



WELCOME!

Congratulations on your new home purchase!

This New Home Tool Kit is to be used as a guide
for basic home maintenance.

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[*Create a Service Request*](#)

New Home Tool Kit Index



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All requests for repairs must be submitted online with following instructions:

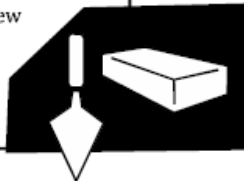
- Logon at www.myhomeprofile.com to submit issues
- Username: 15984sagedrive (YOUR Home Address)
- Password: chesmar

10 Most Common Items NOT Covered Under Your Warranty

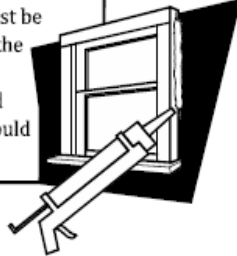
1 Paint touch-ups are considered Homeowner maintenance. A touch-up kit is provided to you for this purpose.



2 Hairline cracks in the mortar of new construction are expected and are not considered a defect.



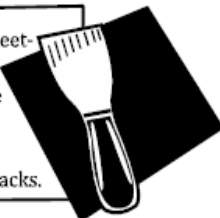
3 All caulking must be maintained by the homeowner. Caulking prevents moisture and air infiltration and should be checked annually.



4 Efflorescence is a deposit of water soluble salts, usually white, which forms on the surface of masonry. This will diminish in time and is not a brick defect.



5 Small cracks in sheet-rock are natural when a home's moisture stabilizes. Homeowner applied caulk or spackle will cover these small cracks.



6 Your homesite has positive drainage. It is the Homeowner's responsibility to maintain drainage. Use caution when adding pools or landscaping that may change the established drainage pattern.



7 Noise can be transferred between floors. This is typical of two-story homes.



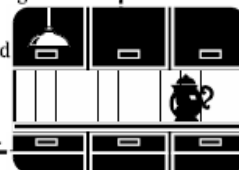
8 Care must be taken to avoid damage to hardwood floors. Furniture and high heels can cause dents, tears and scratches.



9 Countertops are not to be used as cutting boards or trivets. Heat and sharp objects will harm the finish.



10 Small cracks in grout can be expected. This can be remedied with caulk and is considered homeowner maintenance.



Carbon Monoxide/Smoke Detectors are typically located high on a wall or on the ceiling.

- To insure proper operation, change the batteries every 6 months on all detectors.
- Easy dates to remember for battery replacement are January 1 and June 1.



Carbon Monoxide & Smoke Detectors

Replacing Batteries:

- To replace batteries, simply slide the small door open and replace batteries with proper type of battery.
- While it is not necessary to remove the detector from the ceiling for battery replacement, it can sometimes make the job easier depending on detector location.

To remove:

- Twist detector off mount till cover is loose.
- Remove plug from back of detector.
- Open side door to replace battery.
- Reinstall in reverse order.



Silencing or Resetting:

- You can silence or reset detectors by pressing and holding the “Test/Reset” button for approximately 3 seconds.
- Be sure to reset all detectors when replacing batteries.
- Indicator light must turn green to confirm proper reset.



Monthly Testing:

- Push and hold button until detector sounds and light turns green.
- According to the U.S. Fire Administration (USFA), smoke detectors should be tested at least once a month to insure proper function.



Important Note:

While some HVAC maintenance can be done directly by the homeowner, it is strongly recommended the homeowner hire a licensed HVAC company to perform an annual inspection, tune up, and cleaning of the coils and primary drain line at the start of each cooling season (Typically March or April for many Texas communities). The same type of service call can also be beneficial at the start of each heating season.

This will help insure your equipment and system is operating as efficiently and safely as possible.

Media Filter is located in the attic

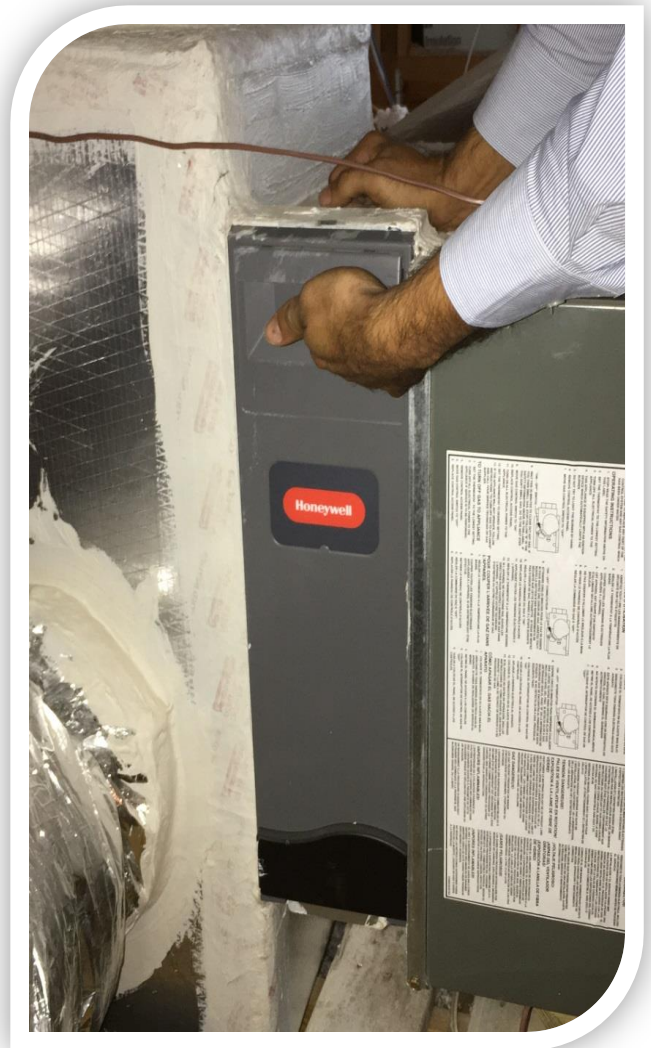
Your AC Media filter should be replaced every 3 to 6 months depending on use.

- *Depending on the amount of contaminants in air of home varies by season, number of family members, indoor pets, etc.*

Replacement filters can be purchased through Amazon, Home Depot, Lowes, Wal-Mart, etc. (Replacement size is 20" x 25")

- *Before changing filter, locate the AC/Furnace switch (looks like a normal wall light switch) and switch to "OFF" before removing filter.*

To remove cover door, grasp handle and pull up and outward.



Replacing the Media Filter:

The cover should drop down and you can now see the media filter.

Make note of the “Air Flow” direction on filter.

Grab end of filter and pull to remove, then replace with new. Dispose of old filter in trash.

Confirm new filter is installed so that “Air Flow” indications match the direction of the old filter.

Once filter change is complete lift cover and close.

Be sure to turn AC/Furnace switch back to “ON” position before leaving attic.

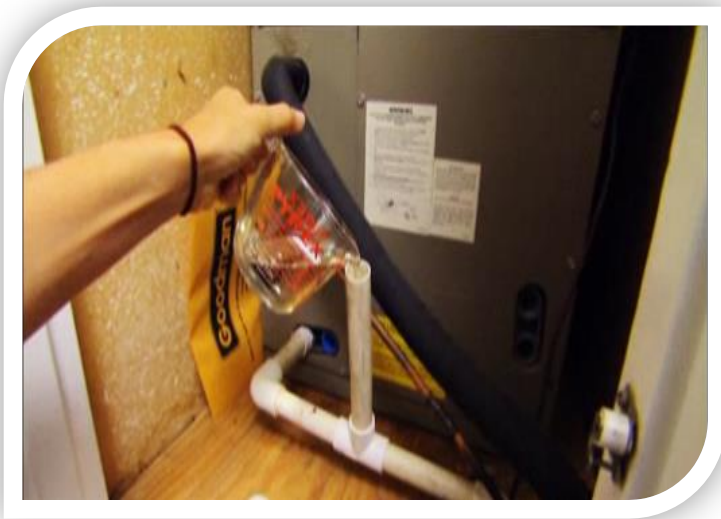
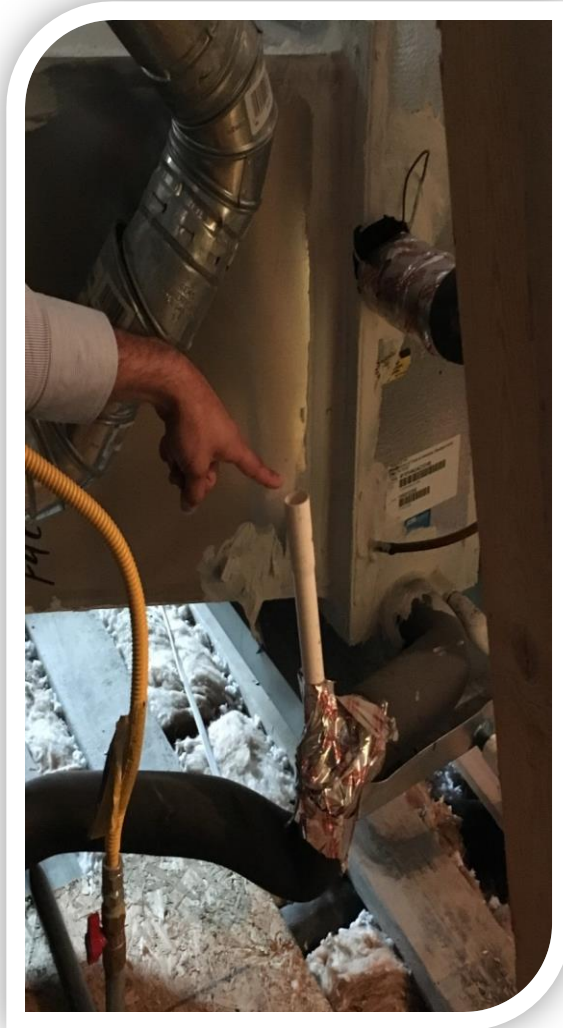
Note: It is a good idea to write the replacement date on the filter for reference.



Prevention:

The vent for the unit's condensation drain can be seen in the picture. It is the vertical pipe next to your drip pan.

To prevent algae/mildew growth and potential blockage from occurring, pour approximately 1 cup of white vinegar into this pipe each time you change your media filter.



Gas Valves:

This picture identifies the gas valve and supply line for the furnace.

As shown in the plumbing section, turn red valve perpendicular to the gas line to turn gas flow “OFF”.

Important Note: If there is ever a reason you need to turn this valve off, it is highly recommended you contact a licensed HVAC specialist to turn it back on and restart the system.



Locating the Water Shut Off:

The main shut off valve for the water supply to the house is located in the garage. The sprinkler system should have a separate shut off valve on the exterior of your home (shown later).

To be used if a leak can not be stopped by shutting off one of the individual shut off valves located throughout the house. (Toilet supply line shut off, sink supply line shut off, etc.)

As shown, picture #1 with the handle parallel to the water line is in the “**ON**” position, while the picture #2 with the handle perpendicular to water the line is in the “**OFF**” position.



Water Heater:

In the event of a leak at the water heater, water can be shut off by turning these two valves perpendicular to the line.

Important Note:

Please remember to turn off the gas at the water heater as well when shutting off the water supply to prevent damage to the water heater.





Water Heater, Drain Valve:

Indicated is the drain valve for your water heater.

Periodically the water heaters should be drained and flushed out by a licensed plumber.



Water Heater, Pressure Release Valve:

Shown is the pressure release valve for the water heater.

This should be periodically tested by a licensed plumber.



Washing Machine Water Supply:

Two shut off valves that control the water supply for your washing machine are located in the Utility Room.

As shown, these are currently in the “**OFF**” position.

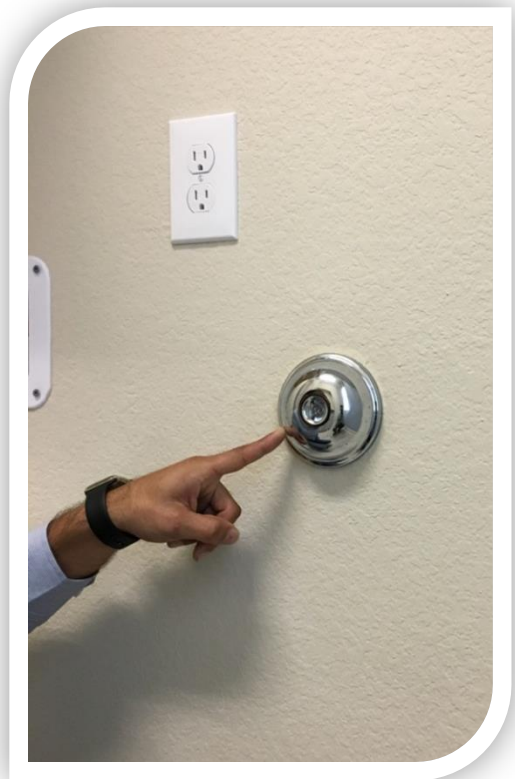
*These should only be turned to the “**ON**” position once the supply lines for your washing machine have been properly connected.*



Washing Machine Drain Clean Out:

This is the plumbing clean-out location for the washing machine drain line.

This particular one has a decorative cap that will need to be removed prior to having your drain line serviced by a licensed professional.



Dryer Gas Shut Off Valve:

The arrow points to the shut off valve for a gas clothes dryer. As shown, the valve is in the “**OFF**” position as it is perpendicular to the gas line.

There is also a cap on the end of the line to prevent leaks. This cap should be removed by a licensed professional prior to connecting to the appliance.

Please note that all houses may not be equipped with a gas supply to the appliance.



Garbage Disposal Reset Button:

The garbage disposal located underneath your kitchen sink.

There is a reset button on the bottom of the unit that may be tripped when there is an issue with the disposal.

The button can be reset by pressing it in once the issue has been identified and resolved.



Garbage Disposal Allen Wrench:

The garbage disposal comes with a small Allen wrench that can be used to unclog a jammed blade.

When using this wrench, make sure the unit is in the “OFF” position and unplugged.

Next, insert the wrench and rotate until the blades come loose and whatever blockage lodged inside the unit can be removed.

Remove the wrench from the disposal prior to plugging in and turning on.



Oven Gas Shut Off Valve:

Located in one of the lower cabinets to either side of the stove/oven is a gas shut off valve that controls the gas supply to the stove/oven.

The valve can be shut off by turning the handle perpendicular to the gas line.

When the handle is inline and parallel with the gas line, it is in the “**ON**” position.



Fireplace Gas Control:

The fireplace shut off valve is located on a wall near the fireplace and controls the gas supply for the fireplace.

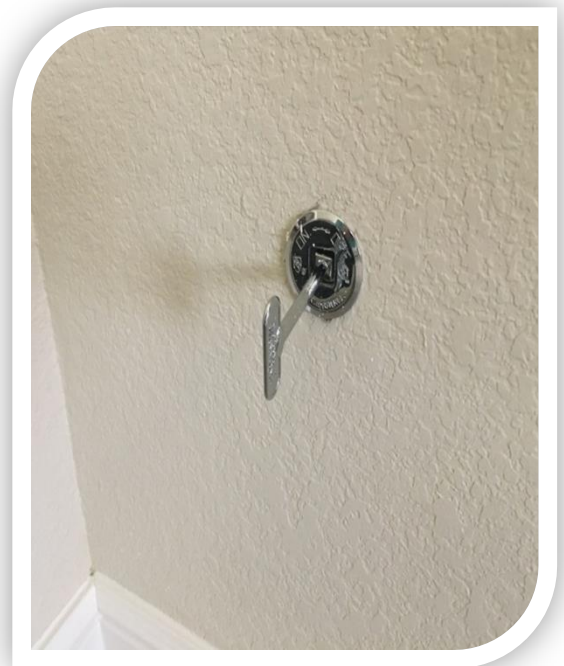
A special wrench is used to operate this shut off valve. (If lost, replacements are available at any hardware store, WalMart, etc.)

The cover plate will indicate which direction to turn the valve “**ON**” or “**OFF**” .

Important Note

A licensed fireplace company or plumber service may need to service the unit prior to restarting.

The fireplace should be started/run periodically to maintain operating condition. If the fireplace sits for an extended period of time, the homeowner will be responsible for paying a licensed professional a service fee for restarting the system.

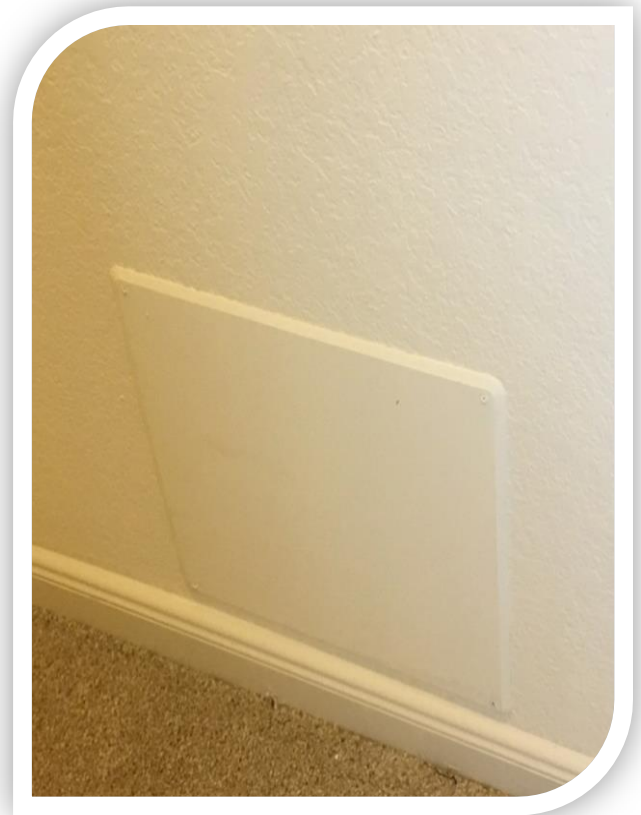


Tub / Shower Water Line Access:

Pictured is a cover plate for accessing the plumbing lines for a tub or shower.

Please note that all houses may not be equipped with the cover-plates and that there is not a pre-cut hole on the other side of the plate.

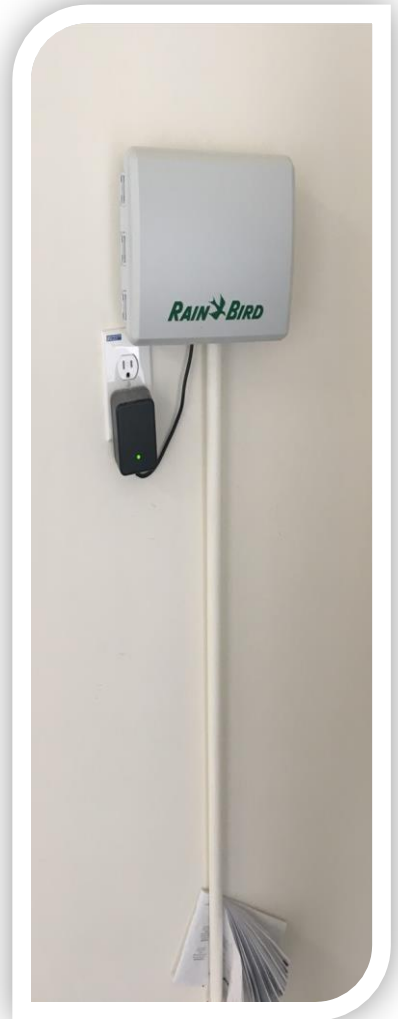
If/when needed, a licensed professional can cut a hole in the sheetrock to do repairs and use this plate to cover the hole.



Control Box:

This is an example of the main control box for your homes sprinkler system.

Typically located inside your garage and on some homes on an exterior wall along the side yard.



Program Set Up:

When setting Days and Times to water be sure to only have **one (1)** start time and use only **one (1)** program.

For example:

Using Program A, you have 3 zones to run and you set a start time of 6 am. You want each zone to run for 4 minutes each.

Zone 1: 6:00 to 6:04

Zone 2: 6:04 to 6:08

Zone 3: 6:08 to 6:12

The controller will automatically start the next zone when the previous zone is complete.



Shut Off Valves:

Pictured is the sprinkler system water supply hoop and shut off valves.

In this photo, all valves are currently in the “**ON**” position as they are parallel with the piping.

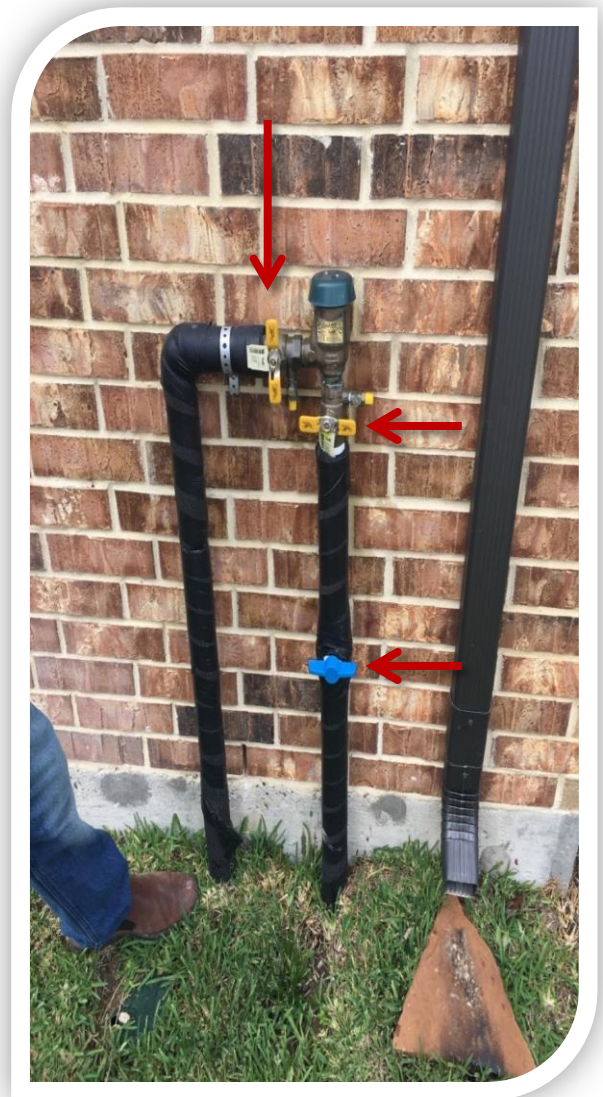
Important Note:

If there is ever a leak in the system or in the event of freezing weather, all these valves need to be turned to the “**OFF**” position and the system needs to be drained with the bleeder screws (on an upcoming page).



Off Position:

The valves have now been turned to the “**OFF**” position as they are now perpendicular to the piping.

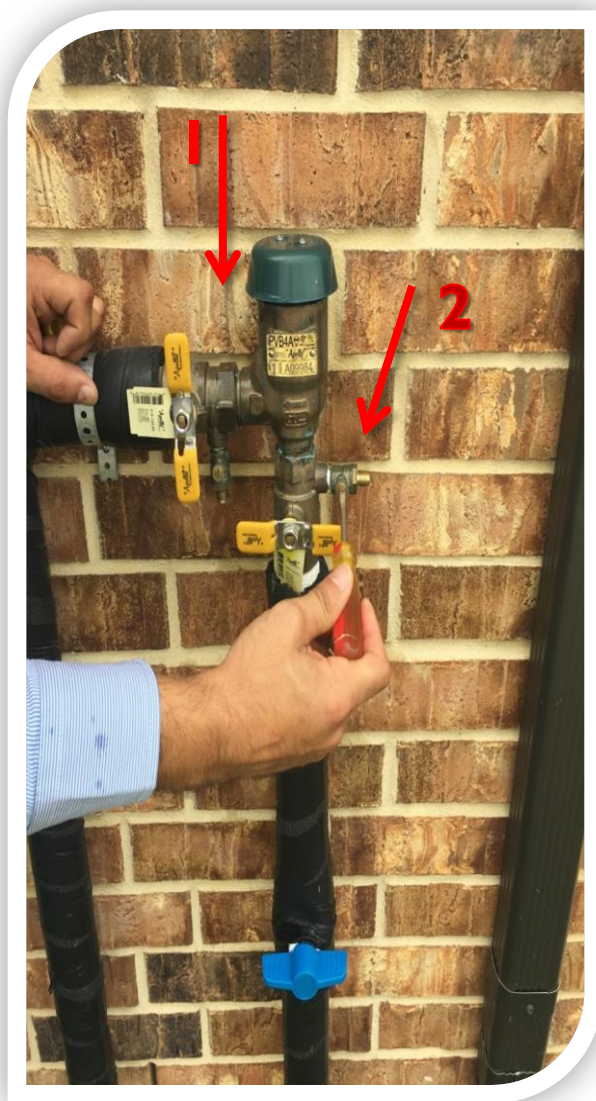


Bleed Screws:

Once the valves are all “**OFF**”, use a flat head screw driver to bleed any residual pressure in the lines as shown.

Open these screws until water stops spraying (<5 seconds) then screw them back in.

There are typically 2 bleed screws, but systems may vary.



Ball Valves: Draining Procedure for Freeze Protection

Ball valves should be drained for the winter in areas where freezing temperatures may occur. Water will become trapped between the ball and valve body if the valve is left in either the fully open or fully closed position. If water should freeze between the ball and valve body, damage to the valve body will occur.

After draining procedures on the backflow prevention assembly have been completed, all ball valves must be left in a half open/ half closed (45 degree) position, as shown in Figure A. Open the ball valve approximately 45 degrees while draining the pipeline and assembly to allow water between the ball and valve body to drain as shown in Figure B. Leave the ball valve in this position for the winter to prevent freeze damage.

The valve must be closed before the system can be re-pressurized.

NOTE: Open and close ball valve slowly at all times to prevent damage to the system

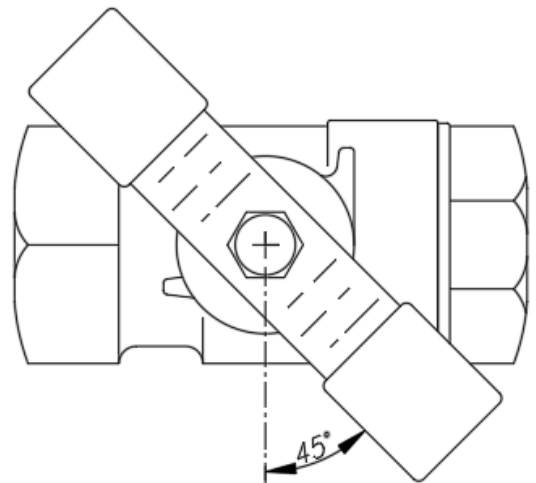


Figure A: Ball Valve in half open/ half closed 45 degree position

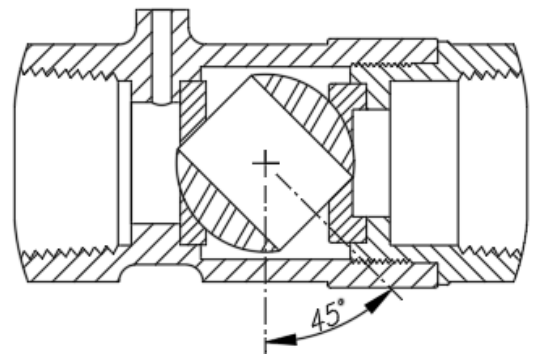
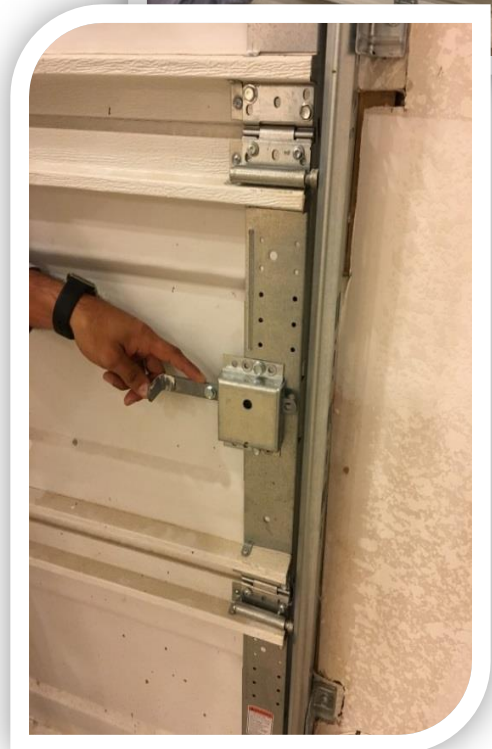


Figure B: Cut-away drawing displaying ball valve in half open/ half closed position

Garage Door:

In the event of a power outage or a malfunction with your garage door motor, do the following to operate and secure your garage door manually.

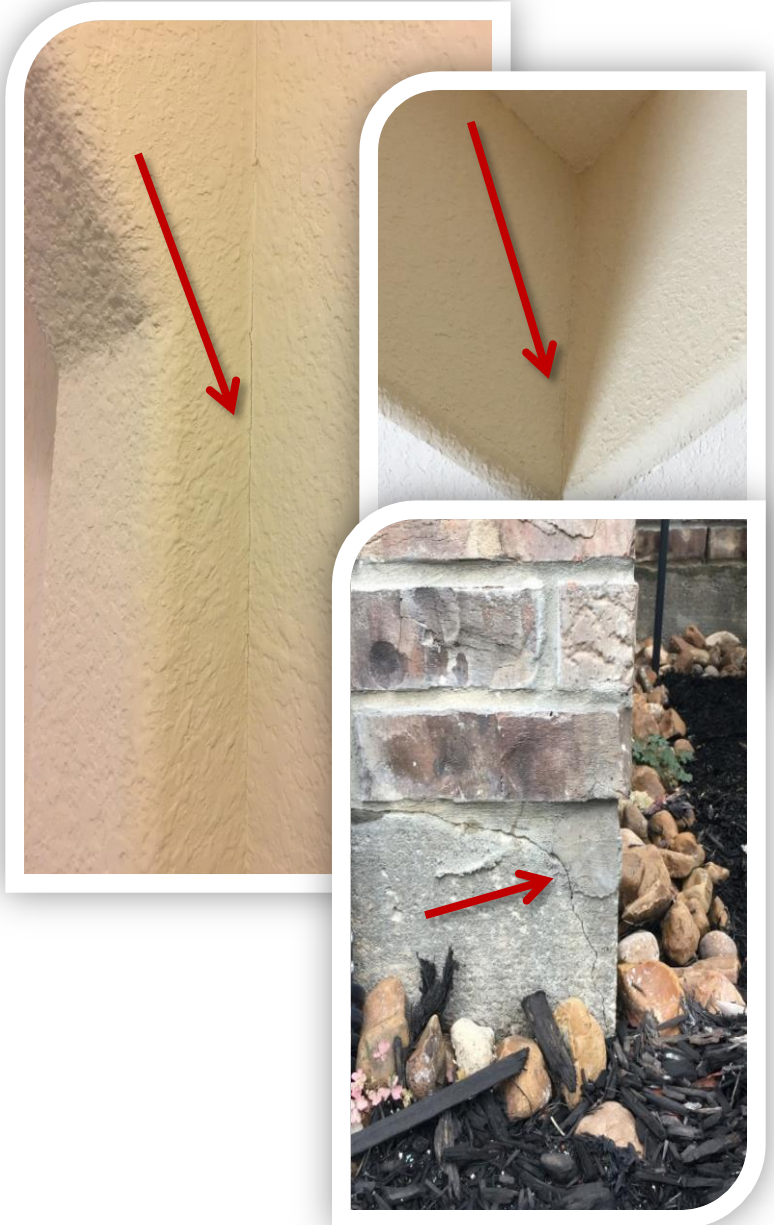
- To release the door from the operating track, pull the red handle down firmly. You should now be able to manually lift the door open.
- To secure your garage door while in manual mode, first remove the set screw from the lock handle, then push the handle toward the track.
- It should line up with a hole in the track, preventing door operation.



Settling:

The following are common indicators of normal settling of your new home. These do not immediately point to foundation issues.

- Hairline Drywall cracks (corners typically)
- Nail pops in drywall
- Foundation Corner Cracks “Shovel Cracks”
- Cracking along Parking Curb in garage
- Mortar cracks in exterior brick and stone





The Real Key to your home

A My HomeProfile is included with every new Chesmar home. This site allows you to submit warranty requests and view documents.

- To access your HomeProfile, please visit: www.myhomeprofile.com
- Username: (your complete street address spelled out, no spaces)
- Password: chesmar (all lower case)



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MyHomeProfile The Real Key to your home

HOME CONSTRUCTION **MAINTENANCE** DOCUMENTS

HOME ADDRESS
22007 Avonglen Lane
Spring, TX 77389

HOME PLAN
Hoshi 1031 A

SUBDIVISION
Forest North Park

BUILDER
Chesmar Homes
450 Gears Rd.
Houston, TX 77067
281-598-1114

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HOME PLAN
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SUBDIVISION
Forest North Park

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HOME CONSTRUCTION MAINTENANCE DOCUMENTS

SERVICE REQUESTS

MY SERVICE REQUESTS

ADD NEW TICKET

DATE CREATED	TICKET #	CATEGORY	LOCATION	STATUS	ACTION
NO PREVIOUS RECORDS AVAILABLE					

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Select “Add New Ticket”.



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HOME CONSTRUCTION MAINTENANCE DOCUMENTS

CREATE NEW SERVICE REQUEST

CLOSE OF ESCROW: 2005-02-22

Note: Service requests can take 3-5 days to process.

*Request Type
Warranty - A Request For Work Covered By The Warranty

*Category: ?
HVAC

*Subcategory: ?
-- None --

Material: ?
-- Choose --

Location: ?
-- Choose --

Floor: ?
-- Choose --

Make the appropriate selections above.

Material: ⓘ
-- Choose --

Location: ⓘ
-- Choose --

Floor: ⓘ
-- Choose --

Image: ⓘ
Browse... No file selected.

*Description Of Issue:

Save & Add another Done & Submit

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Upload an image (optional) and write a description of the warranty, then select “Done & Submit”.

For additional tickets, select “Submit & Add Another”.



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MY SERVICE REQUESTS

[ADD NEW TICKET](#)

DATE CREATED	TICKET #	CATEGORY	LOCATION	STATUS	ACTION
Aug 13, 2008 11:44am	30073094453	Sprinkler System		Completed	View
Aug 13, 2008 11:41am	47933094449	Clothes Washers	Laundry Room	Completed	View
May 03, 2006 05:14pm	5109902817	Air Conditioners		New	View
May 03, 2006 11:21am	9803602806	Backsplash		Assigned	View
Mar 17, 2006 11:42am	9157302234	Other		Assigned	View

FIRST PREVIOUS 1 2 3 NEXT LAST

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To view the status of all warranty tickets, refer to the “Status” column; locate the appropriate ticket and select “View”.

[Create a Service Request Now](#)