

A stylized house icon with a blue roof and a grey window with four panes.

Homeowner's Manual

&

NJA Warranty Booklet

The logo for NJIA Homes, featuring the text "NJIA Homes" in a light blue, sans-serif font.

Homeowner's Manual Receipt

njahomesinc@gmail.com

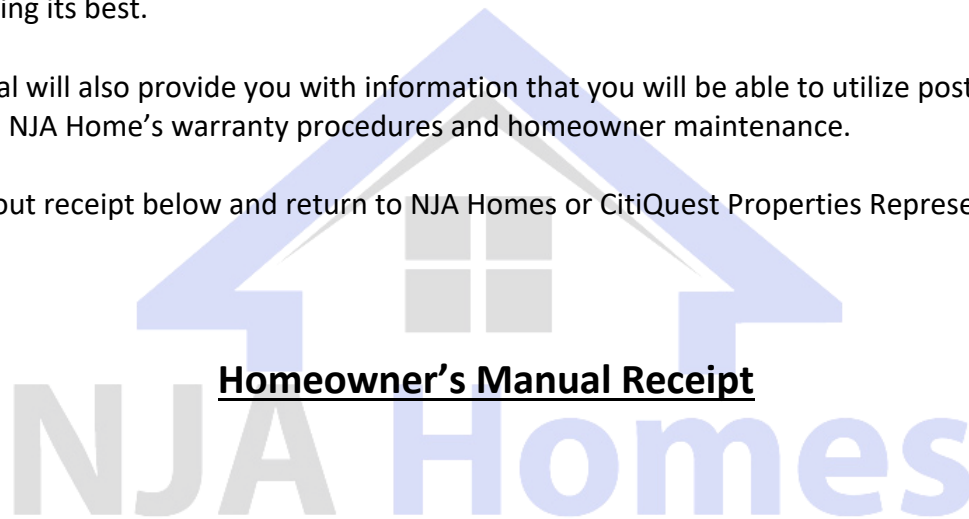
Congratulations you are on your way to purchasing an NJA Home!

NJA Homes is dedicated to crafting high-performing homes with exceptional value. Every home is constructed with architectural detail, integrity, and built for sustainable performance. Versatile and flexible floor plans are available to enhance the lifestyle of each homeowner. Having developed numerous properties in Houston's Inner Loop, NJA appeals to buyers looking for top quality builders.

NJA Homes is proud to present you with the Homeowners Manual. In this manual you will find information about our company, home warranty and important tools to help you keep your home looking its best.

This manual will also provide you with information that you will be able to utilize post-closing. Included is NJA Home's warranty procedures and homeowner maintenance.

Please fill out receipt below and return to NJA Homes or CitiQuest Properties Representative.



Homeowner's Manual Receipt

Buyer's Printed Name

Buyer's Printed Name

Buyer's Signature

Buyer's Signature

Property Address

Date

Closing Preparation

1. Approximately 30 days prior to substantial completion of the home, the CitiQuest Properties Group representative, will inform you when the home is ready for an optional third-party inspection. A third-party inspection of the home is welcomed.

2. Third Party Inspection: Buyer is responsible for informing their agent (or the listing agent in the absence of a buyer's agent) the time and date of the inspection so that the home can be made accessible to the inspector. The builder will only repair items listed on the inspection report, as required by the City of Houston residential building code, which we build in accordance with – and not based on opinions or recommendations of individual inspectors. If you choose to decline the option to inspect the property before closing, you understand and acknowledge that:
 - The seller has given you an opportunity to have the home inspected before closing.
 - You understand and assume any risks involved for declining to have the property inspected before closing.
 - The seller has no obligation for any future claims for repairs that are not covered by the terms of the limited warranty, even if found by an inspection after the original closing date.

3. Home introduction/first walk: Buyer will allow up to 1 hour for this initial walk an introduction to the home which will be conducted by the superintendent and will take place between Monday and Friday, with appointments starting as early as 9 AM and as late as 4 PM. Buyer will schedule the appointment through their agent. Buyer understands that the only people authorized to be in the Home Intro are the NJA superintendent, themselves, and their agents.
 - Buyer understands that this will be the only time in which to “punch” or “blue-tape” the home to compile the official list for the home – at no time before or after the Home Intro, is the buyer (or anyone acting on behalf of the buyer) to walk to home for such purposes themselves. Buyer understands that the superintendent will assist them in this process, and they will review the home's features/functions/maintenance. Buyer also agrees that items from the inspection report that have been agreed to by the builder will be address or added to the list (if not already completed by time of Home Intro).

4. Final Walk: Buyer will allow up to 1 hour for this final walk, which will serve to confirm that all items on the punch list created at the Home Intro have been addressed. This appointment will also be arranged with the builder's superintendent and which will take place between Monday through Friday, with appointments starting as early as 9AM and as late as 4PM. This appointment will almost always occur the day prior to closing, or possibly the morning of – if time allows.

First Walk & Punch List

These documents will be used in your walk thru to review the home and make note of any items that need to be addressed prior to closing.

Upon completion of the punch list, a follow up appointment will be scheduled for you to meet with an NJA Representative to review the repairs and sign off that everything in the house is to your satisfaction before heading to closing.

Date: _____

Address: _____

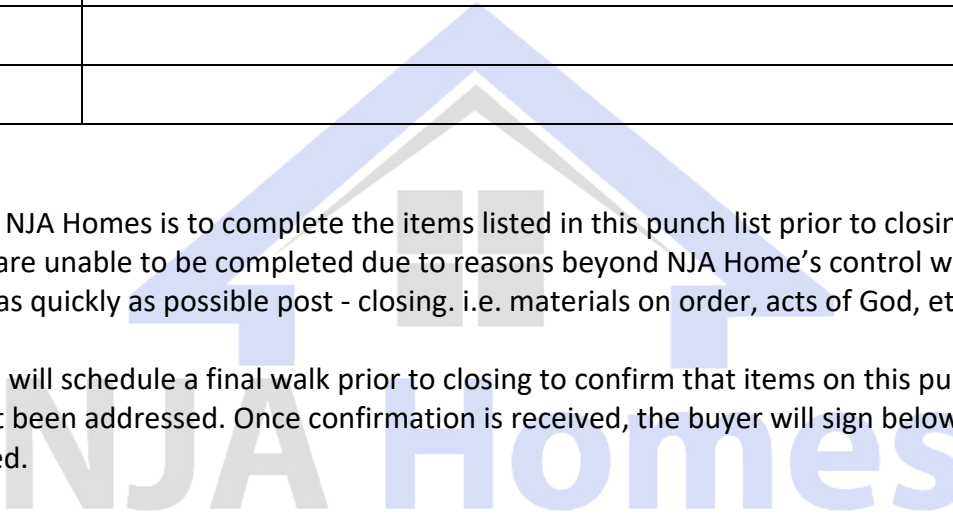
Buyer: _____

Buyer: _____

Done	After closing	Items to be corrected

The goal of NJA Homes is to complete the items listed in this punch list prior to closing. Any items that are unable to be completed due to reasons beyond NJA Home’s control will be addressed as quickly as possible post - closing. i.e. materials on order, acts of God, etc.

NJA Homes will schedule a final walk prior to closing to confirm that items on this punch list have in fact been addressed. Once confirmation is received, the buyer will sign below stating list is completed.



Buyer’s Signature

Buyer’s Signature

Date: _____

Homeowner Orientation & Final Walk through

Homeowner name/s: _____

Address: _____

Closing date: _____

Builder/Superintendent: _____

Sales agent: _____

Date/Time started: _____

NJA Homes follows its warranty procedures, service policy, and homeowner maintenance procedures per the "StrucSure" Home warranty. The following will be reviewed with an NJA representative.

Exterior of Home

- Water meter shut offs located and explained.
- Gas meter and water shut off located and explained.
- Electrical breaker box explained.
- Yard cleaned, graded properly, landscape and watering explained.
- Exterior sill-cocks explained (brick only).
- Exterior siding free of damage
- Decks and railings free of damage.
- Explain function of secondary condensate line for AC.
- Explain primary and secondary line for hot water heater.
- Roof and gutters clean of debris and free of damage.
- Show location and explain secondary A/C drain.

****Note** Hairline cracks in concrete flooring not structurally significant or dead grass, shrubs and trees are **NOT** covered under warranty.

Buyer acknowledges all exterior items in this section above have been reviewed, checked, and are considered acceptable at time of final walk-through.

Interior of Home

General

Flooring and/or carpet free of damage. Initial _____

Windows operate properly; windows and window sills installed undamaged. Initial _____

Shown operations of fireplace damper and gas fireplace. Initial _____

Shown location and operation of smoke detectors. Initial _____

Shown operation of garage door. Initial _____

Front Door no damage Initial _____

All doors operate properly, undamaged, privacy locks explained. Initial _____

All Light Fixtures complete and free of damage. Initial _____

All ceiling fans in working order. Initial _____

Interior painting complete, repairs of nail pops or shrinkage cracks explained Initial _____

Paint touch-up kit received. Initial _____

Kitchen

Kitchen sink, no damage. Initial _____

Kitchen Fixtures working and free of damage Initial _____

All appliances free of damage. Initial _____

Kitchen cabinets free of damage. Initial _____

Kitchen countertops free of damage. Initial _____

Shown Operations of microwave, oven, cooktop, vent hood, dishwasher, garbage Disposal, shut off under sink. Initial _____

GFCI Outlets explained. Initial _____

Bathroom

All bathroom sinks free of damage. Initial _____

All bathroom's cabinets free of damage. Initial _____

Shown shut offs under sink(s). Initial _____

Bath sinks free of damage. Initial _____

Bathroom Fixtures working and free of damage. Initial _____

Tub operations explained (if jet tub) and is free of damage. Initial _____

Mirrors and shower doors free of damage. Initial _____

Grout around tub and shower and other tile areas complete. Initial _____

Utility Room

Ensure that washer drain hose is firmly in drainpipe. Initial _____

Ensure rubber washers are installed in washer hose. Initial _____

Heating & Air Conditioning

Thermostat operations in working order. Initial _____

Explain air filters. Initial _____

Operation of dampers in working order. Initial _____

Attic

Pull downstairs operable. Initial _____

Light switch shown and in working condition. Initial _____

Shown furnace switch. Initial _____

Shown furnace shut-offs Initial _____

Water heater operations explained. Initial _____

Plumbing

Initial _____

Shown main shut off valve.

Electrical

Initial _____

Shown which outlets are switch controlled.

Shown and explained the location and labeling of the breaker box. Initial _____

Buyer acknowledges all items in section above have been reviewed and initialed items are considered acceptable at time of final walk.

NJA Homes Representative: _____ Date: _____

By signing I am acknowledging that the items listed on punch-list have been address and completed:

By signing I am acknowledging that items indicated above have ***NOT*** been completed but will continue with closing. Items have been agreed upon by both parties to be completed after closing.

Buyer's Signature

Buyer's Signature

Date: _____

StrucSure Warranty Procedures and Guidelines

The StrucSure Builder's warranty will be delivered at closing.

WARRANTY PORTAL INSTRUCTIONS

Congratulations! Your builder is providing you with third-party warranty coverage from StrucSure Home Warranty on your new home.

To learn more about the many benefits our warranty coverage offers, please visit <https://www.strucsure.com/HomeOwners>.

To view, print, and/or download your **Warranty Booklet** and **Certificate of Warranty Coverage**, please visit StrucSure's online portal at <https://warranty.strucsure.com>.



PLEASE NOTE THAT IT TAKES APPROXIMATELY 8 WEEKS AFTER CLOSING FOR YOUR WARRANTY TO BE PROCESSED AND DOCUMENTS TO BE AVAILABLE ONLINE.

If you don't have access to a computer, please call 1.877.806.8777 to request your documents via mail.

QUESTIONS ABOUT YOUR WARRANTY COVERAGE OR OUR WARRANTY PORTAL?
Contact StrucSure Home Warranty or your builder for details.
1.877.806.8777 | www.strucsure.com

NJA Homes Warranty & Service Requests

In case of a mechanical related emergency during the first year of occupancy, contact the respective contractors directly using the phone numbers below.

Contact numbers provided below do not include the appliances. Please refer to the warranty service info provided to you at closing or at final walk-through.

M&C (HVAC)	713.418.9128
M&C (Electric)	832.573.5923
E&A Plumbing	281.227.1331

For all non-emergencies and, or non-mechanical related warranty requests, during the first year of occupancy, contact NJA Homes: njahomesinc@gmail.com or call: 713.419.2432

Typically, we will inspect the problem so that we have a complete understanding of the request. Appointments are available Monday through Friday from 9:00 a.m. to 4:00 p.m.

You must have a representative present whenever any work is being done on your home.

Buyer's Signature

Buyer's Signature

Date: _____

Pre-Closing Acknowledgements and Releases

Various items and conditions may become apparent or present themselves after closing. Cosmetic wear and tear items are not covered after closing. The following information is intended to help new homeowners recognize these items and conditions, some of which may not apply to your specific home.

1. Leaky faucets – faucets are in good working condition at the time of buyer final inspection. Do not use excessive force when turning faucets on or off. Faucet aerators require periodic cleaning.
2. Cracks and nail pops in drywall – Cracks and nail pops may appear as the home ages. Non-expansive materials such as sheet rock crack due to expansion and contraction. Typically, cracks appear at joints and fasteners (nails). Any crack which is 1/32 – inch or greater in width at any point along its length is covered by the Builder’s warranty. Warrantable cracks will be repaired, textured, and painted to match original builder installed finishes as closely as possible, one time only within the first year of warranty. Nail pops are considered warrantable only when there are signs of the drywall compound crumbling or chipping away. Such conditions should be reported near the end of the first year of warranty coverage to allow for normal home movement.
3. Cracks in applied decorative material - Decorative materials applied after closing are not covered by the Builder’s warranty. This includes custom paint, tile and other finishes installed by the buyer.
4. Texture, painting and caulking (cosmetic items) - After closing, texture, caulking and painting will only be done if necessitated by repairs to other warrantable items. In these instances, the finished repair may vary slightly from the original finished surface. Builder will attempt to match the original texture appearance and/or paint color as closely as possible.
5. Interior trim and woodwork (cosmetic items) – Trim joints and seams may begin to separate throughout the home after closing. Usually these issues are considered “Homeowner’s Maintenance Items.” In some extreme instances these separations may be as large as 1/8-inch in width. The Builder will only address any separations in trim and woodwork if they are equal to or greater than 1/8-inch in width.
6. Glass and mirrors- Scratched, chipped, cracked, and/or broken glass or mirrors discovered after the closing are not covered by the warranty.
7. Countertops and vanities - Scratched, nicks, chips, cracks and/or discoloration of countertops and vanities are not covered by the warranty. Ensure that only manufacturer approved surface cleaners are used.
8. Concrete – Cracks on attached garage floor, at a Porte cochere or on a porch that was placed monolithically with the foundation will be repaired by surface patching. Repair will take place only if cracks are 1/8-inch or greater in width or present with 1/6th-inch or more vertical displacement. Cracks in driveways, walkways, patios, and detached

garages will be repaired only if there is horizontal separation or vertical displacement equal to or greater than ¼ of an inch. Expansion joints should be expected to separate. Vertical deflections at expansion joints of adjoining concrete surfaces must be equal to or greater than ½-inch to be addressed by Builder. Horizontal separations of concrete surfaces must be equal to or greater than 1 inch to be addressed by the Builder.

- 9. Fences – At the time of closing, all fencing should be standing plumb and there should be no loose or broken fence boards. Wood fences are exposed to many extreme weather conditions. Variances in both temperature and humidity will cause fence materials to bow, twist, warp, crack, and split. These occurrences are normal and should be expected. Iron fences will also be affected by weather, fertilizers, chemicals and moisture. Deterioration of finish coating is normal and should be considered homeowner maintenance.

FENCES ARE NOT COVERED BY THE WARRANTY

Please initial after inspecting your fence _____
Buyer/s initials

Buyer's Signature

Date: _____

Buyer's Signature



Releases

In this section you will find various releases required by NJA Homes. Unless any given item is not contained in your home, all of these releases will apply. When you meet with an NJA Representative for your home Orientation Walk Through and your Final Walk, he/she will use the documents in this section and request your initials and/or signature. If you have any questions regarding any of these releases, you may contact your NJA Homes sales consultant.

Initial:

_____ Utility Transfer affidavit

By this notice, I am hereby aware that as of date of closing, NJA Homes is no longer responsible for any utilities in service at the above-mentioned address. I also realize that I have (3) business days to transfer any and all utilities and/or services to my name or those utilities and/or services may be terminated without further notice.

_____ Cold Weather Precautions

In order to protect your plumbing during extreme cold weather, it is necessary to utilize the following precautions:

1. Turn water off cut-off and open all interior and exterior faucets and hose bibs.
2. Keep the interior of the home warm. Set the thermostat a minimum of sixty-five degrees Fahrenheit (65F)
3. Leave any cabinet doors under sinks open to allow the heat to circulate.
4. As temperature warms, turn the cut-off back on halfway and check that all faucets and hose bibs have water flowing. If not, wait until water is flowing at all locations prior to turning water off completely.

_____ Landscape Acceptance (if applicable)

The Purchaser(s) have inspected all trees, shrubbery, and any other landscaping at the above listed address prior to closing and have found such to be in satisfactory condition.

The Purchaser(s) understand that all trees, shrubbery, and any other landscaping is warranted only until closing when at such time they become the sole responsibility of the Purchaser(s).

_____ Irrigation System Acceptance (if applicable)

The Purchaser(s) have been given a demonstration of the irrigation system and have been shown each of the irrigation lines and all of the sprinkler heads as part of the Homeowner Introduction.

The Purchaser(s) understand that the irrigation system is warranted only until closing when at such time it becomes the sole responsibility of the Purchaser(s).

_____ Release for Doors:

Buyer of property listed above has inspected said property and reviewed all doors. Buyer acknowledges that all doors are in an acceptable state and any door repairs previously listed on the Home Orientation Walk Through (if any) have been completed to Buyer's satisfaction. Buyer acknowledges and agrees that there's no further obligation from the Builder with respect to the doors at the property.

_____ Release of wood floors:

Buyer of property listed above has inspected said property and reviewed all wood floors. Buyer acknowledges that all wood floors are in an acceptable state and any flooring repairs previously listed on the Home Orientation Walk Through (if any) have been completed to Buyer's satisfaction. Buyer acknowledges and agrees that there's no further obligation from the Builder with respect to the wood flooring at the property.

Release of Granite/Quartz:

Buyer of property listed above has inspected said property and reviewed all granite/quartz. Buyer acknowledges that all granite/quartz are in an acceptable state and any granite/quartz repairs previously listed on the Home Orientation Walk Through (if any) have been completed to Buyer's satisfaction. Buyer acknowledges and agrees that there's no further obligation from the Builder with respect to the wood flooring at the property.

Release for Cabinetry: Buyer of property listed above has inspected said property and reviewed all cabinetry. Buyer acknowledges that all cabinetry is in an acceptable state and any cabinetry repairs previously listed on the Home Orientation Walk Through (if any) have been completed to Buyer's satisfaction. Buyer acknowledges and agrees that there's no further obligation from the Builder with respect to cabinetry at the property.

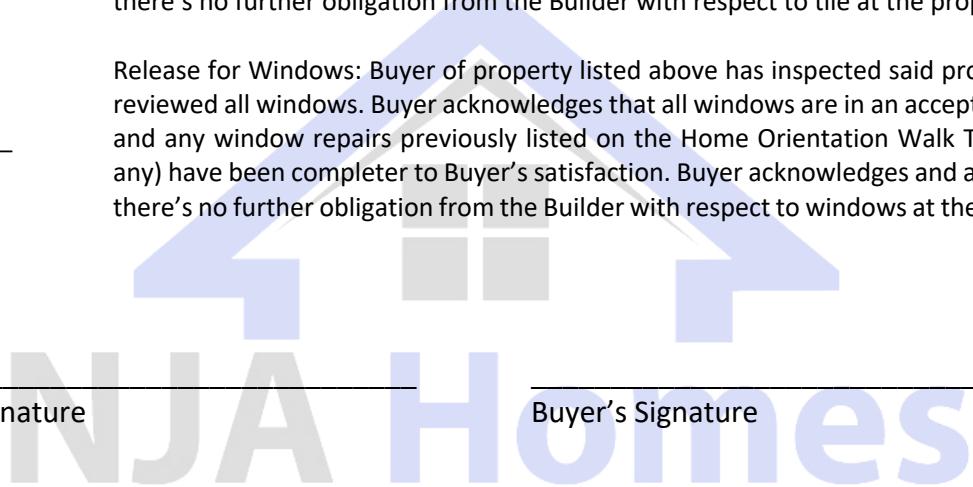
Release for Tile: Buyer of property listed above has inspected said property and reviewed all tile. Buyer acknowledges that all tile is in an acceptable state and any tile repairs (grout included) previously listed on the Home Orientation Walk Through (if any) have been completed to Buyer's satisfaction. Buyer acknowledges and agrees that there's no further obligation from the Builder with respect to tile at the property.

Release for Windows: Buyer of property listed above has inspected said property and reviewed all windows. Buyer acknowledges that all windows are in an acceptable state and any window repairs previously listed on the Home Orientation Walk Through (if any) have been completed to Buyer's satisfaction. Buyer acknowledges and agrees that there's no further obligation from the Builder with respect to windows at the property.

Buyer's Signature

Buyer's Signature

Date: _____



ACCEPTANCE CERTIFICATE

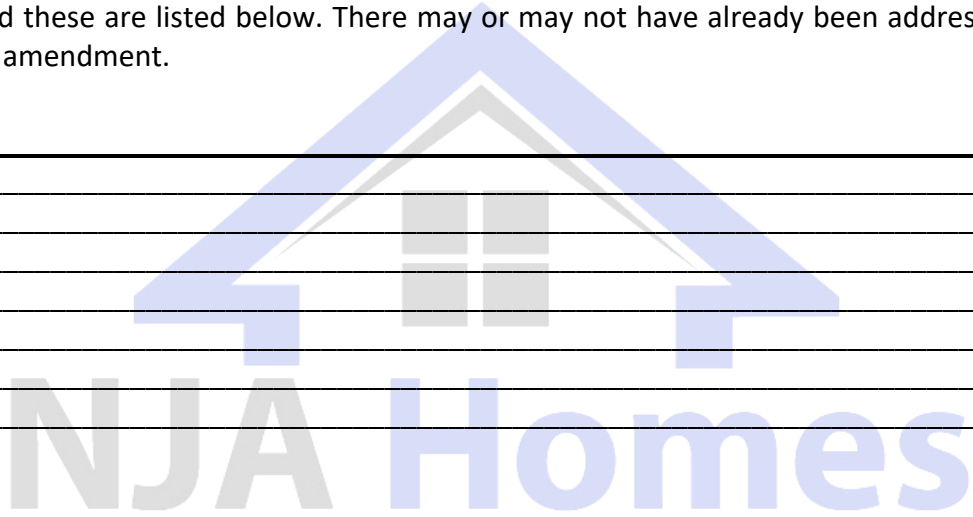
Buyer/s: Confirmation to Close

I, the homebuyer(s) for the property located at:

_____ have completed the final walk with the construction project manager and agree that all items from the inspection report and the first-walk/punch list, that were previously agreed to be repaired or addressed are either:

_____ Done, and as such, will proceed to closing; or are

_____ Pending and or were added during the final walk, and thus not able to be completed before closing, and these are listed below. There may or may not have already been addressed in the form of an amendment.



Buyer signature/Date

Buyer signature/Date

Builder Representative/Date

Home Maintenance Procedures

NOTICE

This section is intended to provide you with information about the care and protection of the products in your NJA Home. The information provided is general in nature and intended for use under normal circumstances.

The following pages cover Homeowner's maintenance.

Please be sure to read this section as it will explain what is considered to be routine homeowner maintenance and will not be considered warrantable items.

Tips for caring for your new home...

We hope that you enjoy your new home. By maintaining it properly, you will enjoy it more and contribute to the total quality of your neighborhood.

On the following pages, you will find some home maintenance information that should help you care for your new home. Please familiarize yourself with our warranty services procedures.



NJA Homes

Appliances

Appliances:

Read and follow all manufacturer requirements for each appliance in your home. Manufacturer Service if a problem arises with an appliance after the one-year limited warranty period with NJA HOMES, contact the Customer Service number listed in the manufacturer's warranty booklet. When reporting warranty items to the appliance manufacturer, be prepared to supply the following: the date of purchase (closing date) the serial number and model number (found on a metal plate on the side or bottom of each appliance) a description of the problem.

Appliances (cont.):

Registration Mail warranty registration cards directly to the manufacturer. Appliance Warranties All appliance warranties are assigned to you at the closing. The appliances are warranted directly to you in accordance with the terms and conditions of the written warranties supplied by their manufacturers.

Disposal:

The disposal is designed to grind up soft food; avoid using it to grind difficult to shred produces such as wood, metals, sand and eggshells as these products will quickly deteriorate the disposal. If the disposal becomes "jammed" or stops operation, follow the manufacturer's instructions.

Dishwasher:

If the dishwasher fails to operate, check the circuit breaker to ensure that it is on. If no water is getting to the dishwasher, ensure that the water valve servicing the dishwasher under the sink is in the "open" position and that the electrical switch is "on" at the kitchen countertop.

Microwave Oven:

If the oven and microwave oven fail to operate, check the circuit breaker to ensure that it is in the "on" position. Keep the oven and the microwave service areas clean of food spills.

Heating and Air Conditioning

Each home is equipped with the following heating and air conditioning components: Thermostat, Furnace, Compressor, Ductwork. The following suggestions are intended to assist you in getting the maximum usage and enjoyment from your heating and air conditioning system. We recommend that air filters be changed every thirty (30) days or as needed. In areas with heavy dust, more frequent changes may be in order. Fresh filters can significantly reduce operating costs and will prolong the life of your system. You must place all panels back securely in their place or the system will not operate properly or not at all.

Humidifier:

If you have a humidifier being used in your home, turn it off when you use the air conditioning; otherwise, the additional moisture can cause a freeze-up of the cooling system.

Thermostat:

The thermostat is positioned in your home in a location intended to provide it with the average current temperature in the home. Other locations may vary somewhat in temperature. This may be corrected wither by adjusting the thermostat to account for this difference or by adjusting the air flow (see ductwork). Make sure that you do not install any furniture or wall coverings that would restrict the air flow around the thermostat, thus creating a false reading. Be sure that the thermostat is property set/programmed to the desired temperature (see manufacturer’s instructions) and that the thermostat is set to the appropriate cycle (heating or cooling).

Compressor:

The compressor is located on the outside of the house to facilitate the release of the heat during the compression cycle. The homeowner should not place anything around or near the compressor which would restrict the air flow, as this could cause premature failure. Care should be taken during normal yard maintenance to ensure that the compressor is not damaged; it is recommended that any visible or suspected damage be inspected immediately by a qualified technician. A power disconnect may be located on the wall adjacent to the compressor to facilitate service of the unit. If the compressor fails to operate, this switch should be checked to ensure that is in the “on” position.

Furnace:

The gas furnace or electric air handler will be located in the attic area. You should not inspect the furnace or air handler are with any open flame device or conduct any electrical work where there is a chance of sparking. If the homeowner suspects any failure or malfunction of a gas furnace unit, he should immediately shut off gas supply to the gas furnace by using the gas shutoff valve located immediately adjacent to the gas furnace. Condensation that collects in the A/C unit during the cooling cycle is removed by use of a drain pan under the coils. The homeowner should inspect periodically to ensure there is no restriction in this primary drain pan or in the auxiliary drain pan. 110volt electrical power is provided to the fan in the gas furnace. This power is controlled by a wall type switch located in the gas furnace area. If the fan fails to operate under normal conditions, the homeowner should check this switch to ensure it is in the “on” position, and that it was not inadvertently shut off.

THE HOMEOWNER SHOULD BE EXTRA CAUTIONS WHILE MOVING AROUND THE ATTIC AREA.

Ductwork:

Air flow may be adjusted by adjusting the operable fins on the register. The return air in the home is centrally located to create an efficient air flow in the home. The air conditioning

filter/s should be inspected monthly and changed if appropriate. This is particularly important during the first few months of occupancy as the combination of the recent move-in by the homeowner and the newness of the home will generate a higher than normal level of dust in the air. If homeowner, frequently burns candles, the filters may need to be changed more frequently.

Service:

It is strongly recommended that the homeowner have semi-annual service checks on the heating and air conditioning system; one in the spring primarily to check the air conditioning components and one in the fall to check the heating components.

Prior to placing a request for service, within the one-year warranty period and thereafter, we recommend that the purchaser first conduct the following checks, as it is his responsibility for any costs incurred of one of the following items are found to be the cause of the problem.

1. Check to ensure that all circuit breakers are on.
2. Check to ensure the disconnect switch at the compressor is on.
3. Check to see if the power to the furnace blower is on.
4. Check to ensure that the thermostat is set and in the proper heating or cooling cycles.
5. Check to ensure that the air filter is clean and unobstructed.

Plumbing

Plumbing fixtures:

Plumbing fixtures equipped with and aerator (kitchen lavatory, showerhead and tub) occasionally can become partially restricted through the accumulation of debris. This can be corrected by simply unscrewing the aerator, removing the debris, and reinstalling it. Do not use abrasive or harsh cleaners on bathrooms fixtures. Frequent wiping with a damp sponge or cloth will remove soap and mineral deposit.

Water Heater:

Each home has one or more water heaters installed. It is recommended that semiannually the water heated be drained to assist in removing mineral deposits that accumulate.

THE HOMEOWNER SHOULD BE EXTRA CAUTIOUS WHILE MOVING AROUND THE ATTIC AREA.

Sewer Cleanout:

An exterior sewer cleanout has been provided on your home. The location of this cleanout has been pointed out to you at the time of the orientation by a member of the Construction Stall. The sewer cleanout should be kept exposed and readily available in the event of a sewer

stoppage. In that event, the sewer cleanout should be opened to allow excess sewage overflow, thus eliminating the backup into the living area of the home.

Cold Weather Operation:

Prior to an anticipated “hard” freeze, it is recommended that the homeowner take steps to drain the water system in the home. This can be accomplished by the following steps:

1. Shut off the water service to the interior of the home. The location of the shut off has been pointed out to you during the homeowner’s orientation.
2. Open all the fixtures in the home and allow water pressure to drain. Note: The water pressure will decrease before the hot water is drained to a level that would damage the hot water heater; therefore, it is not necessary to extinguish the hot water heater pilot unless the water will be shut off for an extended period of time. Ensure that all exterior hose bibs are opened and drained.
3. To restore water to the home, follow the above steps in reverse order.

Note: This will allow the majority of the water heater to drain from the system. It will not ensure that all water has been removed. During extreme cold conditions, there is still a possibility of water line damage. It is strongly recommended that when the water service is restored to the home, that the homeowner carefully inspect their home for several hours after the water pressure has been restored to ensure that there are no unexposed broken lines.

Kitchen and Bathrooms

Granite Countertops:

For routine care of granite countertops, a few drops of neutral cleaner, stone soap (available at hardware stores or from your stone dealer), warm water and sponge or dish-cloth is all that is necessary. Too much cleaner or soap may leave a film and cause streaks. Do not use products that contain lemon, vinegar or other acids. Do not use scouring powders or creams as they will scratch the surface. Use coasters under all glasses, particularly those containing alcohol or citrus juices, as many drinks contain acids that may etch or dull the stone surfaces. Use trivets or mats under hot dishes and placemats under china, ceramics, silver or other objects.

We want you to know that granite is a natural substance. Our suppliers are unable to guarantee the consistency or uniformity, which means that the slabs installed in your home may vary significantly in color and pattern from other areas in the home.

Silestone (Quartz) Countertops:

Silestone is harder and less porous than granite and is considered to be the lowest maintenance option. Please refer to Silestone’s literature for their recommended maintenance.

Marble Countertops:

Marble is a natural stone but is more maintenance than granite. Therefore, marble will not be used by the builder.

Stainless Steel Sink:

The stainless-steel sink is made from nickel-chrome steel alloy. To clean on a daily basis, wash with a wet dish cloth and dish detergent. Occasional scouring will remove stubborn stains. Small scratches and wear marks from everyday use are normal.

Porcelain Sink:

The porcelain sink is made from porcelain over cast iron or steel. To clean on a daily basis, wash with a wet dish cloth and dish detergent. Occasional scouring will remove stubborn stains. Small scratches and wear mark from everyday use are normal. Do not use abrasives on a daily basis. On stubborn stains use abrasive sparingly. Use a soft nylon brush but avoid using steel wool, wire brushes, metal scrapers, and abrasive sponge pads.

Tile (Ceramic, Porcelain, Natural Stone):

Cleaning products should be appropriate to the type of tile that is used – natural stone tiles should be cleaned with products specifically designed for them (non-abrasive, etc.) Minor cracking in the grout joints, particularly at the corners, is normal; however, the homeowner should immediately take one of the following steps to correct the problem:

1. Remove the cracked grout and re-grout the area.
2. Apply a tile caulking product, specifically designed for ceramic, porcelain, or marble/granite tile.

Failure to address minor cracking will only contribute to further cracking and other potentially more serious damage. We want you to know that natural stone tiles will have variance between them and that if you have to replace a tile in the future, the tile you get, may very well not match identically because it's been quarried from a different area, etc.

Bathtubs:

Please refer to the manufacturer guidelines for specific maintenance.

Caulking

Caulking:

Time and weather will shrink caulking and dry it out so that it no longer provides a good seal against moisture and air infiltration. As a matter of routine maintenance, check the caulking and make repairs as needed. Caulking compounds and dispenser guns are available at hardware stores. Re-caulking is a routine homeowner maintenance item.

Latex Caulk:

Latex caulk is appropriate for an area that requires painting (along the stair stringer or where a countertop backsplash meets the wall).

Silicone Caulk:

Caulking that contains silicone will not accept paint but works best where water is present (e.g., where the tub meets the tile, or a sink meets the countertop).

Wet Areas:

Homeowner maintenance of caulking around tubs and showers (especially at joints with protective wall coverings such as tile or marble panels) is absolutely necessary to prevent damage to wood and other materials behind and below these wet areas.

Ceramic Tile:

Cleaning ceramic tile installed on walls or countertops in your home may be washed with any nonabrasive soap or detergent; abrasive cleansers will dull the finish. Ceramic tile floors are one of the easiest floor coverings to maintain. Simply vacuum as needed. Occasionally wet mopping with warm water may be appropriate. Avoid adding detergent to the water. If you feel a cleaning

Grout Discoloration:

Grout that becomes yellowed or stained can be cleaned with a fiber brush, cleanser and water. Grout cleansers and whiteners are available at most hardware stores. Also, be careful what you use to clean the flooring; it may have a tendency to stain the grout since it is not sealed.

Separations:

Expect slight separations to occur in the grout between tiles. These slight separations in the grout are commonly due to normal shrinkage conditions. This grout is for decorative purposes only; it does not hold the tile in place. Cracks in the grout can be filled by using "tub caulk" or premixed grout that can be purchased from flooring or hardware stores. Follow package directions. This maintenance is important to protect the underlying surface from water damage. Sealing Grout Sealing grout is a homeowner's decision. Once sealed, ongoing homeowner maintenance of that seal will be necessary. Please be aware that sealing grout will void the warranty coverage on such grout.

Paint

Interior Paint:

The removal of small amounts of dirt can be accomplished by dry brushing with a soft bristle brush. Do not scrub with any abrasive, as this will damage the paint surface. The use of water to remove stains can damage the sheetrock texture.

For more heavily soiled or damaged areas, it may be necessary to repaint. In this instance make sure to choose the right paint color. Depending on the age of the painted area, the paint may have faded or changed in color slightly. It is best to test the new paint in a small less visible area to ensure that it will match properly. In areas where the paint is not an exact match, we suggest that you paint the entire wall to a transition point.

The painted trim in your home has been finished with Enamel paint. Enamel paint is more durable than latex and may be washed with a mild solution of soap (dishwashing liquid) and water, followed by a rinse of clear water. Do not use cleaning solutions containing ammonia as it may cause the enamel to yellow. Minor cracking in the sheetrock and trim is normal and can be expected in any home. This condition can be corrected periodically with a minor amount of effort on the part of the homeowner. In the case of sheetrock cracks, apply a small amount of good quality, interior tub and tile caulk to the area to fill the cracks and allow it to dry. Touch up the caulked area with latex paint. For minor cracks in enameled trim, first spark the crack with a good interior spackle and allow it to dry; then take a small piece of fine grade sandpaper and sand lightly around the spackled area. Wipe the area clean of any grit. Then, using a small brush apply to enamel paint, spreading or "feathering" it out as far as possible. Removal of soils and grease on cabinets can be accomplished by using a diluted solution of common household cleaner and water, applied with a soft rag or sponge, and rinsed with clear water.

Exterior paint:

The exterior of your home was pre-primed by the manufacturer and then painted with an exterior acrylic latex. The windows were caulked with exterior caulking. The proper procedure to clean the exterior paint surfaces is to wash with a garden hose to remove dirt film. On the areas that have mildew, wash with a solution of two ounces of liquid detergent and eight ounces of chlorine bleach per gallon of water. Rinse thoroughly with clean water.

The time until your home needs to be painted is dependent on several factors. There will be sides of your home (normally the South and the West) which will receive greater exposure to the summer sun and will weather faster; the amount of rain and other forms of severe weather will decrease the life of the finish coat, and the severity of the summer heat will affect the finish coat. Monitor these variables to determine when to repaint your home to maintain a good-looking, like new home. Repainting should include removing and replacing any brittle or cracked caulking in the wood areas around the windows.

Finishes

Hardware:

For security reasons, deadbolt locks have been installed on the perimeter doors of your home. All of the deadbolts and key locks are designed to operate with the same key.

Brass fixtures, such as plumbing hardware, towel rings and bars, doorknobs and exterior light fixtures are factory treated with a clear protective coating, electrostatically applied, to provide

beauty and durability. Atmospheric conditions, direct sunlight, caustic agents (such as paints) or scratches from contact with sharp objects may cause the protective coating to crack or peel, exposing the natural brass and resulting in spotting and discoloration. Cleaning Initial care for these products requires only periodic cleaning with a mild, non-abrasive soap and buffing with a soft cloth. Tarnish Brass, like sterling silver, will gradually tarnish and eventually take on an antique appearance. Corrosion Water with a high mineral content is corrosive to any brass, coated or solid. Corrosion damage to the external surfaces or internal workings of plumbing fixtures is normal when exposed to water with high mineral content.

Tarnish is not considered a product defect. The buyer may extend the life of the protective lacquer coating on the hardware by following the list of procedures below:

1. Each week wipe down the hardware with a soft cloth. Apply a good nonabrasive wax (such as an automotive or floor wax with a protectant) at least once a month. Never use any chemicals or cleaning agents.
2. Do not apply abrasives, metal polishes, or other caustic chemicals to the hardware.
3. Do not apply paint or lacquer removers to hardware.
4. Areas in which the hardware is likely to get wet should be wiped dry as often as possible.

Eventually, when the hardware does tarnish, the homeowner may follow the following options:

1. Allow the hardware to continue to tarnish. This will develop into a deep consistent antique look.
2. Replace the hardware.

Hinges:

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

Doors

Doors:

The doors installed in your home are typically steel, fiberglass and wood products subject to the natural characteristics of each material such as shrinkage and warpage. Due to natural fluctuations of humidity and the use of forced air furnaces, showers, dishwashers, and so on, interior doors may require minor adjustments from time to time by the homeowner. Putty, filler, or latex caulk can be used to fill any minor separations that develop at mitered joints in door trim. Follow this with painting that is a homeowner responsibility.

Bifold Doors:

Interior bifold will sometimes stick or warp due to weather conditions. Applying a silicone lubricant to the tracks can minimize this inconvenience. This is considered homeowner maintenance.

Door adjustments:

Due to normal settling of the home, doors may require minor adjustments for proper fit. It is a homeowner's responsibility to touch up paint and make these minor adjustments.

Exterior Finish:

To ensure longer life for your exterior doors, plan to repaint them at least once a year.

Failure to Latch:

If a door will not latch due to minor settling, this can be corrected by making a new opening in the jamb for the latch plate (re-mortising) and raising or lowering the plate accordingly

Keys:

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

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 can work hardware loose and cause the door to sag.

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. Use sandpaper to smooth the door. Be certain to repaint the area of the door where it was sanded to seal against moisture. Before planning a door due to 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.

Warping:

If a door warps slightly, keep it closed as much as possible; this often helps return it to normal.

Drywall

Repairs:

Most drywall repairs can be easily made. This work is best done when the room is to be redecorated. To correct a nail pop, reset the nail with a hammer and punch. Cover it with spackle, which is available at paint and hardware stores. Apply two or three thin coats. When it is dry, sand the surface with fine grain sandpaper, texture and repaint. Indentations caused by

sharp objects can be filled with spackle in the same manner. Hairline cracks can be repaired with a coat of paint; slightly larger cracks can be repaired with spackle or caulk and repainting.

Wood Flooring

Engineered Wood Flooring:

Maintaining engineered hardwood flooring is a painless process as long as it is a part of your regular cleaning routine. To avoid potential damage, it's important to keep your floors as free of dirt, debris, and spills as possible. This will help you retain the original look of your flooring for many years to come.

Since engineered hardwood is made from wood, it requires almost the same cleaning methods as any other type of wood flooring. Check out the below step by step tips for taking care of your engineered floors:

1. Keep your engineered flooring swept, clean, and dry on a daily basis.
2. Use either a vacuum cleaner with a soft flooring attachment, or a broom.
3. A dry microfiber dust mop can be used to pick up dirt and debris from the floor.
4. Spills must be wiped up as soon as they occur. Excessive water or liquid can cause irreversible damage to engineered hardwood flooring.
5. You can also keep pebbles, dirt, moisture, grains of sand, fragments of glass, and debris away by keeping floor mats and rugs at all entrances. This will help keep the upper wear layer and finish of your floor safe and intact for a longer period of time.
6. Avoid walking on your floors with high heeled shoes or shoes with spikes because they can cause severe damage to the upper wear layer of the floor.
7. Wax-based cleaners, harsh detergents, or steel wool should not be used to clean engineered hardwood flooring.

Cabinets

Cabinet cleaning: Products such as lemon oil, Liquid Gold and Old English Furniture Polish and Scratch Cover are suggested for caring for wood finish cabinets. Follow container directions. Use such products a maximum of once a month so as to avoid excessive build-up. Stay away from paraffin-based spray waxes or washing cabinets with water as both of these items will damage the luster of the finish.

Moisture:

Damage to cabinet surfaces and warping can be caused by operating appliances that generate large amounts of moisture -- such as a crock-pot. When operating such appliances, place them in a location that is not directly under a cabinet. While cooking food on your stove, be sure to turn on the vent hood.

Separations:

Gaps which develop between cabinets and the ceiling, or cabinets and walls, are normal and may be corrected by caulking (and paint touch up, if applicable).

Warping:

Exposure to extreme temperature, humidity changes, or moisture may cause warping of cabinet doors and drawer fronts.

Wood Grain:

Readily noticeable variations in wood grain and color are expected and are normal in all style selection.

Carpet

Carpet Cleaning:

Refer to the manufacturer’s recommendations for additional information on the care of all floor covering products. Color selection sheets provide a record of the brand, style and color of floor coverings in your home. Please retain this information for future reference. One can add years to the life of carpeting with regular care. A carpet wears out because of foot traffic and dirt particles that become trampled deep into the pile beyond the suction of the vacuum. The dirt particles abrade the fibers like sandpaper and dull the carpet. Vacuuming high traffic areas daily helps to keep them clean and helps to maintain the upright position of the carpet nap. Wipe spills and clean stains immediately. For best results, blot or dab the spill or stain; avoid rubbing it. Test stain removers first on an “out of the way” area of the carpet, such as a closet, to check for any undesirable effects. Professional cleaning should be performed regularly.

Carpet Seams:

Carpet seams will be visible, especially in Berber and other tight weave carpets. 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.

Fireplace

Fireplace:

Ensure that the firebox is kept clear of ashes and debris when not in use and the damper is closed. Prior to lighting the fireplace, ensure that the damper is open and the gas valve is in the off position. If there is any question concerning whether the gas valve was completely shut off, open a window in the fireplace room and allow 15 minutes to ensure that any residual gas has been evacuated. Use the long stem fireplace matches or butane fireplace lighters to light the gas log lighter. Open the gas log lighter valve and immediately light the gas log lighter valve. If you have difficulty lighting the log lighter, make sure that you shut off the log lighter and allow gas to dissipate before attempting to restart. After the fire is properly lit, ensure that the log

lighter valve is shutoff and fully set in the “off” position. If artificial gas logs are installed, the damper/flu must be opened when burning.

Occasionally put a handful of table salt in the fire. This will help remove soot in the flue of the chimney.

Fireplace Maintenance:

At the end of the heating season or when the fireplace will not be in use for an extended time, the ashes should be removed, and the hearth area should be swept clean. The slow absorption of moisture into the ashes over a long period of time could cause a condition which would be corrosive to the metal fireplace parts.

At the beginning of each heating season, always operate the flue damper and make sure it has or become stuck from soot, creosote, etc., during the period of inactivity.

Electrical:

Electrical:

The master control panel located by the electric meter contains the electrical breakers for your home. The control panel includes a main shut-off that controls all the electrical power to the home. In addition, there is a sub panel typically in the garage with individual breakers that control the separate circuits. Be certain you are familiar with the location of the master control panel and sub panel. Each breaker is marked to help you identify which breaker is connected to which major appliance, outlet or other service. Should a failure occur in any part of your home, always check the breakers in the panel boxes first.

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 the tripped position to the on position will not restore service.

Outlets:

If an outlet is not working, check first to see if it is one that is controlled by a wall switch or the ground fault interrupter converter (GFCI). It may also be necessary to check the main breaker as well as another appliance

Breaker Tripping:

Breakers will often trip due to overloads caused by plugging too many appliances into the circuit, a worn cord, a defective item or operating an appliance with too high of a voltage requirement for the circuit. The starting up of an electric motor can also trip a breaker. If any circuit trips repeatedly, unplug all items connected to it and reset. If it trips when nothing is connected to it, an electrician is needed. If the circuit remains on, one of the items that was unplugged is defective and requires repair or replacement.

Buzzing Fluorescent fixtures use transformer action to operate them. This action sometimes causes a “buzzing” sound

Exterior

Landscape:

The yard in your home has been graded to establish proper drainage and allow for quality lawn installation. The final grade alone will not guarantee proper grass installation. Landscaping (including grass) is specifically excluded from the warranty. At the time of your initial homeowner orientation, you and the construction professional inspected the landscaping on your lot.

Concrete Foundation:

The foundation of your home has been designed and installed in accordance with the recommendations of our consulting engineer. Even though the foundation has been designed by an engineer and constructed in accordance with engineering requirements, cracks can still develop in the wall. Unless there is water seepage coming through such a crack, it is most likely a surface crack and will not be detrimental to the structural integrity of your home.

By maintaining good drainage, your home’s foundation is protected as well as the concrete flatwork (e.g., porch, patio, driveway, sidewalks, entry walks, etc.). It is important that the homeowner be aware of this and take steps to ensure that the relative moisture content around the foundation remain constant. This can be accomplished by:

1. Ensuring that the drainage is maintained away from the foundation.
2. Ensuring that during protracted dry periods the necessary moisture is placed into the soil adjacent to the foundation. All sides of the home not having plant beds should be watered as much as those sides that have landscaping.

Flatwork:

To properly care for your exterior concrete, always be aware of areas where water is collecting and fill these in. Do not allow downspouts to drain in such a way that the water can get under the concrete.

Cracks in Flatwork:

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 homeowner warranty. When cracks are covered, the repair provided is sealing the crack. Concrete is not replaced due to cracking.

By maintaining good drainage away from your home, you are protecting your home's foundation. Maintenance of drainage away from all concrete slabs will minimize cracking and other forms of movement.

Expansion Joints:

Expansion joints have been used to help control expansion; however, concrete is also susceptible to shrinking. If the concrete shrinks, moisture can penetrate underneath the concrete and lift the expansion joint. If this occurs, the gap can be filled with a gray silicone sealant, which can be purchased at most hardware stores.

Heavy Vehicles:

Do not permit heavy vehicles (e.g., moving vans, concrete trucks, etc.) to drive on your concrete work. This concrete is not intended to bear the weight of these types of vehicles.

Spalling:

Repeated hosing of concrete for cleaning animal urine, radiator overflow, fertilizer, ice melting agents and/or road salts are some of the causes of spalling (e.g., chipping or flaking). NJA homes is not responsible for the repair of spalling. Cleaning of the garage floor by hosing can also cause settling and increase soil movement by allowing water to penetrate any existing cracks. NJA homes will not be responsible for repairs needed due to such action.

Sweeping/Cleaning:

Do not wash patios, porches, drives, etc. with cold water from an outside faucet when temperatures are extremely high, and the hot sun has been shining on the concrete. The abrupt change in temperature can damage the surface bond of the concrete. Sweeping is the recommended method of keeping exterior concrete clean. If washing is necessary, do this when temperatures are moderate.

Settling or Heaving of Flatwork:

Excessive settling or heaving (over one inch) should be reported in writing so that an inspection can be made. Please refer to your warranties to determine coverage. Concrete Flatwork Concrete flatwork is in essence a "floating slab" -- it is not attached to your home's foundation. The concrete flatwork is not a structural (load bearing) element of your home and is not covered by warranties covering your home's foundation. Concrete flatwork will move due to expansion/contraction of soils on which it rests; cracks in flatwork are normal. contraction of soils on which it rests; cracks in flatwork are normal.

Attic Access:

The attic space is not intended for storage of any kind (excessive weight could jeopardize the integrity of the trusses and void your warranty). Access is provided for purposes of maintaining mechanical equipment that may traverse the attic space. When performing any needed tasks in

the attic, caution should be used not to step off wooden members onto the drywall. This can result in personal injury and/or damage to the ceiling below. Such injury or damage is not covered by your limited warranty.

Brick:

Brick is one of the most durable and lowest maintenance finishes for a home's exterior. 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 or over the door and window openings. This allows moisture to escape if any has accumulated behind the brick. Do not fill these weep holes or permit landscaping materials to cover them.

Settlement Cracks:

Settlement cracks are common and should be expected within certain tolerances in bricks and mortar joints.

Color Variations:

If any repairs or changes are made to your brick, variations in the color of the brick and/or mortar may result.

Stucco Veneer:

Regular pressure washing of the stucco is recommended – once or twice per year. Also, it is recommended that you do periodic checks at the penetrations in the stucco to ensure that sealants aren't cracked – or if they are, re-seal them at that time.

Windows:

The windows are designed to provide you with years of trouble-free operation. There are several specific maintenance steps which will prevent damage or malfunction.

1. Keep your windows clean of debris and dirt. Pay particular attention to the small weep holes (in some windows) which allow drainage.
2. Keep the tracks and slides lubricated.
3. Do not use the locking mechanism, or latch, as a means to force the window to a closed position. Excessive pressure on the latch can break the adjacent panes, and broken glass is not warrantable. Use both hands to close the window while pushing on the metal frame or bar of the slider.
4. It may be necessary to re-caulk the exterior frame of your window to the brick or siding. The frequency of this maintenance will depend on the amount of exposure that particular window received from the sun.

5. Make an annual inspection of all your windows inside and out and make appropriate repairs as the need arises.
6. Do not allow lawn sprinklers to continuously spray windows.

Roofing:

After severe storms a visual inspection of the roof for damage is recommended. Notify your homeowner's insurance if there is storm damage. Excessive winds that cause roof damage are normally not considered warrantable,

Shingles:

The metal flashing on the home should be repainted periodically with a paint designed specifically for metal applications. Old painting that is blistering should be removed and rusted areas should be lightly sanded to remove rust prior to applying paint. In heavily treed areas, the roof should be periodically washed with water and swept with a stiff broom to remove leaves and other discharge from overhanging trees.

Caulking around flashing where it attaches to the siding or brick should be inspected annually to ensure that it is in good condition. Separated or damaged caulk should be removed, and a fresh bead applied with a caulk specially designed for this application.

Gutters:

Guttering should be inspected periodically to ensure that it is secured and that the downspouts are not damaged or restricted. In heavily treed areas, gutters should be inspected and cleaned of leaves and other debris a minimum once annually. It may be necessary to repeat this process more than the recommended frequency depending on the particular homeowner's circumstances.

Garage Overhead Door:

It is strongly recommended that you never attempt to work on your garage door. Always call a professional garage door company if for any reason that door does not operate. If you have a garage opener installed by someone other than the original garage door company, the door warranty is voided. On an annual basis, light gauge oil should be applied to track, roller, hinges, pulleys, and springs. Also, check to see if nut bolts are tight.

Mold and Moisture in Your Home

This background information is provided for informational purposes only. Purchasers should direct any questions regarding mold growth to an expert in the field, and not to NJA Homes.

Mold commonly occurs in the environment and is an abundant and essential part of the world's ecological system.

Molds are classified as fungi and are found nearly everywhere. They are necessary for recycling organic material and for sustaining plant and animal life. They reproduce by releasing tiny spores into the air, in much the way plants release seeds. These spores can travel through air, in and out of buildings, as air between the environments is exchanged. The spores eventually settle on various surfaces, and when conditions are favorable, i.e., when moisture is present, they can feed on any organic or cellulose based materials present, such as cloth, carpet, leather, wood, wallboard, dust, or anything else. In general terms, sustained mold growth requires moisture, spores, organic material, and a temperature in the range of 40 to 100 degrees Fahrenheit.

To date, the health effects of mold are not known with certainty. The only agreement seems to be that responses to mold are individualized, based on each person's immune system. They range from no ill effects to varying degrees of mold exposure, to some allergic responses (nasal and/or respiratory), to infectious growths of mold within the body, to disruption of cellular function within the body.

Ingredients for Mold Growth:

NJA Homes is informed mold growth can generally be attributed to the following factors:

1. **Moisture:** Moisture can result from any number of sources, including but not limited to flooding, water leaks (from pipes, house plants, pet dishes, roof flashing, windows, doors, appliances, air conditioning ducts and condensation lines, etc.), high humidity, and insufficient air conditioning. Regardless of the source, moisture is a necessary ingredient to mold growth.
2. **Nutrient:** Mold will feed on any organic or cellulose-based products. Such products commonly used in residential construction include sheetrock, ceiling tiles, lumber, cloth, carpet, leather, wood, dust, and wallpaper.
3. **Fungal spores:** Mold spores are present to varying degrees in all buildings, including residences, and in all cellulose-based building materials.
4. **Temperature:** Molds have been shown to grow in varying temperatures, from 40 to 100 degrees Fahrenheit. In general terms, if a person is relatively comfortable, mold will be too.
5. **Time:** Most experts seem to agree mold growth will occur within 24 to 48 hours after the foregoing factors are present.

Typical Maintenance Schedule

The chart and lists below may be used as a guide for determining when typical maintenance should be completed. For specific maintenance recommendations, read the manufacturer's manual or check with your builder/remodeler. Should you experience problems at any time with any component of the home, contact your builder/remodeler or a home maintenance professional. Safety should be a top priority.

Always use proper safety equipment and procedures when maintaining your home. Additionally, some home maintenance requires special skills or tools, when confronted with these situations.

Spring

- Clean and test smoke alarms.
- Test and reset ground fault circuit interrupters (GFCI) breakers.
- Change or clean the furnace filter MONTHLY.
- Operate air-conditioning system; if service is needed it is more conveniently arranged before the busiest part of the season arrives.
- Adjust registers and confirm that cold air returns are clear of furniture or draperies.
- Make certain the air-conditioner compressor is level and clear of debris.
- Turn the humidifier off.
- Pour water down the basement floor drain. As drain water evaporates, sewer odor can seep into the house.
- Drain sediment from the bottom of the water heater per manufacturer's instructions.
- Inspect grout around tile (floor or wall) and touch up.
- Wash windows and screens, clean weep holes, and lubricate tracks.
- Check caulking, inside and out, and touch up.
- Check garage overhead door and tighten bolts as needed. Lubricate springs with motor oil. Have other repairs done by professionals.
- Clean gutters and confirm that downspouts or splash blocks drain away from the house.
- Look for settling of backfill soils and fill in where needed.
- Check exterior paint and stain surfaces (especially stained doors) and refinish as needed.

Winter

- Clean and test smoke alarms.
- Test and reset ground fault circuit interrupters (GFCI) breakers.
- Change or clean the furnace filter MONTHLY
- Operate the heating system.
- Adjust registers and confirm that cold air returns are clear of furniture or draperies.
- Clean the humidifier per manufacturer's instructions.
- Adjust or replace weatherstripping on exterior doors as needed.
- Check the fit of exterior doors; thresholds are adjustable—use a quarter to turn the screws.
- Check caulking, inside and out, and touch up.

- Remove hoses from exterior faucets. "Freeze proof" faucets suffer a broken water line if the water in the hose freezes and expands into the pipe.
- Review safe fireplace operation. Provide professional cleaning at regular intervals.
- Check garage overhead door and tighten bolts as needed and lubricate springs with motor oil. Have other repairs done by professionals.
- Clean gutters and check downspouts; confirm that splash blocks drain away from the house.
- Check foundation, concrete, and yard for settling; fill in as needed for positive drainage.
- After snowfall, brush snow off gutters and away from downspouts.
- Remove ice and snow from concrete promptly; avoid de-icing agents with damaging salts.
- On pleasant days, open windows to allow house to breathe.
- Decorate safely for the holidays. Do not overload circuits or use worn extension

<i>Item</i>	Monthly	Quarterly	Semi- Annually	Annually
<i>Appliances</i>			X	
<i>Caulking</i>			X	
<i>Chimney & Fireplace</i>				X
<i>Concrete</i>				X
<i>Countertops</i>				X
<i>Doors</i>		X		
<i>Drainage</i>		X		
<i>Exterior & interior paint</i>				X
<i>Faucets</i>	X			
<i>Ground Fault Interrupters</i>	X			
<i>Gutters</i>		X		
<i>Heating/Cooling System</i>	X		X	
<i>Plumbing leaks</i>	X			
<i>Range Hood</i>	X			
<i>Roof</i>				X
<i>Screens & Windows</i>		X		
<i>Septic System</i>				X
<i>Shower Doors</i>			X	
<i>Smoke & CO2 Detectors</i>	X			
<i>Tiled Areas</i>			X	
<i>Tubs & Showers</i>			X	
<i>Water Heater</i>				X
<i>Weather Stripping</i>				X
<i>Window Weep Holes</i>				X
<i>Wood Cabinets</i>	X			

*Using the schedule does not ensure that homeowner responsibilities are met for warranty purposes.

Warranty Service Information, Most Frequently Asked Questions and Helpful Tips You Should Know

Congratulations on the purchase of your new home from NJA Homes, Inc. Along with the purchase of your new home we offer you warranty protection. As part of NJA Homes, Inc. commitment to quality, value and integrity, we give you, the Homeowner, a limited 1-year warranty on workmanship and material, electric, plumbing and air conditioning.

When does my builders warranty take effect?

Your 1-year warranty will take effect from the “closing date”

How do I submit a warranty request and when should I submit?

For quickest service, warranty requests should be submitted in writing by email to njahomesinc@gmail.com. Please provide us with all the information requested and in the body of the email include the best days or times to reach you. Submit to the email listed above. For anything other than emergencies, we advise that you please work with these time frames described below to better serve your request.

30 days Customer Service - In order to minimize warranty visits and for your convenience, please compile any cosmetic items or issues in list format and submit them via our warranty form after you have been in the home for thirty (30) days.

10 Month Customer Service - This is your opportunity to submit any workmanship items before your 1 year builder warranty expires. Items must be submitted within one year of your Closing date.

****Settlement Cracks** - It is important to note that small cracks and separations are typically signs of slight settlement of the framing and construction materials and are common with every new home. These cracks are commonly caused by expansion and contraction of building materials due to changes in moisture content and temperature. These types of cracks do not indicate a structural concern and should be addressed at the 10-month warranty service.

What are the Hours Warranty Services are Performed?

All warranty work will be scheduled at a time when you can be home during business hours (Monday through Friday 9 a.m. to 5 p.m.). Please be advised that service requests are not available after hours unless preapproved by the superintendent and or subcontractor. Saturdays is an optional date for service if needed.

Do I have to be home when warranty is performed?

For warranty work to be performed, there must be someone 18 or older present who is authorized to provide access to the home and sign customer service documentation. NJA Homes Inc. cannot enter your home otherwise. The only exception, with owner consent, is for any exterior work to be repaired only.

What are my Manufacturers' and Systems Warranties?

NJA Homes Inc., installs quality mechanical systems and appliances in every one of our new homes. The manufacturers of these products and systems (including air conditioning, electrical and plumbing) offer their own warranties, and the homeowner should coordinate directly with them to resolve any issues. Telephone numbers for all mechanical systems and appliances are listed on the last page.

****Note**** if after 3 attempts you are unsuccessful when reaching out to any of the 3 trades (Air conditioning, Electric & Plumbing) within the 1st year please contact njahomesinc@gmail.com.

What should I expect for paint, drywall, and trim touchups resulting from new construction settlement?

During the first year in your new home, settlement or drying of framing members will occur that may result in some cracks and nail pops. This is a normal part of the settlement process as the home acclimates to differing temperatures and humidity. We consider these to be normal homeowner maintenance responsibilities. However, NJA Homes, Inc., will repair drywall cracks and nail pops one time at the 10-month anniversary rather than repeated trips throughout the year. Please understand that due to normal paint fading, we cannot guarantee a color match with any touch up. NJA Homes will not be able to repaint any custom color.

Am I required to be home for any exterior service work?

Exterior items can usually be inspected and repaired without an adult present, provided access is available (for instance, no locked gate). However, we will contact you prior to any visit and let

you know that we will have someone on your property. If you prefer to meet or contact with us and discuss the item(s) in question, we are happy to arrange an appointment to do that.

Contact Details:

M&C (HVAC)	713.418.9128
M&C (Electric)	832.573.5923
E&A Plumbing	281.227.1331

For all non-emergencies and, or non-mechanical related warranty requests, during the first year of occupancy, contact NJA Homes: njahomesinc@gmail.com.

