



32 DOWNFIELD

Homeowners Warranty & Maintenance Manual



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INTRODUCTION

BUILDING BEYOND EXPECTATIONS

For over 25 years, Westcott Homes has been building beautiful homes that make sense for today's homeowners. We pay attention to your needs, aspirations and how you live, to design homes with maximum efficiency and luxurious designer touches.

We believe in building homes and creating relationships that will stand the test of time. We've built thousands of homes in dozens of communities, and each has received our entire team's full attention, from site selections to the finishing touches.



NEW HOME MAINTENANCE

Materials used to build your home are selected for durability, quality and maintenance. Our contractors and vendors are chosen because of their commitment to quality and service. There are literally thousands of component parts in your home and each is chosen based on its ability to live up to our high standards of quality. We also want to establish an understanding that your new home is a handmade product, which is, therefore, not perfect.

We use production techniques and procedures that are designed to maximize efficiency and produce homes at affordable levels while still providing our homeowners the comfort and value they have a right to expect.

Our best efforts and those of our planning, architectural and engineering associates, have gone into design and construction of your new home and the development of one of the Puget Sound regions finest communities.

This manual will detail homeowner responsibilities, and Westcott Homes responsibilities as the builder, under the terms of our *Limited Warranty*. Please become familiar with your home maintenance responsibilities and our warranty commitment to you.



02

WARRANTY SERVICE POLICY



You are now living in your new home and the warranty period has begun. Similar to a car needing an oil change and tune-ups, a home will need maintenance as well. There are certain items that the *Limited Warranty* will cover, which are outlined in this manual. It is your responsibility to read this manual and understand the warranty, monitor your warranty expiration dates and submit service requests as needed.

Seasonal changes in temperature and humidity, the inherent nature of materials, and time necessitate regular service and maintenance of the products and systems that are within your home. Routine care and maintenance of your home and systems will save you from future costly repairs.

It is important to remember that homeowner neglect in maintenance responsibilities can void applicable warranty coverage.



WARRANTY PERIOD

Westcott Homes warrants your home from the date you close escrow. Westcott Homes Warranty Service Department administers the terms of your *Limited Warranty* program.

During the warranty period, there may be times when you will need to call Warranty Services. A trained Warranty Services Representative will be happy to assist with any warrantable matter you have and work to schedule any appointments at a time convenient for you **during our business hours of Monday-Friday, 8 AM to 3 PM**. In most cases, we will review the issue, so we have a complete understanding of the problem to determine the appropriate resolution.

On occasion, this process may take longer due to circumstances beyond our control (i.e. material delays; vendor scheduling conflicts; weather; etc.) or those that are unforeseen. Another factor that may impact scheduling is the scope of work. For instance, if the root cause affected the drywall, first the root cause would need to be resolved, next would be repair to drywall and lastly any paint touch-up.

I HAVE A WARRANTY CLAIM

If you believe you have a warranty claim, we recommend the you review the applicable *Limited Warranty* section(s) of this manual prior to requesting service. This will enable you to understand if the claim is covered by the *Limited Warranty*, by the manufacturer's warranty or falls within the homeowner.

If you believe you have an emergency, please refer to the emergency section below. If it is not an emergency, as defined, please follow the process to initiate a Warranty Service Request.

IN CASE OF EMERGENCY

If there is an emergency, your priority is to protect you and your family members from harm. Once you have ensured your safety, you should take steps to correct or lessen the effects of the emergency. For instance, damage from a water leak can be lessened by turning off the water to a fixture or turning off the water main to your home. The main water shut-off valves are usually located where the water line enters the home (these are labeled as well).

If there is an emergency, do not delay in notifying the appropriate emergency contacts listed below. Damage that could have been avoided had you promptly reported the issue or taken steps to minimize the affects is not the responsibility of Westcott Homes. Damage to personal property is not covered under the *Limited Warranty* but may be covered under your homeowner's insurance policy.

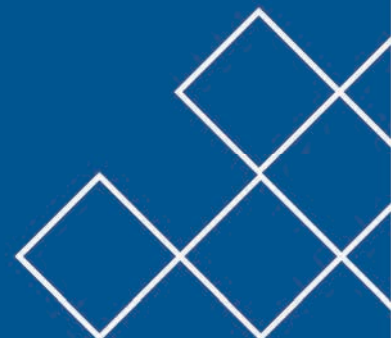
If you have an emergency, please call the Warranty Manager associated to your development within normal business hours. If it is an after-hours emergency, please contact the specific service provider (plumbing or electrical) that is listed on the Emergency contact list.

Though inconvenient, certain situations that may arise (i.e. lack of air conditioning; cooking appliances; refrigerators; washers and dryers; etc.) are not deemed an emergency. All appliance warranties are covered through the manufacturer.

If there is an emergency, do not delay in notifying the appropriate emergency contacts listed below.

HOW DO YOU DEFINE AN EMERGENCY?

- ✓ Total loss of heat: Check the circuit breaker(s) and thermostat
- ✓ Total failure of electricity: Other than an outage in the neighborhood
- ✓ Water leak that would require shutting off the entire water supply within the home: if a water leak can be isolated by the shut-off valves immediate to the fixture/toilet it is not an emergency.
- ✓ Total loss of water
- ✓ Total sewer stoppage: If your plumbing fails to work it would cause the sinks, tubs and toilets to stop draining. Depending on the cause, this may not be covered under the *Limited Warranty*



WARRANTY REQUEST PROCESS

1 Year Workmanship Warranty

The 1 year workmanship warranty provides clearly defined performance guidelines for defects in materials and workmanship.

- 1 Roof Covering
- 2 Cabinets
- 3 Countertops
- 4 Door Panels
- 5 Exterior Siding
- 6 Hardwood Floor
- 7 Ceramic Tile
- 8 Drywall
- 9 Interior Trim
- 10 Carpet
- 11 Paint
- 12 Fireplace

2 Year Systems Warranty

The 2 year systems warranty provides clearly defined performance guidelines for defects in construction of electrical, plumbing and mechanical systems.

- 13 Supply Piping
- 14 Waste Piping
- 15 Ductwork
- 16 Electrical Wiring



10 Year Structural Warranty

The 10 year structural warranty provides insurance-backed coverage, starting the day the home closes, for qualified structural defects. Damages to the load-bearing elements, affected surfaces and finishes of the home resulting from subcontractor error, material failure or soil movement including settlement and heave, are covered.

- 17 Roof Framing
- 18 Load-Bearing Walls
- 19 Beams
- 20 Columns
- 21 Foundation
- 22 Floor Framing

Westcott Homes warrants that every home has been constructed with materials and workmanship of quality that adheres to the standards set forth by the *National Association of Home Builders*. Westcott Homes *Limited Warranty* provides each home coverage starting from the date you close escrow.

We warrant that your home will be free from qualified structural defects for a ten-year period and non-structural defects for one year (workmanship and materials). In addition, we warrant your home for two years for any qualified mechanical and system defects (plumbing; heating; electrical).



LIMITED WARRANTY

Westcott Homes *Limited Warranty* will not provide coverage to conditions or defects caused by homeowner neglect; normal wear and tear; climate and weather conditions; natural characteristics within building materials (expansion, contraction, moisture, humidity); or any damage resulting from improper maintenance.

Westcott Homes will make any qualified warrantable repairs as set forth per the National Association of Home Builders Residential Construction Performance Guidelines, fifth edition. Materials and workmanship will also be based on the residential guidelines. Westcott Homes is not responsible for installing upgrades under the *Limited Warranty* and will not be responsible for consequential damages or expenses, such as lost wages. Our Trade Contractors and Vendors do not have the authority to extend or alter the Westcott Homes *Limited Warranty*.

We at Westcott Homes take pride in our Trade Contractors or Vendors that perform the warranty work. If you are dissatisfied with the quality of work or professionalism one of our subcontractors, please contact our Warranty Services Department. We strive to maintain a high level of service to our homeowners.

WARRANTY REQUEST PROCESS

A non-emergency warranty service request must be submitted in writing via email to your Westcott Homes Warranty Manager or through Westcott Homes online non-emergency Warranty Service Form (<https://www.westcotthomes.com/request-service-form/>).

Please include the following information on your request:

- Name
- Development Name and Lot #
- Street address
- Best contact phone number
- Brief description of the work requested
- Location of work to be done (i.e. kitchen; garage; master bathroom)

Example of request description and location:

- Kitchen cabinet doors underneath the sink no longer close completely

Once a warranty request is received, the Warranty Representative will review the request to determine if it is a warrantable matter and respond in a timely manner to schedule for service with the appropriate trade contractor. This will be scheduled with you at a time convenient for you **during our business hours of Monday-Friday, 8 AM to 5 PM.**



WARRANTY PROCESS

- ✓ Online Request Form Filled Out
- ✓ Warranty Representative reviews the request to determine if it's warrantable
- ✓ Schedule service with the appropriate trade contractor

WARRANTY SERVICE WORK CRITERIA

Any warrantable issue within the interior of your home can only be inspected and addressed when a person 18 years of age or older is available to allow access to the home to the Warranty Representative or the Trade Contractor or Vendor. This person must have your authorization to allow service personnel into the home and sign the completed work order (if necessary). Authorization from the homeowner to allow a Warranty Representative to access the home in their absence can be granted by written consent.

Any repairs made to the exterior of the home may be delayed based on inclement weather conditions. Such repairs that cannot be completed on the confirmed service date will be completed once weather permits and the appropriate service provider is available.

It is the homeowner's responsibility to make the area of repair clean and accessible. It is also your responsibility to secure all valuables and remove any items of personal property that may impede in performing the repair. If you have not provided access to the affected area or if the Warranty Representative or the Trade Contractor or Vendor has concern about proceeding with the repair as we deem it may result in damage to your belongings, we reserve the right to reschedule until a time when the area is clear of these items.

Please be advised, when warranty repair work is being performed for your home, the Trade Contractor or Vendor responsible for the work may ask you to sign a work order that will acknowledge completion of the work performed.

SCHEDULING

At times, Warranty Service appointments may need to be postponed and rescheduled. We will do our best to notify you in a timely manner if a Westcott Homes Warranty Representative will not be at your home as scheduled, and we ask our subcontractors do the same. We appreciate the same courtesy and consideration from you, although we do understand unforeseen circumstances may affect the timeliness of cancellations.

Please give as much notice as possible of any scheduling changes, so we may notify the Trade Contractor.

Communication is a valuable piece to the efficient completion of your warranty request.



05 MAINTENANCE GUIDELINES & THE LIMITED WARRANTY

All qualified warrantable repairs under Westcott Homes *Limited Warranty* are made at the sole discretion of Westcott Homes Warranty Department.

Westcott Homes Warranty Department will not accept a report by a home inspector as a warranty letter. The home inspector's opinions are not determinative of your *Limited Warranty*.

AIR CONDITIONING/HEATING SYSTEM (HVAC)

HOMEOWNER MAINTENANCE GUIDELINES

Your home is equipped with several mini-splits for your heating and cooling preferences. Each unit is operated independently with a remote control (per plan). Of importance with a mini-split is to remove and clean the filters frequently for best operation. Additionally, if the unit seems to be running but there is no cooling or heating, change the battery in the remote.

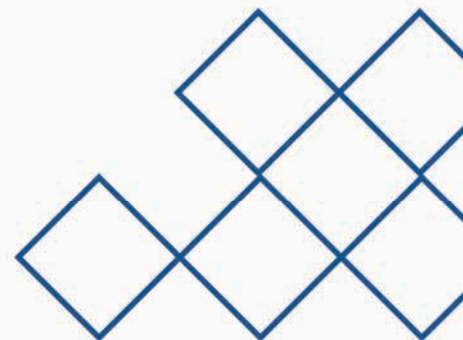
It is important to remember to keep the thermostat set at a moderate temperature when you are away from the home. Unlike a light bulb, which reacts instantly when you turn on a switch, the air conditioning unit only begins a process when you set the thermostat. For example, if you come home at 6:00 p.m. when the outside temperature has reached 90 degrees Fahrenheit and set your thermostat to 75 degrees, the air conditioning unit will begin cooling, but will take some time to reach the desired temperature due to the fact that during the day the sun has been heating not only the air in the house, but the walls, the carpet, and the furniture. When the air conditioning unit starts cooling the air, the walls, carpet, and furniture are still releasing heat, which counteracts this cooling. If evening cooling is your primary goal, set the thermostat at a moderate temperature in the morning while the house is cooler, allowing the system to maintain the cooler temperature. The temperature setting may then be lowered slightly when you arrive home, for better results.

Setting the thermostat at 60 degrees will not cool the home any faster and can result in the unit freezing up and not performing at all. Extended use under these conditions can damage the unit. If you have a zoned system (more than one furnace and/or separate controls) plan operating schedules and temperature settings to maximize comfort and minimize energy consumption.

WESTCOTT HOMES LIMITED WARRANTY TERMS

The warranty on your heating and air conditioning systems is provided by the installer and/or manufacturer. If you have questions or requests for warranty service, you may direct them to a Westcott Homes Warranty Representative during the limited warranty period, or to the mechanical contractor listed on your Emergency contact list. Lack of air conditioning service is not an emergency. Air conditioning contractors respond to air conditioning service requests during normal business hours.

If an air conditioning unit is installed after the close of escrow, it is not warranted through Westcott Homes.





APPLIANCES

HOMEOWNER MAINTENANCE GUIDELINES

All your new appliances have been installed and tested for operation in your home. Please review the manufacturers' literature for care and maintenance instructions prior to use.

WESTCOTT HOMES LIMITED WARRANTY TERMS

Westcott Homes does not provide warranty coverage on appliances. The appliance manufacturer's warrant their products directly to you according to the terms and conditions of the warranties they provide with the appliances. The manufacturer's appliance warranties take effect on the date of closing. Warranty registration cards for your appliances will be left in the home for your convenience. Non-registered appliances may provide no coverage by the manufacturer.

For any issue with an appliance, please contact the manufacturer directly. Their customer service phone numbers, serial numbers and model numbers are located within the manufacturer's literature.



ATTIC ACCESS

HOMEOWNER MAINTENANCE GUIDELINES

Attic space is not designed or intended for storage. Access to the attic is for the inspection and maintenance of insulation, vents, chimneys, or other mechanical equipment that may be installed in the attic.

If you or any service people perform maintenance or inspections in the attic, use great caution and avoid stepping off wood members onto the drywall under the insulation. Stepping off the trusses or wood members can result in personal injury or damage to the ceiling below. Your *limited warranty* does not cover such injury or damage.

Insulation Disclosure:

| Insulation | Type | Thickness | R-Value |
|------------------------|------------|---------------------|---------|
| Under Floor Insulation | Batt | 10- $\frac{1}{4}$ " | R-38 |
| Wall Insulation | Batt | 5- $\frac{1}{2}$ " | R-21 |
| Attic Insulation | Blown/Batt | 16- $\frac{1}{4}$ " | R-49 |

WESTCOTT HOMES LIMITED WARRANTY TERMS

Not applicable.



CABINETS

HOMEOWNER MAINTENANCE GUIDELINES

Your cabinets are fairly easy to maintain. To clean, simply use a clean, soft cotton cloth - or microfiber - dampened with warm water. For extra grime fighting, a mild solution of dishwashing liquid mixed with fresh, clean, warm water will take care of dirt and grease. 5% dishwashing liquid to 95% water is a good ratio. After cleaning, wipe them down with a clean, damp cloth and be sure to dry with another clean soft cloth.

Minor scratches can be covered with a touch-up pen that matches the finish of your cabinets and can be purchased at paint or hardware stores. If hinges catch or drawer glides become sluggish, a small amount of silicone lubricant will improve their performance. Apply a very small drop to the top of the hinge or the center of the drawer glide and move the door or the drawer back and forth several times so the lubricant will work into the hinge or glide. Wipe away any excess lubricant with a dry paper towel.

Damage to cabinet finishes and door warping can result from using appliances that generate large amounts of heat or moisture

(such as counter-top ovens, crockpots or water kettles) too near the cabinet. When using such appliances, be aware and place them in a location that is not directly under a cabinet or near furniture which can be damaged.

Avoid placing too heavy of a load in upper cabinets, as this could cause the cabinets to sag or detach from the wall. Drawers are also often overloaded which can cause the guides to the tracks below to break and not function.

WESTCOTT HOMES LIMITED WARRANTY TERMS

Westcott Homes will make corrections for scratches, cracks or chips only if documented during the homeowner orientation prior to closing.



CARPET

HOMEOWNER MAINTENANCE GUIDELINES

Homeowners are provided a record of the brand, style and color of floor coverings in your new home. These are listed in your Purchase and Sale Agreement. Please keep this information for future reference and refer to the manufacturer's recommendations for information on the care of your floor coverings.

Your carpeting will have a manufacturer's warranty depending on the style and quality you purchased and whether it was factory treated with a stain resistant material. Have your carpet professionally cleaned regularly, typically after 18 months in your home and then once a year after that depending on local conditions.

Stairways are more susceptible to wear and crushing. This is considered "normal wear and tear" and is not warrantable.

Some carpets are stain-resistant, but this does not mean the carpet is stain-proof. Always refer to the manufacturer's recommendation for cleaning or consult a professional cleaner who will understand the various color and chemical components of your carpet.

WESTCOTT HOMES LIMITED WARRANTY TERMS

Westcott Homes follows the manufacturer's guidelines as to warranty coverage



CAULKING

HOMEOWNER MAINTENANCE GUIDELINES

Over time caulking may dry out and shrink so that it no longer provides a good seal between baseboards and walls, or between millwork counter or vanity tops and walls. In wet areas silicone caulking may shrink, de-bond, or show signs of mildew. As part of your routine maintenance check caulking monthly and repair or replace as necessary.

Latex caulking is non-toxic, cleans up easily and is used in areas that require painting. Latex caulk is a homeowner maintenance item and part of normal maintenance, renovations and painting.

Silicone caulking is used where water is present, for example, where the tub meets tile or at shower stall doors, or where a sink meets a countertop (especially under-mount sinks). Silicone caulking is not paintable and contains acetic acid which gives off an odor while curing. Read the instructions on the product container.

WESTCOTT HOMES LIMITED WARRANTY TERMS

As part of the homeowner orientation, we will confirm that caulking is completed. As a courtesy, one time during the materials and workmanship warranty, Westcott Homes will repair caulking deficiency as dictated by the performance guidelines. Caulking thereafter, is a part of homeowner maintenance and is not covered by the *Limited Warranty*.



CERAMIC TILE

HOMEOWNER MAINTENANCE GUIDELINES

Ceramic tile is low maintenance and a very durable product. Despite its durability, it can be scratched or broken, so take care to avoid breaking or damaging your tile. Dye lots do vary and if a tile or tiles needs to be replaced, it is rarely an exact color match. Please also refer to the product waivers as explained in your purchase and sale agreement for further details.

Vacuum or sweep floor tile for normal cleaning. Tile can also be cleaned with a wet mop and warm water. Depending on the finish of the tile surface it is recommended homeowners avoid adding detergent to the water. The ceramic tile installed on walls, countertops, or backsplashes in your home may be cleaned with nonabrasive soap, detergent, or tile cleaner. Some high gloss or unfinished tile may be damaged by abrasive cleaners.

Clean grout that becomes yellowed or stained with a fiber brush, cleanser and water. Products for cleaning grout are available at most home hardware stores.

Sealing grout is a homeowner decision and responsibility. The industry standard does not require builders to seal grout. Once grout has been sealed, it will require regular re-application of sealant. Ongoing maintenance of the seal is necessary and your new home warranty does not cover grout that has been sealed.

Slight separations between tiles and the grout will occur and is normal. Grouting is intended to finish the tile surface, but does not hold the tile in place or affect the performance of the tile. Gaps or cracks in the grouting can be filled using matching grout that you can purchase at most building supply stores.

WESTCOTT HOMES LIMITED WARRANTY TERMS

Westcott Homes follows the manufacturer's guidelines as to warranty coverage



CONCRETE FLATWORK

HOMEOWNER MAINTENANCE GUIDELINES

Due to weather and soil conditions and the inherent nature of the material, concrete slabs cannot be designed to resist cracking, or to prevent contraction and expansion. Also due to soil movement, displacement of the slab and surface cracks may result. Seasonal conditions may also affect exterior flatwork. 'Expansion' joints are added to concrete slabs which assist in controlling cracks due to expansion.

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

WESTCOTT HOMES LIMITED WARRANTY TERMS

One time only during the first year, Westcott Homes will repair affected areas to eliminate cracks that exceed the performance guidelines as stated by the National Association of Home Builders. Cracking can be caused by elements outside of the contractor's control. The repaired area may not match the existing area in color and texture.

A repair or replacement does not extend warranty coverage.



CONDENSATION

HOMEOWNER MAINTENANCE GUIDELINES

New homes have a higher moisture content than homes which are one or two years old. Most of the materials used in your home contain water – including the wood, paints, water-based adhesives, caulking and more. Over time the moisture will be released as components dry and adjust to the local climate.

When warm, moist air encounters cooler surfaces, the moisture condenses. In your home, condensation is a layer of moisture on the inside of glass windows and doors. This condensation is usually caused by high humidity within the home combined with low outside temperatures and inadequate ventilation. Your lifestyle and the number of people in the home can influence this condition.

Ensure that bathroom fans operate while showering or bathing and are left on until all excess moisture in the bathroom has dissipated.

In some climates, newly built homes are equipped with a de-humidistat, or sometimes referred to as a whole house fan. These are electrical devices which operate laundry room fan(s) in your home on a timed schedule. These are installed according to building code and should run for a period of 6-8 hours per day.

WESTCOTT HOMES LIMITED WARRANTY TERMS

The systems installed such as bathroom exhaust fans and whole house fans are warranted through the installer and product manufacturer. If you have questions or requests for warranty service, you may direct them to a Westcott Homes Warranty Representative during the limited warranty period.



COUNTERTOPS

HOMEOWNER MAINTENANCE GUIDELINES

The countertops throughout your home may be made of quartz, tile or laminate. The care and maintenance of the countertop is the homeowner's responsibility. Always follow the manufacturer's recommendations for cleaning, but as a rule do not use any abrasive cleaning products or materials. Mild soap and water can be used for daily cleaning on any surface.

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 to pound objects on or use them to sit on.

The caulking between the countertop and the wall, along the joint at the backsplash (the section of counter that extends a few inches up the wall along the counter area) and around the sink may shrink, leaving a slight gap. If a gap occurs water may seep below the countertop causing damage to the countertop or to the cabinets below.

Maintaining a good seal in these locations is important to keep moisture from reaching the wood under the laminates and to prevent warping.

Countertops will separate from walls, backsplashes and around sinks. This is a normal occurrence due to the normal shrinkage of materials. Maintaining the caulking is part of the homeowners' maintenance responsibilities.

Laminated (millwork) countertops will have seams at any mitered intersections and it is normal that these will be visible. You should avoid letting water stand on any countertop seam.

WESTCOTT HOMES LIMITED WARRANTY TERMS

Care and maintenance of countertops is the homeowner's responsibility. As part of the homeowner orientation, we will confirm that these surfaces are free of damage.



DOORS AND LOCKS

HOMEOWNER MAINTENANCE GUIDELINES

Doors inside new homes are wood products and are subject to shrinkage and warpage if the humidity level of your home is not maintained at an acceptable level, or if the finish (paint or stain) is damaged and left unrepaired. Normal fluctuations in humidity levels from the use of showers, cooking and dishwashers, may result in interior doors occasionally requiring minor adjustments.

The most common cause of a sticking door is the natural expansion of the door or framing lumber caused by changes in humidity. If doors stick, check and tighten the hinge screws that hold the door jamb or door frame.

If a door will not latch because of minor settlement of the structure, the latch plate can be adjusted as necessary. Before adjusting the latch plate check that the hinge screws are tight. If hinges on swing doors in your home squeak, apply a silicone spray lubricant to correct this. Lubricate door locks with silicone spray.

Use putty, filler or latex caulk to fill any minor cracks or separations that typically occur at mitered joints in door trim. Sand and paint with the matching paint as specified in your paint packet. The need for paint touch-ups to walls and woodwork due to normal wear and tear is a homeowners' maintenance responsibility.

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

WESTCOTT HOMES LIMITED WARRANTY TERMS

One time only during the first year, Westcott Homes will correct any deficiency as dictated by the performance guidelines.

DRYWALL & INTERIOR FINISHES

HOMEOWNER MAINTENANCE GUIDELINES

Slight cracking, nail pops, or seam joints may appear in walls and ceilings. These are caused by the shrinkage of the wood and normal deflection of studs, trusses or rafters to which the drywall is attached. The texture used is a soft material that can, if scrubbed with abrasive cleaners or materials, be damaged.

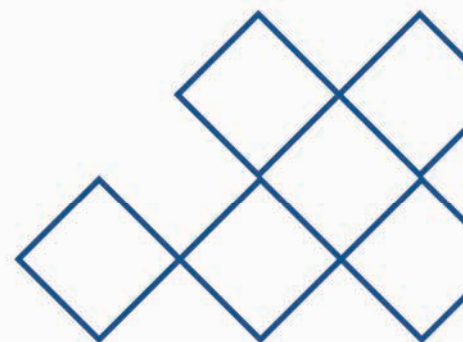
You are responsible for the routine care and maintenance of your interior walls, molding and trim. Avoid abrasive cleaners, scouring pads, or scrub brushes on any painted surface since these will cause damage. If cleaning with soap and water is not successful a commercial cleaner may be required followed by touch-up of the paint.

WESTCOTT HOMES LIMITED WARRANTY TERMS

One time during the materials and workmanship warranty, as a courtesy, Westcott Homes will repair drywall shrinkage cracks and nail pops caused by building settlement. Normally homeowners are requested to wait until they have occupied the home for at least 11 months prior to requesting repairs be performed by the builder to allow enough time for the building to settle and acclimatize to local humidity conditions.

Paint touch-ups of the repaired area may be visible depending on the paint type, age and conditions in the home. It is not the responsibility of your builder to repaint the entire wall or the entire room to correct touch-up mismatch. Homeowners are entirely responsible for custom paint colors or wallpaper that has been applied subsequent to closing.

After your "one-time repair" of drywall cracks, homeowners are responsible for all subsequent touch-up, except any painting your builder performs as part of another warranty repair.





ELECTRICAL SYSTEM

HOMEOWNER MAINTENANCE GUIDELINES

During the orientation of your new home, you will have been shown the main electrical breaker panel that includes a **main shut-off** (located at the top of the panel) that controls all the electrical power to the home. Each breaker is also individually labeled within the panel itself, to help you identify which breaker is connected to each major appliance, outlet or other service.

If a power failure occurs in any single part of your home, press the blue buttons in the main panel box first. 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 back on. **Switching the breaker directly from TRIPPED to ON will not restore power service.**

If power is lost in one area of your home and available in other areas, it is likely an individual circuit breaker has tripped. Breakers usually trip because of 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 or wattage requirement for the circuit. The sudden starting of an electric motor can also trip a breaker. If a breaker trips repeatedly check for any of the above causes.

Power surges are the result of conditions beyond the control of your builder and are excluded from 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 surges or lightning strikes are excluded from warranty coverage.

WESTCOTT HOMES LIMITED WARRANTY TERMS

During the *Limited Warranty* period, Westcott homes will correct the issue if circuit breakers trip frequently with normal use. Also, during the applicable warranty periods, if outlets, switches or fixtures malfunction, or if wiring fails to carry the specified load, the problem will be corrected if caused by defective workmanship, materials or installation. Overloading circuits beyond the design load limits is not covered by your warranty. Any modifications made to your electrical system may void your *Limited Warranty*.



EXTERIOR FINISHES

HOMEOWNER MAINTENANCE GUIDELINES

The primary materials used on your new home are cement-based siding or hardboard siding, stone, brick or wood. These exterior finishes are both durable for the Pacific Northwest climate and aesthetically pleasing. As the materials are exposed to the everchanging weather conditions, they do require routine maintenance and care. It is recommended you inspect all exterior surfaces every three months.

These materials will expand and contract with the seasonal and humidity changes. Slight waves are visible in siding under moist weather conditions, and shrinkage and separations will be more noticeable in dry conditions. Both wood-product and cement-based siding require cleaning, repainting and regular caulking. Timing of these maintenance items will vary with climate conditions and exposure to the elements.

Brick, rock and stone products are of the most durable of products. The white, powdery substance that sometimes forms on these materials is called efflorescence. This is a common occurrence that is caused by the reaction of the salt within the material and moist weather conditions. Once the climate becomes dryer, the salts will fade.

WESTCOTT HOMES LIMITED WARRANTY TERMS

One time only during the warranty period, Westcott Homes will repair necessary cracks in compliance with the National Association of Home Builders performance guidelines.



FIREPLACE (ELECTRIC)

HOMEOWNER MAINTENANCE GUIDELINES

The fireplace installed in your home is not designed nor intended to heat the home. Please review the manufacturers' literature for care and maintenance instructions prior to use.

WESTCOTT HOMES LIMITED WARRANTY TERMS

The warranty is provided by the installer and manufacturer. If you have questions or requests for warranty service, you may direct them to a Westcott Homes Warranty Representative during the limited warranty period.



FIRE SPRINKLER SYSTEM

HOMEOWNER MAINTENANCE GUIDELINES

The fire sprinkler system installed in your home have protective caps over the sprinkler heads which should never be painted nor should anything be hung from them. Never caulk the gap that exists between the cap and the ceiling as it will impede the cap from falling off in the event of a fire.

If there is drywall removed from the ceiling in which the sprinkler pipes are housed, be advised those pipes are subject to melting as they would then be directly exposed to a fire.

WESTCOTT HOMES LIMITED WARRANTY TERMS

Plumbing leaks or other deficiencies will be corrected during the *Limited Warranty* period if they are due to faulty workmanship or materials.

Freeze damage to plumbing and irrigation systems is not covered under the limited warranty.



FIXTURES (PLUMBING)

HOMEOWNER MAINTENANCE GUIDELINES

To extend the life of the seals in your faucets and to avoid frequent repairs, do not use excessive force when you are turning the faucets on and off. All faucets are equipped with aerators which limits the flow of water through the faucet.

As a homeowner maintenance item, aerators will need to be cleaned occasionally to remove the buildup of mineral deposits. To clean, unscrew the aerator from the mouth of the faucet and rinse the washers and screens or simply clean the screen in place with a soft brush.

Every plumbing fixture in the home has a drainpipe that provides a water barrier against vapor between your home and the main sewer. This is the U-shaped pipe directly under the sink (or 'trap') that holds water which prevents the odor of 'sewer gas' from entering the home.

It is important to ensure that if any plumbing fixture is not used frequently, the homeowner flushes those areas occasionally with clear water to replace the water in the trap lost due to evaporation.

WESTCOTT HOMES LIMITED WARRANTY TERMS

Maintenance of plumbing fixtures is a homeowner responsibility. Leaks or other deficiencies will be corrected during the *Limited Warranty* period if they are due to faulty workmanship or materials.

Additions to or changes of plumbing fixtures will void your warranty to that area (i.e. change to shower fixtures; sink faucets; adding a bidet fixture to your toilet, etc.).



GARAGE OVERHEAD DOOR

HOMEOWNER MAINTENANCE GUIDELINES

Your overhead garage door will require routine care and maintenance. It is recommended every 3 to 6 months, you apply a silicone lubricant to all moving parts (track, rollers, hinges, pulleys, locks and springs).

Always follow the manufacturer's instructions for safe operation and required maintenance instructions.

WESTCOTT HOMES LIMITED WARRANTY TERMS

The warranty is provided by the installer and manufacturer. If you have questions or requests for warranty service, you may direct them to a Westcott Homes Warranty Representative during the limited warranty period.



GARBAGE DISPOSAL

HOMEOWNER MAINTENANCE GUIDELINES

Only foods that are non-fibrous and easily broken down should be placed into the garbage disposal. Always use plenty of cold water to allow food to be cut and flushed into the sewer lines. Greasy items may liquify in hot water and once cooled, solidify in the sewer line. **The disposal is not intended for grinding large portions of food.**

If the unit becomes clogged, follow the user guidelines within the manufacturer's literature to remove the obstruction. **Unplug the disposal before attempting any repair.**

WESTCOTT HOMES LIMITED WARRANTY TERMS

The warranty is covered by the manufacturer's one-year materials and workmanship warranty. Contact the manufacturer during the *Limited Warranty* period.



GRADING AND DRAINAGE

HOMEOWNER MAINTENANCE GUIDELINES

Your lot has been graded to drain storm and irrigation water away from the foundation of your home. It is your responsibility to maintain this grade throughout the lifetime of your home to ensure proper drainage. **Do not change the grade in any way as it will void the *Limited Warranty* and possibly damage your home.** The ground next to your home should always slope away from the foundation to prevent standing water.

Westcott Homes is not responsible for damage to your property or improvements that may be caused by drainage from uphill or adjacent lots or by weather conditions that might cause erosion on your property or otherwise adversely affect the grading or landscaping in your yard.

WESTCOTT HOMES LIMITED WARRANTY TERMS

Your lot has been graded to drain water away from your home and in compliance with the drainage plan for the subdivision. It is the homeowner's responsibility to protect drainage patterns through your lot. Your landscape is maintained by the HOA & changes should not be made to the flower beds or surrounding areas. **If changes in drainage occur due to lack of maintenance, your *Limited Warranty* may be void.** Please report any issues to your HOA contact.



HARDWOOD FLOORS (LAMINATES)

HOMEOWNER MAINTENANCE GUIDELINES

In the maintenance of hardwood floors, preventive care is the primary goal. Sweep daily or as needed. Never wet mop a hardwood or laminate floor unless the manufacturer approves doing so. Excessive water can enter the gaps between boards at joints and can cause the wood to expand and can damage the floor. Refer to manufacturer's cleaning recommendations.

Wood floors may respond noticeably to changes in humidity in your home. During winter months, the individual planks or sections can expand and contract as water content changes. Laminate floors are typically "floating floor" assemblies and are not attached to the sub-floor beneath so some movement may be noticed.

You can expect some shrinkage which will be noticed at the joints of the wood plank or board sections near heat vents or any heat-producing appliances, or during seasonal weather changes.

Warping will occur if the floor becomes repeatedly wet or is thoroughly soaked. Laminate floors may absorb the water and buckle and be destroyed.

WESTCOTT HOMES LIMITED WARRANTY TERMS

The Westcott Homes *Limited Warranty* covers flooring materials and workmanship. **A squeak-proof floor cannot be guaranteed.** Due to the expansion and contraction in both building materials and finished flooring products, it is not uncommon to notice minor squeaking. As seasonal weather changes occur, these squeaks tend to dissipate.



MOLD PREVENTION

HOMEOWNER MAINTENANCE GUIDELINES

Molds are simple, microscopic organisms that are necessary for the natural decomposition of organic material. Mold exists virtually everywhere, indoors and outdoors, and spreads by means of microscopic spores that travel through the air. It may be found on plants, foods, dry leaves, and other organic matter, fabric, carpet, wallpaper and building materials, such as drywall, wood and insulation. It is common to find mold spores in the air of homes and growing on damp surfaces. Much of the mold found indoors comes from outdoor sources. Therefore, everyone is exposed to some mold daily without evident harm.

Residential home construction is not, and cannot be, designed to exclude mold spores; however, **mold will not grow without moisture**. By eliminating excess moisture through good housekeeping and home maintenance practices, homeowners can reduce or minimize mold growth.

WESTCOTT HOMES LIMITED WARRANTY TERMS

Please refer to the Mold Notice, Disclosure and Disclaimer per your Westcott Homes Purchase and Sale Agreement.

PLUMBING

HOMEOWNER MAINTENANCE GUIDELINES

Your plumbing system has many components, most require little maintenance such as piping inside walls and drainage systems. Making sure you use fixtures properly, only flushing appropriate waste down toilets, checking faucet and hose screens (aerators) and draining your hot water tank as part of routine home maintenance will ensure long life of all plumbing components.

The water supply to your home can be shut off entirely in two locations. The first is at the street and the second is where the water service enters your home (typically located in the garage and is labeled). Other valves are located under the sinks in the bathrooms and the kitchen.

Another water shutoff is located on the top of the water heater where the pipe leads into the wall. It controls the flow of water to the water heater and should be closed in the event of a water heater leak.

You and others in your home should know where these valves are and how they work. The Westcott Homes Warranty Representative will identify the shut-off valves to you during your Homeowner Orientation walk-through.

Tub and shower enclosures will provide you many years of trouble-free service when properly maintained. With a clean, soft damp cloth or sponge and a mild detergent, clean the glass and aluminum on a week basis. Make sure to rinse off completely. Never use abrasive chemicals, or sponges with a scrub-type surface.

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

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

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

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

It is advised that you not use any toilet tank cleaners. The chemicals can erode the wax seal which seats your toilet to the floor and cause a leak. **Using these types of cleaners will void the Limited Warranty.**

WESTCOTT HOMES LIMITED WARRANTY TERMS

Plumbing leaks or other deficiencies will be corrected during the *Limited Warranty* period if they are due to faulty workmanship or materials.

Freeze damage to plumbing and irrigation systems is not covered under the limited warranty.

SHUT OFF VALVES



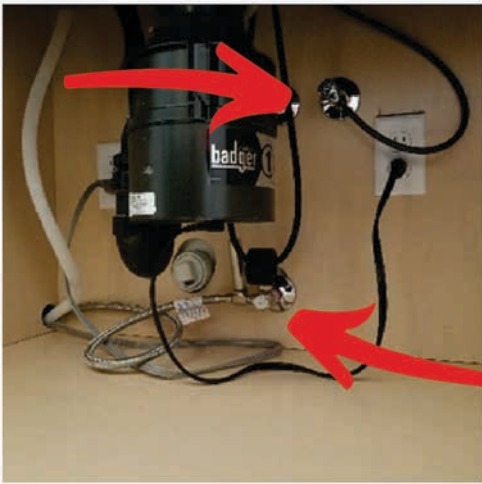
WHOLE HOUSE VALVE

Lever to shut off entire water supply to the home



BATHROOM SINK

Hot water shut-off left
Cold water shut-off right



KITCHEN WATER

Hot water shut-off left
Cold water shut-off right

Dishwasher water shut-off valve below



TOILET SHUT OFF

Water shut off valve



RESILIENT FLOORING (VINYL)

HOMEOWNER MAINTENANCE GUIDELINES

Resilient flooring requires minimal maintenance. Follow the manufacturer's specific recommendations for care and cleaning according to the products installed in your home. Avoid moving or dragging heavy items on resilient flooring, or dents, wrinkles or tearing may result.

Excessive amounts of water on resilient floors can penetrate the sealed seams and get under the edges by the baseboards or trim which may cause the glue to de-bond and the flooring to lift and curl.

WESTCOTT HOMES LIMITED WARRANTY TERMS

The Westcott Homes *Limited Warranty* covers flooring materials and workmanship. Water damage is not covered by your warranty. Any damages not noted during the homeowner orientation walk-through prior to close of escrow, will not be covered under the *Limited Warranty*.



ROOFS

HOMEOWNER MAINTENANCE GUIDELINES

The roofing material on your new home is a durable but not indestructible material.

Roof and gable vents may be required for proper attic ventilation. During periods of rain or snow with high winds, moisture can blow into the attic through these vents. It is a homeowner's responsibility to check the attic after such a storm for possible accumulation of snow which could melt and cause interior damage.

Maintain gutters and downspouts so that they are free of debris and able to drain quickly. Inspect the gutters and downspouts twice each year and remove any debris promptly.

WESTCOTT HOMES LIMITED WARRANTY TERMS

Roof leaks that are due to improper installation will be corrected within the warranty period. Westcott Homes will not be responsible for damage caused to the roof by acts of nature or damage caused by others.



SMOKE AND CARBON MONOXIDE DETECTORS

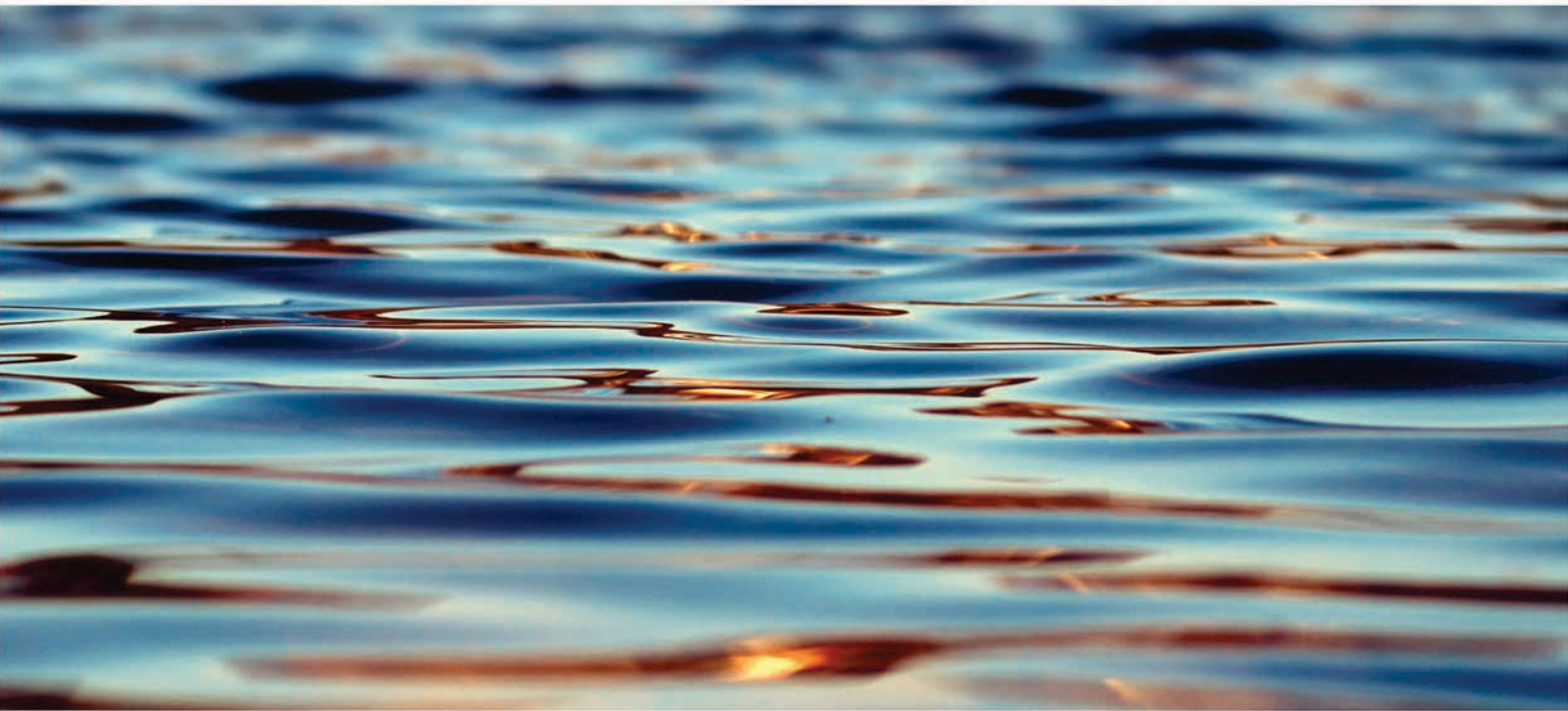
HOMEOWNER MAINTENANCE GUIDELINES

At least one smoke detector has been installed in your new home. The selection, installation procedure and location of smoke detectors are governed by local and state building code requirements. Please do not move or disable the smoke detectors.

Most smoke detectors are powered by 110v current and have a 9v battery backup. We recommend you replace your batteries twice per year. To prevent false alarms, thoroughly clean (dust and vacuum) each device when you change batteries.

WESTCOTT HOMES LIMITED WARRANTY TERMS

The Westcott Homes does not represent that the smoke detector will provide the protection for which it is installed or intended. The homeowner is responsible for maintenance.



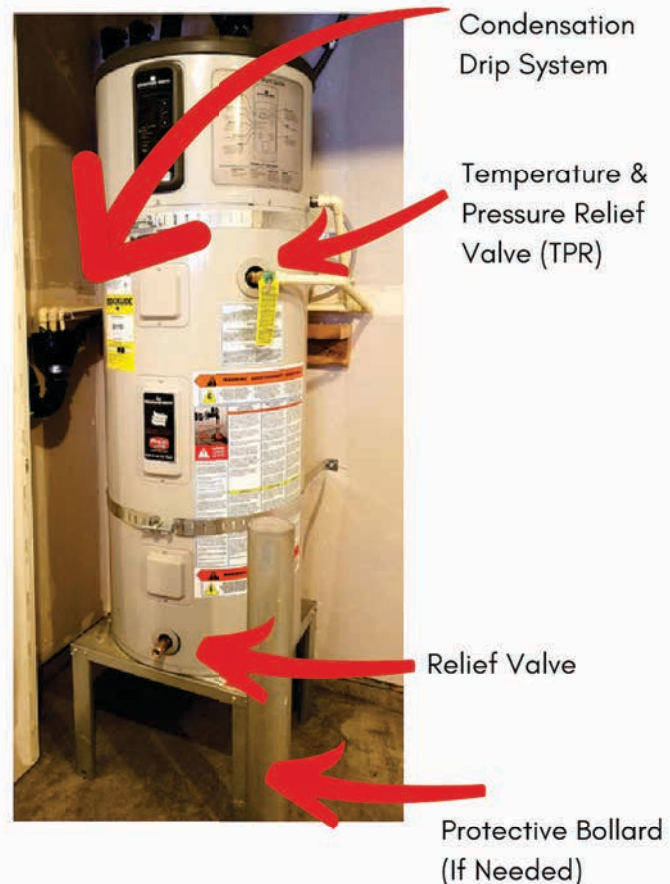
WATER HEATER: ELECTRIC

HOMEOWNER MAINTENANCE GUIDELINES

Always refer to the manufacturer's literature and warranty for your specific model of water heater. As with other appliance warranties, the homeowner must contact the manufacturer directly. As part of the maintenance involved, your water heater should be drained and flushed according to the manufacturer's recommendations. This will remove accumulated silt and debris that is produced, helping the water heater to work more efficiently.

WESTCOTT HOMES LIMITED WARRANTY TERMS

The warranty is provided by the installer and manufacturer.





WINDOWS, SLIDING DOORS & SCREENS

HOMEOWNER MAINTENANCE GUIDELINES

Window and sliding doors are made to last for years, but they do require routine maintenance. The most important step is to keep the tracks free of dirt and debris. The tracks are pliable and can become damaged if they are not kept clean.

Avoid abrasive cleaners and any commercial glass cleaners. Clean vinyl window frames during moderate temperatures using a mild solution of soap and warm water.

If windows and doors do not slide freely, an oil-free silicone lubricant can be used on the tracks. Do not use any oil-based lubricant on windows or doors. Oil lubricants attract dust and dirt and may damage the window or door.

Window and door frames have small weep holes at the bottom of their exteriors to permit water to drain from the track and to promote proper ventilation. Keep the weep holes open and free of debris. From the

outside of the home, inspect and ensure the drain (weep) holes are free of dirt or debris for proper drainage. During high winds, air will penetrate your windows, especially through the weep holes.

Do not apply film window tinting materials to double-glazed windows and doors. The use of these materials can cause a buildup of heat between the panes of glass. This excessive heat will destroy the seals and permit water condensation to form between the panes. Adding window tinting to your windows voids the warranty on your windows.

WESTCOTT HOMES LIMITED WARRANTY TERMS

Westcott Homes will adjust within the warranty period if windows or sliding doors are difficult to open, close or lock, in the condition they have been properly maintained.



WOOD TRIM

HOMEOWNER MAINTENANCE GUIDELINES

Wood has been used throughout your home. Because it is a natural product, it has variations and inconsistencies that contribute to its beauty. Wood requires protection with paint or sealers because it is a porous material and is subject to damage by the elements and the interior conditions of your home.

With normal aging wood trim at windowsills and door sills may develop minor cracks or raised grain. Most of this will typically occur during the first year. Raised grain will permit moisture to get under the paint and can result in peeling or warping of the boards when they are near areas of sun exposure, moisture and temperature variations. This is not a defect in materials or workmanship and is not covered by your warranty. Paint finish maintenance of wood trim is a homeowner responsibility.

All exterior wood on your home will require repainting every two to four years depending upon exposure. Inspect your exposed wood surfaces frequently. If you find cracking or peeling of the paint, sand the area and repaint it promptly. Surfaces that receive direct sun in the morning and mid-afternoon will require more frequent repainting. Inspect these surfaces every six months.

WESTCOTT HOMES LIMITED WARRANTY TERMS

One time only during the first year, Westcott Homes will correct any deficiency as dictated by the performance guidelines.

RECOMMENDED MAINTENANCE

| RECOMMENDED MAINTENANCE SCHEDULE | JAN | FEB | MAR | APR | MAY | JUN | JUL | AUG | SEP | OCT | NOV | DEC |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| AIR CONDITIONING / HEAT (HVAC) Inspect filter for dust and clean or replace. An annual inspection by a professional service provider is recommended. | | | ✓ | | | ✓ | | | ✓ | | | ✓ |
| ATTIC Inspect for signs of moisture, bug, and other critters. Also inspect for level insulation. | | | ✓ | | | ✓ | | | ✓ | | | ✓ |
| CABINETS Clean with mild soap and water mixture. | | | ✓ | | | ✓ | | | ✓ | | | ✓ |
| CAULKING Inspect caulking at countertops; showers and windows/doors inside and out. Re-move the old and re-seal as necessary. | | | ✓ | | | ✓ | | | ✓ | | | ✓ |
| DOORS (Interior & Exterior) Lubricate hinges and locks if required. Inspect finish for cracks and peeling. Replace lock battery. | ✓ | | | | | | ✓ | | | | | |
| EXTERIOR PAINT Inspect for cracking and peeling paint. Southern and western exposures are especially subject to peeling and cracking. Report any findings to your HOA contact. | | | | | ✓ | | | | | | | |
| FAUCET AERATORS Check for proper flow of water. If the flow is reduced, clean the aerator screen. | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| GARBAGE DISPOSAL On a weekly basis, flush with cold water. Monthly, grind a tray of ice cubes to sharpen the blades. | ✓ | | | ✓ | | | ✓ | | | ✓ | | |
| GROUT Inspect for cracked or missing grout. Re-grout if necessary. Re-caulk in corners, where splash and counter meet and around enclosures if necessary | ✓ | | ✓ | | ✓ | | ✓ | | ✓ | | ✓ | |
| GUTTERS Ensure gutters are draining properly. Report any findings to your HOA contact. | | | | | ✓ | | | | | | | |
| KITCHEN EXHAUST FAN Remove and clean the filter. Clean accumulated grease deposits. | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| PLUMBING Check under kitchen and bathroom sinks for leaks. Tighten fitting carefully. Check the area around the water heater. | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| ROOF Inspect for damaged shingles or accumulated debris after high winds. Report any findings to your HOA contact. | | | | | ✓ | | | | | | | |
| SMOKE / CARBON MONOXIDE DETECTORS Test the units at least once a month. Batteries should be changed 1-2 times a year. | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| WATER HEATER Remove sediment and debris from the tank by following manufacturer's instructions. It is also important to test the temperature-pressure relief (TPR) valve. | ✓ | | | | | | ✓ | | | | | |

MEET THE TEAM



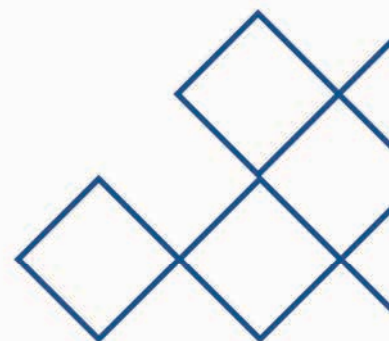
ALEXIS STEVENS

Customer Support Coordinator
support@westcotthomes.com
p: 425.650.4357 | c: 425.786.4810



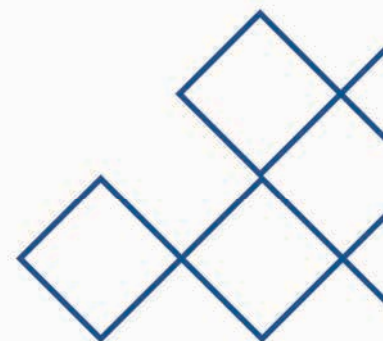
AYLIN MANUEL

Customer Support Coordinator
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GET IN TOUCH

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www.westcotthomes.com

<https://www.westcotthomes.com/contact-us>

WARRANTY REQUEST

<https://www.westcotthomes.com/request-service-form/>

