concrete floor clean. Do not use soap on unpainted concrete. Instead, use plain water and washing soda or, if necessary, a scouring powder.

### **Fortin Construction Inc Limited Warranty Guidelines (Concrete Flatwork)**

Concrete slabs are floating—they are not attached to the home's foundation walls. These are not a structural (load-bearing) element of the home and are not covered by the structural warranty. The limited warranty coverage is for one year unless the requirements of your loan state otherwise. Normal cracking caused by movement or shrinkage is not covered under warranty.

#### ***Color***

Concrete slabs vary in color. No correction is provided for this condition

#### ***Finished Floors***

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

#### ***Level Floors***

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

#### ***Separation***

Fortin Construction Inc will correct separation of concrete slabs from the home if separation exceeds one inch.

#### ***Settling or Heaving***

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

### **Warranty Continued (Concrete Flatwork)**

#### ***Spalling (Surface Chips)***

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

***Standing Water***

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

## **Condensation**

**Homeowner Use and Maintenance Guidelines**

Condensation on interior surfaces of the windows and frames comes from high humidity within the home combined with low outside temperatures and inadequate ventilation. Family lifestyle significantly influences these conditions. If your home includes a humidifier, closely observe Manufacturer's directions for its use, especially during periods of cooler temperatures. It may cause condensation in windows and doors. Also see inserted guide for more information.

*See also Ventilation.*

**Fortin Construction Inc Limited Warranty Guidelines (Condensation)**

Condensation results from a family's lifestyle; Fortin Construction Inc has no control over this. The limited warranty coverage excludes condensation.

## **Countertops**



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

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

#### ***Caulking***

The caulking between the countertop and the wall, along the joint at the backsplash, and around the sink may shrink, leaving a slight gap. Maintaining a good seal in these locations is important to keep moisture from reaching the wood under the laminates and to prevent warping. Swelling and delaminating caused by moisture is not covered under warranty.

#### ***Cleaning***

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

#### ***Mats***

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

#### ***Wax***

Wax is not necessary, but it can be used to make counters gleam.  
*See also Ceramic Tile.*

### **Fortin Construction Inc Limited Warranty Guidelines (Countertops)**

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 that occurs during or after your move-in is one of your home maintenance responsibilities.

### **Warranty Continued (Countertops)**

#### ***Laminates***

## Fortin Construction Inc Homeowner Guide

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Laminated countertops will have one or more discernible seams. Fortin Construction Inc will repair gaps or differential at the seams that exceed 1/16 inch. Delamination caused by excessive or standing water will not be covered under warranty around sinks or at seams. Insure that sinks are sealed to prevent moisture damage.

### *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. Fortin Construction Inc will re-caulk these areas **one time** during the materials and workmanship warranty. Subsequently caulking will be your home maintenance responsibility. We recommend doing this at the 11-month touch up.

## Crawl Space (if applicable)

### Homeowner Use and Maintenance Guidelines

The crawl space is not intended as a storage area for items that could be damaged by moisture. Wood stored in a crawl space can attract termites.

You may notice slight dampness in the crawl space. Landscaping that is correctly installed helps prevent excessive amounts of water from entering crawl spaces. Report standing water to Fortin Construction Inc, for inspection.

## **Fortin Construction Inc Limited Warranty Guidelines (Crawl Space)**

During the orientation we will check the condition of soils in the crawl space. Soils in the crawl space may be damp but should not have standing water. Provided that you have not altered the drainage nor caused excessive moisture to accumulate and remain in this area with incorrect landscaping, Fortin Construction Inc will correct the conditions that result in persistent standing water.

# **Doors and Locks**

## **Homeowner Use and Maintenance Guidelines**

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

### ***Bi-fold Doors***

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

### ***Failure to Latch***

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

### ***Hinges***

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

## **Doors & Locks Continued**

### ***Keys***

## Fortin Construction Inc Homeowner Guide

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

### *Locks*

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

### *Slamming*

Slamming doors can damage both doors and jambs and can even cause cracking in walls. Teach children not to hang on the doorknob and swing back and forth; this works loose the hardware and causes the door to sag. Damage caused by slamming doors will not be covered as part of the warranty.

### *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 due to changes in humidity. When sticking is due to swelling during a damp season, do not plane the door unless it continues to stick after the weather changes.

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

### *Warping*

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

## **Doors & Locks Continued**

### *Weather Stripping & Thresholds*

## Fortin Construction Inc Homeowner Guide

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Weather stripping and exterior door thresholds occasionally require adjustment or replacement. Note: exterior doors are only rated for 25mph winds. Storm doors should be installed on doors exposed to conditions beyond this rating.

Exterior Doors installed on concrete surfaces such as garages and basements are not guaranteed to be waterproof as they do have the potential for leaking. There is no warranty coverage for leaking of water or air on doors installed on a concrete surface.

### **Fortin Construction Inc Limited Warranty Guidelines (Doors & Locks)**

During the orientation we confirm that all doors are in acceptable condition and correctly adjusted. Fortin Construction Inc will repair construction damage to doors noted on the orientation list. FCI does not warrant that doors not in living spaces will be free from leaks of water and air (i.e. garage doors, bulk head doors, etc.). It may be necessary to install gutters and/or storm doors to prevent exterior doors from leaking.

#### ***Adjustments***

Due to normal settling of the home, doors may require adjustment for proper fit. Fortin Construction Inc will make such adjustments once during the first year of ownership. Exterior door thresholds need to be adjusted annually by turning screws in the threshold. Lock strikes also may need adjustment by loosening screws and moving strike plate in or out. Adjustment up and down requires moving the strike plate.

#### ***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, Fortin Construction Inc will repair split panels that allow light to be visible.

#### ***Warping***

Fortin Construction Inc 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 members to which the drywall is attached.

### *Repairs*

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

Repair hairline cracks with a coat of paint. You can repair slightly larger cracks with spackle or caulk. To correct a nail pop, reset the nail with a Philips head screwdriver. Cover it with spackle, which is available at paint and hardware stores. Apply two or three thin coats. When dry, sand the surface with fine-grain sandpaper, and then paint. You can fill indentations caused by sharp objects in the same manner.

## Fortin Construction Inc Limited Warranty Guidelines

During the orientation, we confirm that drywall surfaces are in acceptable condition. If Fortin Construction Inc performed the painting on the home, one time during the one-year warranty, we will repair drywall shrinkage cracks and nail pops and touch up the repaired area using the same paint color that was on the surface when the home was delivered. Touch-ups will be visible. If you as the customer performed your own painting to the home, we will only make sheetrock repairs. **All caulking and painting will be your responsibility.**

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

### *Lighting Conditions*

Fortin Construction Inc does not repair drywall flaws that are only visible under particular lighting conditions or by use of hand held spotlights. Only by use of permanently installed lighting.

## **Warranty Continued (Drywall)**

### ***Related Warranty Repairs***

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

# **Electrical Systems**

## **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 before calling the service department.

### ***Breakers***

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

### ***Breaker Tripping***

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

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

## Electrical Continued

### *Buzzing*

Fluorescent fixtures use transformer action to operate. This action sometimes causes a buzzing. In cold temperatures lights may take a few moments to fully illuminate.

### *Fixture Location*

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

### *GFCI (Ground-Fault Circuit-Interrupters)*

GFCI receptacles have a built-in element that senses fluctuations in power. Quite simply, the GFCI is a circuit breaker. Building codes require installation of these receptacles in bathrooms, the kitchen, outside, and the garage (areas where an individual can come into contact with water while holding an electric appliance or tool). Heavy appliances such as freezers or power tools will trip the GFCI breaker.

*Do not plug a refrigerator or food freezer into a GFCI-controlled outlet. The likelihood of the contents being ruined is high and the limited warranty does not cover such damage.*

Each GFCI receptacle has a test and reset button. Once each month, press the test button. This will trip the circuit. To return service, press the reset button. If a GFCI breaker trips during normal use, it may indicate a faulty appliance and you will need to investigate the problem. One GFCI breaker can control up to three or four outlets. Test all of the outlets in the kitchen to verify which ones are protected by each of the GFCI outlets.

### *Grounded System*

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



### **Electrical Continued**

#### ***Light Bulbs***

You are responsible for replacing burned-out bulbs. Service requests made due to burned out bulbs will be a charge. Please check bulbs before contacting us. Lights may dim or flicker from power surges on other appliances starting and stopping.

#### ***Modifications***

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

#### ***Outlets***

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

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

#### ***Underground Cables***

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

### **Fortin Construction Inc Limited Warranty Guidelines (Electrical)**

During the orientation we confirm that light fixtures are in acceptable condition and that all bulbs are working. Fortin Construction Inc's limited warranty excludes any fixture you supplied.

#### ***Designed Load***

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

## **Electrical Continued**

### ***GFCI (Ground-Fault Circuit-Interrupters)***

Fortin Construction Inc is not responsible for food spoilage that results from your plugging refrigerators or freezers into a GFCI outlet.

### ***Power Surge***

Power surges are the result of local conditions beyond the control of Fortin Construction Inc and are excluded from limited warranty coverage. These can result in burned-out bulbs or damage to sensitive electronic equipment such as TVs, alarm systems, and computers. Damage resulting from lightning strikes is excluded from limited warranty coverage. You may purchase surge protectors to avoid damage to your equipment.

# **Expansion and Contraction**

## **Homeowner Use and Maintenance Guidelines**

Changes in temperature and humidity cause all building materials to expand and contract. Dissimilar materials expand or contract at different rates. This movement results in separation between materials, particularly dissimilar ones. You will see the effects in small cracks in drywall and in paint, especially where moldings meet drywall, at mitered corners, and where tile grout meets tub or sink. While this can alarm an uninformed homeowner, it is normal. Shrinkage of the wood members of your home is inevitable and occurs in every new home. Although this is most noticeable during the first year, it may continue beyond that time. In most cases, caulk and paint are all that you need to conceal this minor evidence of a natural phenomenon. Even though properly installed, caulking shrinks and cracks. Maintenance of caulking is your responsibility.

## **Fortin Construction Inc Limited Warranty**

Fortin Construction Inc provides one-time repairs to many of the effects of expansion and contraction. See individual categories for details.

## Fireplace (Wood Burning)

### Homeowner Use and Maintenance Guidelines

Most of us feel a fireplace is an excellent way to create a warm, cozy atmosphere. However, without sufficient information, your use of the fireplace can result in heat (and dollars) being wasted. To help prevent that, consider the following points.

Look upon burning a fire as a luxury that adds much to the atmosphere but just a little to the heat in a home. About 10 percent of the heat produced by a fire is radiated into the house. In many older homes, the air used by the fireplace for combustion is replaced with cold outside air drawn in through cracks around doors and windows. However, your home is constructed so tightly that this does not happen.

Close the damper and cold air vent when not in use. Leaving these open is equivalent to having an open window in the house. If the fire is still burning, but you are finished enjoying it, use glass doors to prevent heated air from being drawn up the chimney until your damper can be closed.

One caution on the use of glass doors: do not close them over a roaring fire, especially if you are burning hard woods (such as oak or hickory) because this could break the glass. Also, when closing the doors over a burning fire, open the mesh screens first. This prevents excessive heat build-up on the mesh, which might result in warping or discoloration.

Your objective in building a fire should be a clean, steady, slow-burning fire. Begin with a small fire to allow the components of the fireplace to heat up slowly. Failure to do so may damage the fireplace and can void the warranty. Start the fire by burning kindling and newspaper under the grate; two to three layers of logs stacked with air space between, largest logs to the rear, works best. One sheet of paper burned on top of the stack will help the chimney start to draw. Any logs 6 inches in diameter or larger should be split.

*Do not burn trash in the fireplace and never use any type of liquid fire starter.*

Remove old ashes and coals from under the grate when completely cool. A light layer is desirable as an insulator and will help to reflect heat.

## **Fireplace Continued**

### *Chimney Cleaning*

Creosote and other wood-burning by-products accumulate inside the flue over a period of time. This build-up can be a fire hazard. The way you use your fireplace and the type of wood you burn determine the frequency of your chimney cleanings. For instance, burning soft woods or improperly seasoned woods necessitates more frequent cleaning. Hire a qualified chimney sweep for this cleaning.

### *Gas Fireplace*

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

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

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

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

## **Fortin Construction Inc Limited Warranty Guidelines (Fireplace)**

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

### *Chimney Separation*

Separation of a brick chimney from a newly constructed home may occur. We will repair separation from the main structure in excess of 1/2 inch in 10 feet. Caulking is acceptable in most

cases.

### **Warranty Continued (Fireplace)**

#### ***Cracks***

Normal shrinkage of mortar results in hairline cracks in masonry. We will repair cracks that exceed 1/8 inch in width. The repair consists of pointing or patching and the mortar color will be matched as closely as possible, but expect some variation.

Exterior masonry may have chips, irregular surfaces, and color variations, which occur during manufacturing, shipping, or handling. Unless such conditions affect the structural integrity of the home, no repair is provided.

#### ***Discoloration***

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

#### ***Downdraft***

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

#### ***Glass Doors***

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

#### ***Water Infiltration***

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

# Foundation

## Homeowner Use and Maintenance Guidelines

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

### *Cracks*

Even though the foundation was constructed according to the correct structural requirements, surface cracks can still develop in the wall. Surface cracks are not detrimental to the structural integrity of your home. If a crack develops in a foundation wall that exceeds ¼” in width, and is determined to sacrifice structural integrity, only then will the crack be repaired. Rebar was installed in the concrete when the foundation was poured to prevent excessive separation and minimize the risk of losing the structural integrity.

### *Dampness*

Due to the amount of water in concrete, basements may be damp. Condensation can form on water lines and drip onto the floor. You may choose to install pipe insulation on cold water lines to control this from happening.

### *Future Construction in Basement*

If you decide to perform additional construction in the basement, obtain guidelines from a licensed engineer, obtain a building permit, and comply with all codes and safety requirements. Fortin Construction Inc does not warrant that you will be able to obtain such a permit because of the possibility that building codes may change.

## Fortin Construction Inc Limited Warranty Guidelines (Foundation)

The foundation of your home has been designed and installed according to the accepted practices of concrete professionals. The walls of the foundation are poured with 3000psi concrete with steel reinforcing rods to prohibit cracks from expanding or shifting.

## **Warranty Continued (Foundation)**

### ***Cracks***

Shrinkage or backfill cracks are not unusual in foundation walls, especially at the corners of basement windows. Only those cracks determined to sacrifice structural integrity will be addressed.

### ***Cosmetic Imperfections***

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

### ***Leaks***

Fortin Construction Inc will correct conditions that permit water to enter the basement, provided you have complied with the drainage, landscaping, and maintenance guidelines. Poly-Wall membrane is covered by warranty if the guidelines have been met.

# **Garage Overhead Door**

## **Homeowner Use and Maintenance Guidelines**

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

### ***30-Weight Oil***

Every six months, apply a 30-weight automobile oil or similar lubricant to all moving parts: track, rollers, hinges, pulleys, and springs. At the same time, check to see that all hardware is tight and operating as intended without binding or scraping. Avoid over lubricating to prevent drips on vehicles or the concrete floor.

### ***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.

### **Garage Doors Continued**

#### ***Opener***

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

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

#### ***Painting***

If the factory color was kept, no painting is necessary for 20 years. If the factory color has been changed, then repaint the garage door when you repaint your home, or more often if needed to maintain a satisfactory appearance.

#### ***Safety***

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

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

### **Fortin Construction Inc Limited Warranty Guidelines (Garage Doors)**

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

#### ***Light Visible***

Garage overhead doors cannot be airtight. 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 all doors in the garage.

## **Gas Shut-Offs (if applicable)**

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

### **Fortin Construction Inc Limited Warranty Guidelines**

The gas company is responsible for leaks up to the meter.

## **Gas Water Heater (if applicable)**

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

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

#### ***Condensation***

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

#### ***Drain Tank***

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

#### ***Pilot***

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

### **Gas Water Heater Continued**

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

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

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

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

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

### ***Safety***

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

### ***Temperature***

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

### ***No Hot Water***

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

## **Fortin Construction Inc Limited Warranty Guidelines (Gas Water Heater)**

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

# **Grading and Drainage**

## **Homeowner Use and Maintenance Guidelines**

The final grades immediately around your home have been inspected and approved for proper drainage of your house. Our excavation contractor completes the drainage according to accepted building practice, and the local building authorities, as well as Fortin Construction Inc inspects the site.

### ***Drainage***

Typically, the grade immediately around your home should slope away from the foundation. 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. Perimeter drains have been installed to meet local codes and normal building practice. Keeping drains free from all obstructions, including freezing, is homeowner responsibility. A sump pump pit was also installed for added protection against drainage backup. It is the homeowner's responsibility to install and maintain the pump. Failure to do so can result in major structural damage and will void your warranty.

### ***Driveways***

Gravel driveways will be soft and appear muddy in the spring or during severely wet times, especially the first spring after installation, or driveways installed during winter months. As the driveway compacts, over time, it will tend to stay firmer during wet weather. Grading the gravel annually with a slight crown to enhance drainage will promote faster drying. Culverts are installed based on conditions at time of construction. Many factors affect the drainage, which may change the location or amount of flow. It is the homeowner's responsibility to maintain flow through the culvert to allow it to function correctly. Driveway washouts of non-paved driveways are to be expected and are the responsibility of the homeowner.

## **Grading and Drainage Continued**

### ***Rototilling***

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

### ***Settling***

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

### ***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, beyond normal levels, during the first year, we will fill the areas one time and subsequently will provide you with fill to maintain positive drainage within the warranty period.

### ***Erosion***

Fortin Construction Inc is not responsible for weather-caused damage or erosion to yards after the final grade has been established or the closing date, whichever occurs last.

### ***Recommendations***

Fortin Construction Inc inspects the grades that exist at the time of delivery of your home or as soon thereafter as possible. The ground must be dry and free of frost to make these determinations. Once final grades are set, we will inspect drainage problems reported in writing during the warranty period, compare grades to those originally established, and advise you on corrective actions you might take.

### **Grading and Drainage Continued**

#### ***Swales***

Fortin Construction Inc 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. Fortin Construction Inc advises against making such changes. After heavy rain or snow, water may stand in swales up to 48 hours.

#### ***Winter Grading***

Due to weather conditions, especially during winter and early spring, the final grade may not have been established at the time of closing. We document the status of your grading at the time of delivery. When conditions permit, grading work will continue. Confirm that we have completed your grading before beginning landscaping.

### **Fortin Construction Inc Limited Warranty Guidelines**

We established the final grade to ensure adequate drainage within the immediate landscaped area away from the home. Maintaining this drainage, including perimeter drains, **is your responsibility**. Fortin Construction Inc suggests adding “sewer and drain backup” to your homeowner’s insurance policy, to cover such damages, especially if any part of the basement is finished living space. If you alter the drainage pattern after closing, or if changes in drainage occur due to lack of maintenance, the limited warranty is void. These guidelines are valid only under normal conditions. Severe weather i.e.; flooding, hurricanes, tornados etc., are not covered by homeowners warranty.

## Gutters and Downspouts (if applicable)

### Homeowner Use and Maintenance Guidelines

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

#### *Extensions or Splash blocks*

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

#### *Ladders*

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

#### *Leaks*

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

#### *Paint*

Gutters and downspouts are pre-finished. You can repaint them if you choose.

#### *Snow and Ice*

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

### **Fortin Construction Inc Limited Warranty Guidelines (Gutters)**

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

#### ***Leaks***

We correct leaks that occur during the warranty period.

#### ***Overflow***

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

#### ***Standing Water***

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

## **Hardware**

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

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

### **Fortin Construction Inc 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.

We will repair hardware items that do not function as intended.

## Hardwood Floors

### Homeowner Use and Maintenance Guidelines

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

#### *Cleaning*

Sweep or vacuum your hardwood to prevent dirt, stones, etc from scratching or dulling the surface. Wood is a natural product and does not respond well to excessive moisture. Do not wet mop or saturate your hardwood floor with water. A dry mopping using the manufacturer's hardwood floor cleaner is recommended. Contact Camlas to purchase the right cleaner for your wood floors.

**Not recommended:** Ammonia, oil based products, vinegar, soap, paint thinner, furniture polish, and liquid or paste wax.

#### Tips on Caring for your Hardwood:

- Use felt protectors underneath chairs. Protect your floor when moving heavy furniture so as not to damage the surface.
- Remove high heels when walking on hardwood.
- At all entry points protect floor with door mats or rugs. Do not use vinyl or rubber backings that may discolor your floor.
- Hardwood flooring can change color with age. Periodically rearrange furniture and/or area rugs to maintain a consistent appearance.
- Keep pets' nails trimmed to avoid excessive scratching.

#### *Repair*

Most companies provide touch up kits for sale to repair surface scratches or scuffs. If your floor



requires such repair as board replacement, Camlas can provide the repair service for you. Be advised: This type of repair is not included in our warranty.

### **Hardwood Floors Continued**

#### ***Humidity***

Wood floors respond noticeably to changes in humidity in your home. Especially during winter months the individual planks or pieces expand and contract as water content changes. A humidifier helps but does not eliminate this reaction. See manufacture's guidelines for the proper humidity level for your floor.

#### ***Separation***

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

*See also Warping.*

#### ***Splinters***

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

#### ***Sun Exposure***

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

#### ***Traffic Paths***

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

#### ***Warping***

Warping will occur if the floor repeatedly becomes wet or is thoroughly soaked even once. Slight

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warping in the area of heat vents or heat-producing appliances is also typical.

### **Fortin Construction Inc Limited Warranty Guidelines (Hardwood Floors)**

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.

#### **Warranty Continued (Hardwood Floors)**

##### *Separations*

Shrinkage will result in separations between the members of hardwood floors. Fortin Construction Inc will take no corrective action.

## **Heating System**

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

Good maintenance of the furnace can save energy dollars and prolong the life of the furnace. Carefully read and follow the manufacturer's literature on use and maintenance. The guidelines here include general information only.

#### *Avoid Overheating*

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

#### *Combustion Air*

Some furnaces we install in basements or in closets over crawl spaces include combustion air vents.

*Never cover or block the combustion air vent in any way. Outside air is needed to supply the furnace with sufficient oxygen. Blocking the combustion air vent will cause the furnace to draw air down the vent pipe and pull poisonous gases back into your home.*

## **Heating System Continued**

### ***Ductwork/ Piping Noise***

Some popping or pinging sounds are the natural result of ductwork or piping when heating and cooling in response to air or water flow as the system operates.

### ***Furnished Home***

The heating system was designed with a furnished home in mind. If you move in during the cooler part of the year and have not yet acquired all of your draperies and furnishings, the home may seem cooler than you would expect.

### ***Fuse***

Some furnaces have a fuse directly above the on-off switch. This fuse is an S10, S12, or S15 fuse. It absorbs any spikes in the line such as close electrical strikes or power surges. Unlike old fuses that burn out and clearly indicate that they are blown, these fuses, similar to automobile fuses, have a spring that depresses when tripped. Unless you have examined these quite carefully before, it may be hard to determine if the fuse has blown. We suggest that you buy some extra fuses of the same size to have on hand.

### ***Gas Odor***

If you smell gas, call the gas company immediately.

### ***Odor***

A new heating system may emit an odor for a few moments when you first turn it on. An established system may emit an odor after being unused for an extended time (such as after the summer months). This is caused by dust that has settled in the ducts or on baseboards and should pass quickly.

### ***On-Off Switch***

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The furnace has an on-off switch. This switch looks like a regular light switch and is located in a metal box outside the furnace with a red cover. When turned off, this switch overrides all furnace commands and shuts down the furnace. This is usually done only when maintenance service is being performed, although young children have been known to turn the furnace off using this switch. (If your furnace is a high-efficiency model, it does not have a pilot or an on-off switch.)

### Heating System Continued

#### *Pilot*

We recommend contacting a professional burner service company if your furnace goes out or if you run out of oil or gas. On models with manually lit pilots, lighting the furnace pilot involves several steps. First, remove the cover panel to expose the pilot. Then rotate the on-off pilot knob to pilot. When the knob is in this position, you can depress the red button.

#### *Temperature*

Depending on the style of home, temperatures can normally vary from floor to floor as much as 10° or more on extremely cold days. The furnace will typically cycle on and off more frequently and for shorter periods during severe cold spells. Two story homes are intended to have heat on both floors. You will have difficulty maintaining desired temperatures if one floor is kept more than 7° different than the other. It is also necessary to maintain at least a 65°F temperature to insure that pipes will not freeze. Fortin Construction Inc will not be responsible for any frozen pipes where 65°F temperature has not been maintained **with the primary central heating system.** In the event a backup heat source is used, and the primary heating system is not calling for heat, it may allow the water in the primary heating system to freeze because the thermostat is not calling for heat and circulating the water. If you plan to use backup heat, and this condition could result, you should make sure the primary system has been charged with glycol antifreeze or the system will freeze and that is not covered by the Fortin Construction warranty. Glycol is not automatically installed in our heating systems and is not included unless your final specs have it specified and you have paid additional for it to be installed.

#### *Thermostat*

The furnace will come on automatically when the temperature at the thermostat registers below the setting you have selected. Once the furnace is on, setting the thermostat to a higher temperature will not heat the home faster. We do not recommend changing the setting several times a day to attempt to save energy. The furnace has to work much harder to re-heat the entire house, especially on very cold days. Find a comfortable setting and maintain desired temperatures. Thermostats are calibrated to be within plus or minus 5°. Unless you specified a desired location for the thermostats, we will determine the most efficient placement. Moving the location after wiring has been installed may not be feasible. If you wish to have it relocated when

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feasible, a charge will be assessed. Many digital thermostats have batteries that require changing, make sure you replace these batteries on a regular basis.

### ***Baseboard Placement***

Engineers have designed the heating system required for your home and calculated the adequate quantity and placement of baseboards. If you have specific objections you must communicate requests **before** installation.

### **Heating System Continued**

#### ***Furnace***

Have a trial run early in the fall to test the furnace. (The same applies to air-conditioning in the spring.) If service is needed, it is much better to discover that before the heating season. We recommend you have a licensed technician clean and service your furnace annually to insure efficiency and safety.

### **Fortin Construction Inc Limited Warranty Guidelines (Heating System)**

We will install heating systems according to local building codes, as well as to engineering designs of the particular model home. Adequacy of the system is determined by its ability to establish a temperature of 70° F, as measured in the center of the room, 5 feet above the floor. In extremely cold temperatures (10° below or colder), the system should be able to maintain a temperature differential of 80° from the outside temperature.

### ***Baseboard Placement***

The exact placement of baseboard may vary from those positions shown in similar floor plans. Moving baseboards may not be feasible, and will be charged if done after installation of plumbing pipes.

### ***Furnace Sounds***

Expansion or contraction of metal ductwork or piping results in ticking or popping sounds. Eliminating all these sounds is impossible.

### ***Thermostat***

Thermostats are calibrated to plus or minus 5°. It is also necessary to maintain at least a 65°F temperature to insure that pipes will not freeze. Fortin Construction Inc will not be responsible for any frozen pipes where 65°F temperature has not been maintained **with the primary central**

**heating system.** In the event a backup heat source is used, and the primary heating system is not calling for heat, it may allow the water in the primary heating system to freeze because the thermostat is not calling for heat and circulating the water. If you plan to use backup heat, and this condition could result, you should make sure the primary system has been charged with glycol antifreeze or the system will freeze and that is not covered by the Fortin Construction warranty. Glycol is not automatically installed in our heating systems and is not included unless your final specs have it specified and you have paid additional for it to be installed.

## Heat Pump (if applicable)

### Homeowner Care and Maintenance

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

#### *Air Circulation Across Coils*

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

#### *Air Conditioning and Heating*

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

#### *Air Temperature at Vents*

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

### *Auxiliary Heat System*

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

### **Heat Pump Continued**

#### *Defrost Cycle*

When the heat pump is operating in the heat mode, the coils outside may reach below freezing temperatures. Moisture in the air will condense into frost and accumulate on the coils under these circumstances. From time to time, the system will go into defrost mode to clear accumulated frost from the coils. This is a normal part of the operation of the system and will occur automatically. During the defrost cycle, the outside fan will stop temporarily. The temperature of airflow into the home will be a bit lower during the defrost cycle. The defrost cycle can only occur once every 90 minutes and lasts no longer than 10 minutes.

#### *Night Setback*

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

#### *Register Adjustment*

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

#### *Return Air Vents*

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

### **Fortin Construction Inc Limited Warranty Guidelines (Heat Pump)**

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

## **Humidifier (if applicable)**

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

Operate a humidifier only with the furnace, not with the air conditioner. If you notice condensation on windows, the humidifier should be adjusted to a lower setting. Clean the moisture pad according to the manufacturer's instructions and suggested timetable.

### **Fortin Construction Inc Limited Warranty Guidelines**

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

## **Insulation**

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

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

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

### **Fortin Construction Inc Limited Warranty Guidelines**

Fortin Construction Inc will install insulation to meet or exceed the building codes applicable at the time of construction and outlined as part of your purchase agreement. Homes with unusual rooflines or locations exposed to excessive elements may experience unwanted characteristics. Fortin Construction Inc cannot foresee all possible effects. Therefore, will only correct insulation



improperly installed, and not responsible to add insulation to accommodate location and personal preference or comfort.

## Landscaping

### Homeowner Use and Maintenance Guidelines

Plan to install the basic components of your landscaping as soon after closing as weather permits. Well-designed landscaping prevents erosion and protects the foundation of your home.

#### *Additions*

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

#### *Backfill*

We construct the foundation of your home beginning with an excavation into the earth. When the foundation walls are complete, the area surrounding them is backfilled. Soil in this area is not as compact as undisturbed ground. Water can penetrate through the backfill area to the lower areas of your foundation. This can cause potentially severe problems such as wet basements, cracks in foundation walls, and floor slab movement. Avoid this through proper installation of landscaping and good maintenance of drainage. Backfill areas will settle and require prompt attention to avoid damage to your home and voiding of the structural warranty. Keep downspout extensions in the down position to channel roof runoff away from the foundation area of your home. Routine inspection of downspouts, backfill areas, and other drainage components is an excellent maintenance habit.

*See also Grading and Drainage.*

#### *Bark or Rock Beds*

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

#### *Contractors*

You are responsible for changes to the drainage pattern made by any landscape, concrete, deck,

or pool contractor. Discuss drainage with any company you hire to do an installation in your yard. Do not permit them to tie into existing drainage pipes without approval from Fortin Construction Inc.

### **Landscaping Continued**

#### ***Irrigation***

Make provisions for efficient irrigation. Conduct weekly operational checks to ensure proper performance of the system. Direct sprinkler heads away from the home. Trickle or bubbler type irrigation systems are not recommended for use adjacent to the structure. Regularly drain and service sprinkler systems.

#### ***Planning***

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

#### ***Plant Selection***

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

#### ***Requirements***

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

#### ***Soil Mix***

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

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

## Landscaping Continued

### *Utility Lines*

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

### *Waiting to Landscape*

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

## Fortin Construction Inc Limited Warranty (Landscaping)

Landscape materials, including grass seed, we install are not warranted. We can not control the environment or maintenance needed therefore have no way to warrant the lawn we install. We will confirm the healthy condition of all plant materials during the orientation. Maintaining landscaping is your responsibility. Watering lawn is critical and is your responsibility. Newly installed lawns need TLC and may differ from previously owned homes or neighbors lawns. Fertilizing and watering is required maintenance. If hay was applied at installation it should be left in place, do not rake or remove the hay, you will damage your fragile lawn. Bare spots are typical during the first growing season and re-seeding may be required. Raking and watering spots will expedite surrounding grass to grow into these areas. **Erosion of lawns is not in our control and is not considered defective workmanship.** Therefore, is **not** covered under our warranty.

# Mildew & Mold

## Homeowner Use and Maintenance Guidelines

Mildew and mold is a fungus that spreads through the air in microscopic spores. They love moisture and feed on surfaces or dirt. On siding, they look like a layer of dirt. Cleaning mildew from your home is your responsibility. Solutions that remove mildew are available from local paint or home improvement stores. Wear protective eyewear and rubber gloves for this task; the chemicals that remove mildew are unfriendly to humans.

**Fortin Construction Inc Limited Warranty Guidelines (Mildew & Mold)**

We have used materials to minimize water intrusion. However, mold lives on materials used like wood and paper. We cannot insure that mold is absent. We will remove any mildew or mold noted during the orientation. Fortin Construction Inc warranty excludes mildew or mold and any other related issues. We recommend that you address any mold immediately by consulting a mold remediation company such as Servpro to remove it from your home as soon as possible.

## **Mirrors**

**Homeowner Use and Maintenance Guidelines**

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

**Fortin Construction Inc Limited Warranty Guidelines (Mirrors)**

We will confirm that all mirrors are in acceptable condition during the orientation. Fortin Construction Inc will correct scratches, chips, or other damage to mirrors noted during the orientation that were caused by installation or construction.

## Paint and Stain

### Homeowner Use and Maintenance Guidelines

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

#### *Colors*

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

#### *Exterior (if applicable)*

Regular attention will preserve the beauty and value of your home. Check the painted and stained surfaces of your home's exterior annually. Repaint before much chipping or wearing away of the original finish occurs; this will save the cost of extensive surface preparation. Plan on refinishing the exterior surface of your home approximately every two to three years or as often as your paint manufacturer suggests for your area and climate. Climatic conditions control the chemical structure of the paint used on the exterior. Over time, this finish will fade and dull a bit.

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

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

#### *Severe Weather*

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

### **Paint & Stain Continued**

#### ***Stain***

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

#### ***Touch-Up***

When doing paint touch-ups, use a small brush, applying paint only to the damaged spot. Touch-up may not match the surrounding area exactly, even if the same paint mix is used. When it is time to repaint a room, prepare the wall surfaces first by cleaning with a mild soap and water mixture or a reliable cleaning product. We provide samples of all paint used on your home. Store these with the lids tightly in place and in a location where they are not subjected to extreme temperatures.

#### ***Wall Cracks***

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

*See also Drywall.*

### **Fortin Construction Inc Limited Warranty Guidelines (Paint & Stain)**

During your orientation we will confirm that all painted or stained surfaces are in acceptable condition. Fortin Construction Inc will touch up paint as indicated on the orientation list. You are responsible for all subsequent touch-ups, except painting we perform as part of another warranty repair, or the one year touch-ups offered. Note that any damage caused by use of candles called ghosting, is not covered under warranty. Smoke, of any kind, will be the complete responsibility of the homeowner.

#### ***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.

## **Warranty Continued (Paint & Stain)**

### ***Fading***

Expect fading of exterior paint or stain due to the effects of sun and weather. Fortin Construction Inc limited warranty excludes this occurrence.

### ***Touch-Up Visible***

Paint touch-up is visible under certain lighting conditions.

### ***Paint & Stain Continued***

### ***Wood Grain***

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

# **Phone Jacks**

## **Homeowner Use and Maintenance Guidelines**

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

## **Fortin Construction Inc Limited Warranty Guidelines**

Fortin Construction Inc will correct outlets positioned so that a phone cannot be installed due to a cabinet or countertop that is part of the original home.

Fortin Construction Inc will repair wiring that does not perform as intended from the phone service box into the home. From the service box outward, care of the wiring is the responsibility of the local telephone service company. Wires are run to intended box locations. Local telephone companies will insert into the box. If multiple lines were installed, no phone system panels are provided unless included in the contract.

# Plumbing

## Homeowner Use and Maintenance Guidelines

We want to draw your attention to a water-saving regulation that went into effect in 1993, which prohibits the manufacture of toilets that use more than 1.6 gallons of water per flush. In the search for a balance among comfort, convenience, and sensible use of natural resources, the government conducted several studies. The 1.6-gallon toilet turned out to be the size that overall consistently saves water.

### **Plumbing Continued**

As a result of implementing this standard, flushing twice is occasionally necessary to completely empty the toilet bowl. Even though you flush twice on occasion, rest assured that overall you are saving water and we have complied with the law. Similarly, flow restrictors are manufactured into most faucets and all showerheads and cannot be removed. We apologize for any inconvenience this may cause.

### ***Aerators***

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

*See also Dripping Faucet.*

### ***Basement Construction***

If you perform any construction in your basement, ensure that the plumbing lines in the basement or crawl space are not isolated from the heating source without insulation being added. You may want to insulate cold water pipes to control condensation that may cause damage to your finish materials.

### ***Cleaning***

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



## **Plumbing Continued**

### ***Clogs***

The main causes of toilet clogs are domestic items such as disposable diapers, excessive amounts of toilet paper, sanitary supplies, Q-tips, dental floss, and children's toys. If a garbage disposal is installed, improper use also causes many plumbing clogs. Always use plenty of cold water when running the disposal. Never pour grease in any drain or fixture.

You can usually clear clogged traps with a plumber's helper (plunger). If you use chemical agents, follow directions carefully to avoid personal injury or damage to the fixtures. Clean a plunger drain stopper—usually found in bathroom sinks—by loosening the nut under the sink at the back, pulling out the rod attached to the plunger, and lifting the stopper. Clean and return the mechanism to its original position.

### ***Dripping Faucet***

You can repair a dripping faucet by shutting off the water at the valve directly under the sink, then removing the faucet stem, changing the washer, and reinstalling the faucet stem. The showerhead is repaired the same way. Replace the washer with another of the same type and size. You can minimize the frequency of this repair by remembering not to turn faucets off with excessive force. (Please note that some manufacturers do not use rubber washers.)

### ***Extended Absence***

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

### ***Filters***

If your home has a drilled well we have installed a sediment filter to remove particles larger than 5 microns. During the first months of use you may need to change the cartridge in this filter several times. Loss of pressure will result if filters are not maintained. As the well becomes used and flushed, this will decrease in frequency. To replace the filter turn the dial to "Bypass" or "off" position. Using filter wrench remove globe carefully. Remove the old filter and rinse globe. Install new filter and reattach globe to filter. Turn dial back to "filter" slowly. Observe for leaks around globe. Water quality filters vary and are not installed unless allowances or arrangements were added. Consult filter instructions for manufacturer details.

## **Plumbing Continued**

### ***Frozen Pipes***

Provided the home is heated at a normal level, pipes should not freeze at temperatures above 0° F. Set the heat at a minimum of 65°F even if you are away during winter months. We will not be responsible for frozen pipes if heat is not maintained at a minimum of 65°F. Keep in mind that use of secondary source of heat, may cause the thermostat to not call for heat, and therefore the pipes may freeze in severe cold weather. Keep garage doors closed to protect plumbing lines running through this area from freezing temperatures. In unusually frigid weather, or if you will be gone for a few days, open the cabinet doors to allow warm air to circulate around the pipes. Use an ordinary hair dryer to thaw pipes that are frozen. Never use an open flame.

### ***Gold or Brass Finish***

Avoid using any abrasive cleaners on gold or antique brass fixtures. Use only mild detergent and water or a cleaning product recommended by the manufacturer.

### ***Laundry Tub***

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

### ***Leaks***

If a major plumbing leak occurs, the first step is to turn off the supply of water to the area involved. This may mean shutting off the water to the entire home. Call us during the warranty period, after that, 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 on municipal utilities. The well pump was installed for standard use.

### ***Marble or Manufactured Marble***

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

can damage the sink.

### **Plumbing Continued**

#### ***Outside Faucets***

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

#### ***Fiberglass***

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

#### ***Running Toilet***

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

#### ***Shut-Offs***

Your main water shut-off is located near your meter or well tank. You use this shut-off for major water emergencies such as a water line break or when you 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.

#### ***Stainless Steel***

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

with produce can stain the finish.

### **Plumbing Continued**

#### ***Tank Care***

Avoid exposing the toilet to blows from sharp or heavy objects, which can cause chipping or cracking. Avoid abnormal pressures against the sides of the tank. It is possible to crack the tank at the points where it is attached to the bowl. Bleach and products containing bleach may cause premature wear on rubber parts therefore are not recommended.

### **Fortin Construction Inc Limited Warranty Guidelines (Plumbing)**

During the orientation we will confirm that all plumbing fixtures are in acceptable condition and that all faucets and drains operate freely. Fortin Construction Inc will correct clogged drains that occur during the first 30 days after closing. If a household item is removed from a clogged drain during this time, we will bill you for the drain service. After the first 30 days, you are responsible for correcting clogged drains.

#### ***Cosmetic Damage***

Fortin Construction Inc 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***

Fortin Construction Inc 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.

#### ***Frozen Pipes***

Provided the home is heated at a normal level, pipes should not freeze at temperatures above 0° F. Set the heat at a minimum of 65°F even if you are away during winter months. We will not be responsible for frozen pipes if heat is not maintained at a minimum of 65°F. Keep in mind that use of secondary source of heat, may cause the thermostat to not call for heat, and therefore the pipes may freeze in severe cold weather. We will repair or replace pipes damaged by freezing provided negligence was not the cause.

### **Warranty Continued (Plumbing)**

#### ***Leaks***

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

#### ***Noise***

Changes in temperature or the flow of the water itself will cause some noise in the pipes. This is normal and requires no repair. Fortin Construction Inc will repair persistent water hammer. Expect temperatures to vary if water is used in more than one location in the home.

#### ***Supply***

Tubs with jets should be cycled with cleaner every 6 uses according to the manufacture's recommendations to avoid deposits in jet lines

Fortin Construction Inc will correct construction conditions that disrupt the supply of water to your home, in the event that ledge was encountered while burying the water line, at the customers request, it will then be your responsibility for all expenses and maintenance.

# Roof

## Homeowner Use and Maintenance Guidelines

The shingles on your roof do not require any treatment or sealer.

### *Clean Gutters (if applicable)*

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.

### *Limit Walking*

Limit walking on your roof. Your weight and movement can loosen the roofing material and in turn result in leaks. Never walk on the roof of your home when the shingles are wet, they are slippery. Servicing and shoveling are necessary, but care should be taken not to damage shingles.

## Fortin Construction Inc Limited Warranty Guidelines (Roof)

### *Severe Weather*

After severe storms, do a visual inspection of the roof for damages. Notify your insurance company if you find pieces of shingle in the yard or shingle edges lifted on the roof. If your house was shingled during winter months shingles may not seal until warm weather. This does not mean the shingles were not installed correctly.

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

### ***Ice Build-Up***

Ice build-up may develop on the eaves and valleys during extended periods of cold weather and snow. We strongly recommend that you shovel your roof when there is an excess of 12 inches of

### **Warranty Continued (Roof)**

snow to prevent excessive ice builds up. Roofing was not installed, or intended to protect water being forced up the roof, caused by ice (ice build up). Ice and water shield was installed on the immediate eaves and valleys, although excessive snow and ice may go above this protection.

**Damage that results from this is excluded from warranty coverage.** Your insurance may cover this damage. You may want to solicit someone before the first snowfall to maintain your roof if you do not feel comfortable shoveling it yourself. Fortin Construction Inc does not offer this service. This is normal home maintenance and your neglect may result in damage.

### ***Incident Weather***

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

## **Rough Carpentry**

### **Fortin Construction Inc Limited Warranty Guidelines**

Some floor and stair squeaks are unavoidable. Fortin Construction Inc does not warrant against floor squeaks, a considerable effort was made to avoid them by gluing and screwing the sub floor.

### ***Floor Deflection***

Floors will deflect (bend) when walked on. This will be more noticeable next to hutches, bookcases, pianos, chairs, and other heavy furniture. This is not a structural deficiency and Fortin Construction Inc 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.

### ***Plumb Walls***

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

## **Septic Systems (if applicable)**

Your septic system was designed for the number of bedrooms your house had when it was built. We install your system carefully as designed and the local code enforcement officer before back filling inspects it. We will provide you a map locating your tanks clean out door to allow you to uncover the spot to have your tank pumped. Under normal use we suggest every three years. If your system was installed with a pump station there may be additional maintenance required. There is an alarm in the basement that will sound if the pump is not working correctly. The septic system, if used and maintained properly, should last for many years. Fortin Construction Inc warrants that the system was installed in accordance with local and state requirements and was inspected by the local plumbing inspector. Therefore there is no stated or implied warranty on the septic system, or pump station beyond the maintenance warranty on the pump, if you have one. Consult the literature inserted to maintain the proper function and to insure the intended longevity of your system. Garbage disposals are not installed on septic systems, and will void any warranty, if added after occupancy.

## **Siding**

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

Siding expands and contracts in response to changes in humidity and temperature. Slight waves are visible in siding under certain weather conditions; this cannot be entirely eliminated.

Wood or wood-product siding will require routine refinishing. The timing will vary with climatic conditions.

Vinyl siding should be washed annually to avoid excessive dirt and mildew build up.

*See also Paint and Wood Trim.*

### **Fortin Construction Inc Limited Warranty Guidelines (Siding)**

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



## Smoke Detectors

### Homeowner Use and Maintenance Guidelines

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

#### *Cleaning*

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

### Fortin Construction Inc Limited Warranty Guidelines (Smoke Detectors)

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

## Stairs

### Homeowner Use and Maintenance Guidelines

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

### Fortin Construction Inc Limited Warranty Guidelines (Stairs)

Fortin Construction Inc does not warrant against stair vibration and squeaks.

# Ventilation

## Homeowner Use and Maintenance Guidelines

Homes today are built more tightly than ever. This saves energy dollars but creates a potential concern. Condensation, cooking odors, indoor pollutants, radon, and carbon monoxide may all accumulate. We provide mechanical and passive methods for ventilating homes. Your attention to ventilation is important to health and safety.

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

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

Your daily habits can help keep your home well ventilated:

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

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

## Fortin Construction Inc Limited Warranty Guidelines (Ventilation)

Fortin Construction Inc warranty guidelines for active components (for example, exhaust fans) are

discussed under the appropriate headings (such as electrical systems, heating system, and so on).

## Vinyl Flooring

### 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.

#### *Cleaning*

Mannington recommends damp mopping with the Mannington Award Series Rinse-Free Cleaner. They also approve the use of ammonia and water. Take care and avoid water around seams to protect against material lifting or curling. For periodic deep cleaning, use Mannington Award Series Heavy Duty Cleaner and Stripper. Your vinyl has a polyurethane finish, polish is not needed. Avoid using cleaning or finishing agents on your new floor until the adhesive has thoroughly set. This will take about two weeks from installation.

#### *Moving Furniture*

Moving appliances across vinyl floor covering can result in tears and wrinkles. Never slide heavy objects across vinyl. Lift furniture or appliances, or provide a protective covering, between the floor and the object being moved. Install coasters on furniture legs to prevent permanent damage. If you damage the vinyl floor, you can have it successfully patched by a professional. We leave remnants of floor covering materials for this reason. Contact Camlas to arrange for an estimate for these repairs to be completed.

#### *Raised Nail Heads*

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

#### *Seams*

Vinyl comes in 6 x 12 foot sheets, therefore, seams may be necessary. Any brand or type of vinyl flooring may separate slightly due to shrinkage. Seams can lift or curl if excessive moisture is

## Fortin Construction Inc Homeowner Guide

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allowed to penetrate them. You can use a special caulking at tub or floor joints to seal seams at those locations. Avoid getting large amounts of water on the floor from baths and showers.

### **Fortin Construction Inc Limited Warranty Guidelines (Vinyl Flooring)**

We will confirm that the vinyl floor covering is in acceptable condition during your orientation. Fortin Construction Inc limited warranty does not cover damage to vinyl floors caused by moving furniture or appliances into the home. We can assist you, call Camlas, who can repair such damage if it occurs in your home. Fortin Construction Inc is not responsible for discontinued selections or dye lot variations.

#### ***Adhesion***

Vinyl floor covering should adhere to the underlayment. Fortin Construction Inc will repair lifting or bubbling and nail pops that appear on the surface during the warranty period.

#### ***Ridges***

Fortin Construction Inc 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, we will repair this condition.

#### ***Seams***

Seams may be unavoidable, but are sealed at the time of installation. We will correct gaps, in excess of 1/16 inch where vinyl flooring pieces meet, or 1/8 inch where vinyl flooring meets another material. We will correct curling at seams unless caused by excessive water.

## Water Storage Units (if applicable)

### Homeowner Care and Maintenance

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

#### *Drain Tank*

Review and follow the manufacturer's timetable and instructions for draining several gallons of water from the bottom of the water heater. This reduces build-up of chemical deposits from the water, thereby prolonging the life of the tank as well as saving energy dollars. Also drain the tank if it is being shut down during periods of freezing temperatures. Carefully follow the instructions in the manufacturer's literature.

#### *No Hot Water*

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

#### *Pressure Relief Valve*

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

#### *Safety*

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

#### *Temperature*

Temperature settings on a water tank will produce approximately the temperatures listed below:

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

### **Water Storage Units Continued**

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

### **Fortin Construction Inc Limited Warranty (Water Storage Unit)**

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

## **Waterproofing**

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

We spray your foundation walls with a rubber waterproofing material. Although we make every effort to assure a dry basement, 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. Be sure not to let excessive growth accumulate where drain comes to daylight. You may want to use a dehumidifier in summer months to avoid this moisture and protect cold water pipes from condensation.

### **Fortin Construction Inc Limited Warranty Guidelines (Waterproofing)**

Fortin Construction Inc will correct conditions that allow actual water to enter the basement unless the cause is improper installation of landscaping or failure to adequately maintain drainage. At closing you will also receive a warranty from the waterproofing installation company regarding the coverage and how to get the foundation serviced if necessary.

## Well (if applicable)

### Homeowner Use and Maintenance Guidelines

The well was installed with normal residential use intended. Flow requirements were met at the time of installation. Well pumps were designed for the size of home and the depth of the well. Water supply and well pumps are both warranted for a period of 1 year from closing. Keep cover on well at all times. In extreme cold conditions we recommend covering & insulating the exposed portion of the well pipe to avoid freezing.

### Fortin Construction Inc Limited Warranty Guidelines (Well)

We will insure the quantity of water and the pump and tank parts for the first year.

## Windows, Screens, and Patio Doors

### Homeowner Use and Maintenance Guidelines

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

#### *Cleaning*

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

#### *Condensation*

Condensation on interior surfaces of the window and frame is the result of high humidity within the home and low outside temperatures. Your family's lifestyle controls the humidity level within

## Fortin Construction Inc Homeowner Guide

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your home. If your home includes a humidifier, closely observe the manufacturer's directions for its use.

### *Door Locks*

Acquaint yourself with the operation of patio door hardware for maximum security.

## **Windows, Screens, & Patio Door Continued**

### *Door Tracks*

Keep patio door tracks clean for smooth operation and to prevent damage to the doorframe. Silicone lubricants work well for these tracks.

### *Invisible Glass*

Under certain lighting conditions, door glass may be hard to see. If you keep the screen fully closed when the glass door is open, your family will be accustomed to opening something before going through.

### *Sticking Windows*

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

### *Storing Screens*

Many homeowners remove and store screens for the winter to allow more light into the home. This is your option but is not required. To make re-installation more convenient, label each screen as you remove it. Windows of the same size may be interchanged. Use caution: screens perforate easily and the frames bend if they are not handled with care.

### *Weep Holes*

In heavy rains, water may collect in the bottom channel of window frames. Weep holes are provided to allow excess water to escape to the outside. Keep the bottom window channels and weep holes free of dirt and debris for proper operation.

## **Fortin Construction Inc Limited Warranty Guidelines (Windows, Screens & Doors)**



## Fortin Construction Inc Homeowner Guide

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We will confirm that all windows and screens are in acceptable condition during the orientation. Fortin Construction Inc will repair or replace broken windows or damaged screens noted on the orientation list.

Windows should operate with reasonable ease and locks should perform as designed.

### **Warranty Continued (Windows)**

#### ***Condensation***

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

Condensation that accumulates between the panes of glass in dual-glazed windows indicates a broken seal. We will replace the window if this occurs during the warranty period. After our warranty period you may contact the dealer directly for repair.

#### ***Infiltration***

Some air and dust will infiltrate around windows, especially before the installation of landscaping in the general area. Fortin Construction Inc's warranty excludes this occurrence.

#### ***Scratches***

Fortin Construction Inc confirms that all window glass is in acceptable condition at the orientation. Minor scratches on windows can result from delivery, handling, and other construction activities.

Fortin Construction Inc will replace windows that have scratches readily visible from a distance of 4 feet.

Fortin Construction Inc does not replace windows that have scratches visible only under certain lighting conditions.

#### ***Tinting***

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

*See also Ventilation.*

## Wood Trim

### Homeowner Use and Maintenance Guidelines

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

Shrinkage may also cause a piece of trim to pull away from the wall. If this occurs, drive in another nail close to, but not exactly in, the existing nail hole. Fill the old nail hole with putty and touch up with paint as needed. If the base appears to be lifting from the floor, this is probably due to slight shrinkage of the floor joists below.

### Wood Trim Continued

Again, you can correct this condition by removing the old nails and renauling. You may prefer to wait until after the first heating season to make any needed repairs at one time when redecorating.

*See also Expansion and Contraction.*

### Fortin Construction Inc Limited Warranty Guidelines (Wood Trim)

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

#### *Exterior*

We will correct any separation at joints that allows water to enter.

#### *Raised Grain*

## Fortin Construction Inc Homeowner Guide

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

### *Manufacturers & Suppliers After Warranty*

Heating/Plumbing fixtures:  
Redlon & Johnson #207-784-5721

Siding/Roofing/Exterior Doors/Windows:  
Harvey Building Products #207-797-9345

Lumber/Sheathing/Decking:  
Hammond Lumber #207-784-4009

Lumber/Sheathing/Decking:  
Hancock Lumber #207-627-7676

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**Fortin Construction Inc.**

35 Markarlyn Street  
Auburn, ME 04210  
Fax: 753-0402  
E-mail: bubd@fortinconstruction.com

# Warranty Service Request

- 60-Day List
- 11-Month List
- Emergency Follow-up
- Other

With the exception of specified emergencies, all requests for service must be in writing. Please use this form to notify us of warranty items. Simply fill it out at our website at [www.fortinconstruction.com](http://www.fortinconstruction.com), mail, fax or email this to the Fortin Construction Inc office. We will contact you to set an inspection appointment. Service appointments are available from 7:00 a.m. to 4:00 p.m., Monday through Friday. Thank you for your cooperation. (You may want to make a photocopy in the event that you may need another request form.)

Name \_\_\_\_\_ Date \_\_\_\_\_

Address \_\_\_\_\_ Community \_\_\_\_\_

Phone/Home \_\_\_\_\_

Phone/Work \_\_\_\_\_ Plan \_\_\_\_\_

Phone/Work \_\_\_\_\_ Closing Date \_\_\_\_\_

**Service Requested**

**Service Action**

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

**Comments**

\_\_\_\_\_  
\_\_\_\_\_  
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## Fortin Construction Inc Homeowner Guide

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Homeowner's Signature \_\_\_\_\_

Fortin Construction Inc Homeowner Guide

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**Fortin Construction Inc.**

35 Markarlyn Street  
Auburn, ME 04210  
Fax: 753-0402  
E-mail: bubd@fortinconstruction.com

## One-Time Repairs

We provide several first-time repairs for your home. Your Homeowner Guide lists these under individual headings such as drywall and grout in the Caring for Your Home section. We provide this service as a courtesy and to give you an opportunity to observe methods and materials needed for ongoing maintenance of your home. However only **ONE** repair per home for drywall repair and paint touch up performed by us during the warranty period is included. The warranty does not apply to paint done by others. We suggest sending this in near the end of your warranty year to maximize the benefits you receive. Simply fill it out at our website at [www.fortinconstruction.com](http://www.fortinconstruction.com), or complete and mail, fax, or e-mail this form or to our office with your year-end warranty list. Thank you!

Name \_\_\_\_\_ Date \_\_\_\_\_  
Address \_\_\_\_\_ Community \_\_\_\_\_  
Phone/Home \_\_\_\_\_ Closing Date \_\_\_\_\_  
Phone/Work \_\_\_\_\_ Plan \_\_\_\_\_

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Homeowner's Signature \_\_\_\_\_

## Sample Maintenance Schedule

Item	Monthly	Quarterly	Semiannually	Annually	Comment
Clean and test smoke alarms	X				
Test and reset all GFCT's	X				
Clean and change furnace filter	X				
Operate heat system			X		early in the fall
Operate air conditioning system			X		early in the spring
Inspect drainage			X		
Seal concrete cracks			X		
Inspect exterior paint or stain			X		
Touch up caulk			X		
Touch up grout			X		
Lube garage overhead door and tighten bolts			X		
Drain some water from bottom of water heater				X	or as directed by the manufacturer's literature
Clean gutters			X		
Operate pressure relief valve on water heater				X	
Clean window weep holes				X	or as needed

Chimney cleaning				X	or as needed
Item	Monthly	Quarterly	Semiannually	Annually	Comment



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