



# HomeCare Guidelines

KEY LAND



H O M E S

## CARING FOR YOUR KEY LAND HOME

A home is one of the last “hand-built products” left in the world. Key Land is very proud of the homes it builds and the neighborhoods in which they are located. This is how Key Land has created long lasting value in its product. Your home has been constructed with quality materials and the labor of experienced craftsmen. Before using any material, it must meet industry standards and specifications for quality and durability. To attain the best possible results, all work is done under supervision. Although quality materials and workmanship have been used in your home, this does not mean that it will be free from care and maintenance. A home, like an automobile, requires care and attention from day one. To ensure a quality home for a lifetime, general homeowner maintenance is essential.

Periodic maintenance is necessary because of many factors, such as normal wear and tear, climatic conditions, the inherent characteristics of various materials used in your home (such as wood), and normal service required by the mechanical systems. Over time, natural variations in temperature and humidity also impact your home.

Minor repairs made in a timely manner will often result in preventing an expensive time consuming expert intensive repair. Furthermore, negligence of routine maintenance can void applicable limited warranty coverage on all or part of your home.

You should review the literature provided by the manufacturers of consumer products included with your home. Although much of the information may be familiar to you, some points may differ significantly from your previous home(s). This section does not repeat the information contained in that material. To activate specific manufacturer warranties, complete and mail the registration cards included with your products. Some manufacturer warranties may extend beyond the first year; it is in your best interest to be aware of these warranties.

The following sections are to help homeowners maintain their new home as some products are low maintenance but none are maintenance free. They are to be used as an aid only but are not to be considered the sole source of all information pertaining to maintenance on a home. Please keep in mind some adjustments to suggest procedures may be required as a result of each individual's use or lack of use based on various lifestyles and or cultural differences. Key Land implores you to make sure all avenues of normal homeowner maintenance have been exhausted, which may affect the situation, before requesting service from the warranty department or any subcontractor.

Requested service for an item(s) that is considered normal homeowner maintenance may result in a contractor requesting payment of trip charges to your home.

### HOME MAINTENANCE

Your new home is a complex machine constructed from more than 3,000 individual components. Just like your car, it needs to be maintained regularly to keep it operating at peak performance, and to avoid bigger problems down the road. While warranties are in place to guard against defective materials or workmanship, they aren't designed to take the place of routine homeowner maintenance.

With a regular but simple home-maintenance program you can protect your home's value as well as your peace of mind. Below you'll find a list of important maintenance issues that should be addressed regularly, and inside we've provided a maintenance checklist to get you started

- Read all instructions and manuals on appliances and mechanical systems. Clean filters in your furnace, air conditioner, and kitchen exhaust fan, air cleaner, and ventilation system per manufacturer's instructions.
- New homes in Minnesota are now required to have mechanical ventilation systems. Ask your builder what type of ventilation system you have and how to maintain the system.
- Test smoke detectors, carbon monoxide detectors, and fire extinguishers to ensure that they are operating.
- IF THERE IS MORE THAN A MINOR BUILDUP OF SNOW ON YOUR ROOF, THAT SNOW NEEDS TO BE REMOVED TO PREVENT ICE DAMS FROM FORMING, WHICH CAN CAUSE DAMAGE TO YOUR ROOF. ANY ICE BUILDUP ON YOUR ROOF SHOULD BE REMOVED AS SOON AS POSSIBLE. IF SNOW IS LEFT TO ACCUMULATE THERE IS ALSO THE POSSIBILITY THAT THE WEIGHT OF THE SNOW MAY DAMAGE YOUR HOME. CERTAIN ROOF DESIGNS REQUIRE MORE MAINTENANCE THAN OTHERS.
- KEEP GUTTERS AND DOWNSPOUTS FREE OF LEAVES AND DEBRIS AND DIRECT WATER AWAY FROM FOUNDATION.
- MAKE SURE THAT YOUR LANDSCAPING IS SLOPED AWAY FROM THE FOUNDATION. DON'T DIG UNTIL YOU CALL GOPHER STATE ONE AT 800-252-1166 OR 651-454-0002 TO LOCATE UNDERGROUND UTILITY LINES.
- CHECK CAULK AROUND WINDOWS, DOORS, AND RE-CAULK WHEN NECESSARY TO PREVENT WATER DAMAGE.

- In Minnesota, there are many high humidity days during the summer. When humidity is trapped in the home over prolonged periods of time, damage can occur to the structure. A relative humidity of 35-45% is healthy and comfortable. Check attic for signs of moisture. 30-45% may be too high in extreme cold.
- Vacuum ducts behind warm air and return air grilles and don't obstruct grilles with furniture and other items.
- Shut off exterior faucets and drain pipes before freezing temperatures.
- Know where your main water shut-off valve is located and how to use it. And never leave your home without heat during cold weather as water pipes may freeze and burst.

While your new home has many features and benefits, it is not maintenance free.

All building permits that were issued on new homes after April 15, 2000, are required to have a residential mechanical ventilation system. Ask your builder what kind of ventilation system you have and how you should maintain your ventilation system for proper operation.

During its first year or two a new home goes through a curing process as the various components and materials adjust to each other and their new environment. Be extra vigilant during this time.

This Maintenance Schedule highlights maintenance issues for all homes. Get additional maintenance information specific to your home from your builder.

- Check for and wipe up any condensation at windows and around fixtures in bath. If this occurs, it usually will be in the first year curing process or occasionally due to excessive moisture from cooking or frequent showering.
- Check and replace furnace filters monthly during its first two winters. Furnace filters should be checked every month **year-round** for heating and air conditioning.
- Fill out the table under warranty forms and use it as a quick reference for major appliances. Remember that improper maintenance on your part can negate the warranty on many fixtures.





# MAINTENANCE SCHEDULE

## ANNUAL CALENDAR

### January / February

- Clean or replace furnace filter
- Clean or replace air-cleaner filter
- Check and clean mechanical ventilation system (HRV)
- Clean air intakes, exhaust and meters of snow
- Clean range hood filter
- Remove snow from roof to prevent ice dams
- Clean and check sump pump and pit
- Inspect pressure and temp. valve on water heater
- Clean faucet aerators and turn on infrequently used

Faucets to maintain the trap's water barrier

### March / April

- Check and clean mechanical ventilation system (HRV)
- Clean air intakes, exhaust and meters of snow
- Remove snow from roof to prevent ice dams
- Check gutters and downspouts and clean if needed
- Inspect basement/crawl space for seepage/leakage
- Ensure that ground slopes away from foundation wall
- Check and repair any screen damage
- Inspect roof for damage and make repairs when necessary

### May / June

- Check and clean mechanical ventilation system (HRV)
- Clear air intakes, exhaust and meters of debris, nests, etc.
- Check gutters and downspouts and clean if needed
- Open outside hose connection
- Check and clean central air conditioning system
- Check landscaping sprinklers to ensure proper alignment (do not let them soak the siding)
- Replace air conditioning filters monthly or as recommended by the manufacturer
- Inspect pressure and temp. valve on water heater

### July / August

- Clear air intakes, exhaust and meters of debris, nests, etc.
- Check gutters and downspouts and clean if needed
- Check caulking and weather stripping around windows and entry doors
- Check exterior finishes
- Check and clean mechanical ventilation system (HRV)
- Air out damp basements on dry days or use dehumidifier
- Have furnace (heating system) serviced
- Check hot water heater for mineral buildup, drain, refill
- Check and repair interior caulking and grout on tile in showers and baths
- Check and repair all exterior caulking and weather stripping, especially around windows and entry doors
- Seal coat and repair asphalt driveway as needed
- Replace air conditioning filters monthly or as recommended by the manufacturer

### September / October

- Check fireplace and chimney; service or clean if needed
- Clean range hood filter
- Check and clean mechanical ventilation system (HRV)
- Clear air intakes, exhaust and meters of debris, nests, etc.
- Have ducts cleaned if needed
- Do safety checks: smoke detector, fire escape routes, fire extinguisher, door and window locks
- Check gutters and downspouts and clean if needed
- Check roofing and flashing for signs of wear or damage
- Close outside hose connection and drain
- Winterize landscaping
- Replace air conditioning filters monthly or as recommended by the manufacturer
- Inspect pressure and temp. valve on water heater

### November / December

- Clean or replace furnace filter
- Check and clean mechanical ventilation system (HRV)
- Check exhaust fans
- Clear air intakes, exhaust and meters of snow, debris, etc.
- Remove snow from roof to prevent ice dams

It is important to perform these routine maintenance services on your home every year. Please make copies of this list and use it every year to make your home maintenance tasks a quick and easy process. Not all items apply to all homes.

## AIR CONDITIONER

Time affects the performance of your air-conditioning system in a dramatic way. Unlike a light bulb that reacts instantly when you turn on a switch, the air conditioning unit begins a process only when you set the thermostat. For example, if you come home at 5:30pm on a day when the outside temperature has reached 90 degrees, and then you set the thermostat at 75 degrees, the a/c unit will begin cooling, but will take much longer to reach the desired temperature than if you set the thermostat at 80 degrees during the day and then set the thermostat to 75 degrees when you get home. During the whole day, the sun has been heating not only the air in the house, but the walls, carpet, and furniture. At 5:30pm the a/c unit starts cooling the air, but the walls, carpet, and furniture release heat and nullify this cooling. By the time the a/c unit has cooled the walls, carpet, and furniture, you may well have lost patience. If evening cooling is the primary goal, you should set the a/c thermostat at a moderate temperature in the morning when the house is cooler, allowing the unit to maintain the cooler temperature through the day. You may then lower the temperature setting slightly when you arrive home. Setting the thermostat at 60 degrees will **not** cool the home any faster, and it can result in the unit “**freezing up**” and not performing at all. Extended use under these conditions can damage the unit.

If a humidifier is installed on the furnace system, turn it off when using the a/c unit; otherwise, the additional moisture can cause a “**freeze up**” of the cooling system.

Remember—**always check the furnace filter before calling for service**. Dirty filters found as the cause for the service call entitle the company changing them to charge the homeowner a trip charge. Location of your AC unit quick disconnect for emergency shut down. Remember to change out your filter monthly. Make sure the area around the AC unit is clear. Clean the unit yearly by spraying unit with water or air. Do not use a brush or power washer.

Watch the video here on how your great information on how to change out your furnace filter:

### TIPS:

- ✓ PURCHASE 12 FILTERS AT ONCE. WITH A MARKER LABEL EACH FILTER WITH THE MONTH TO CHANGE OUT.
- ✓ ON YOUR COMPUTER OR SMART PHONE, LEAVE YOURSELF A CALENDAR NOTE TO CHANGE FILTER ON THE DATE AND TIME YOU ARE MOST LIKELY TO BE HOME.
- ✓ FOR AC UNITS WE RECOMMEND FIBERGLASS FILTERS DURING THE SUMMER MONTHS. DURING THE HEATING SEASON WE RECOMMEND PLEATED FILTERS MERV 8 OR LESS. FILTERS WHICH CAPTURE HIGHER AMOUNTS AND DUST AND ALLERGENS COST MORE AND REDUCE THE EFFICIENCY AND AIR FLOW OF YOUR FURNACE.
- ✓ ON HOT DAYS, TURNING YOUR FURNACE FAN TO ON WILL MODERATE THE TEMPERATURE THROUGHOUT YOUR HOME. REMEMBER, HEAT RISES SO UPPER LEVELS OF YOUR HOME WILL BE HOTTER THAN THE MAIN LEVEL WHICH THE THERMOSTAT IS LOCATED. CIRCULATING THE AIR WILL HELP BUT YOU WILL STILL HAVE A DIFFERENCE.



Tips on Maintaining your April Air 600 if installed.

- ✓ Schedule maintenance just prior to the heating season
- ✓ Make sure to turn the damper dial from summer to winter
- ✓ Change out the water pad yearly. Available from most big box stores and Amazon.
- ✓ Monitor the humidity in your home. Recommend 35% humidity for 20 degrees and above and lower setting for those really cold days below 10 degrees.



## Attic Access

Maintaining the seal around the attic access is important. Over time the caulking that seals the access panel will shrink and crack. Using a bright white Dap product is a perfect product to reseal this panel.

Do not use this area as storage.



## BRICK AND STONE

Exposure to elements and other uncontrollable variables in some cases cause brick to require “tuck-pointing”. The cracked mortar is caulked or replaced with an appropriate mortar. In most cases this should be done by a brick mason. In areas where brick work meets other building surfaces, caulk may be used to seal between the materials. This caulk should be checked on a regular basis and repaired when necessary. Failure to do so may result in unwanted leaks and damage to your brick work or home.

Cleaning of your brick can be done with a power sprayer or hose. We do not recommend using a cleaner as some cleaners are known to bleach or discolor the brick and mortar.



## CABINETS

Please carefully read the following pages concerning the cabinets and their hardware in your home as these recommendations are from All Inc. After your one year warranty, if you are in need of replacement parts for your cabinets or would like to add cabinets, please contact All Inc at 651-227-6331.

Once your new kitchen has been installed and touched up, cleaning is the most important item that must be done. During normal installation, sawdust and other materials may be in the cabinet. To properly care for you cabinetry, remove dust from cabinets frequently with a soft lint-free cloth. You may slightly dampen your cloth with water or spray-type dust remover. If you spill anything on you cabinets, clean immediately. Use a clean cloth and mild soap if necessary. Wipe dry with clean, soft cloth.

To keep your cabinets beautiful, avoid spray-type polishes containing petroleum solvents. Wood cabinetry finishes may be cleaned and protected using any commercial cleaning polish. Use any polishes that are formulated without wax, petroleum solvents or silicone. The extended use of wax polishes can result in a wax film build-up. The use of silicone polishes can harm the cabinet finish. Do not use a dish cloth to wipe your cabinet’s exterior, as it may contain remnants of grease or detergent.

For everyday care, it is important to wipe up spills and water marks as they occur. Give special attention to areas around the sink and dishwasher.

## CARE AND MAINTENANCE

Caring for the natural beauty of your cabinets means proper maintenance.

Here is how to prevent damages:

- ✓ Excess water, when left unattended, can cause white spots and haziness to the finish and even damage the wood itself. Always remove excess liquid promptly, especially in moisture-prone areas, such as sink, range, dishwasher and baseboard areas.
- ✓ Direct Sunlight can cause exposed areas to lighten or darken over time. When possible, keep cabinets out of direct sunlight or draw curtains during the sunniest part of the day. Be especially careful with cherry and maple cabinets.
- ✓ Smoke and grease can form a hard film over time, dulling the finish. Routine cleaning can prevent long term damage.

**CAUTION:** The use of self-cleaning appliances can generate intense heat during the cleaning cycle. The integrity of the appliance seal or appliance door gaskets may be compromised with age, or improper installation, etc. We recommend the removal of the doors and pulling out the drawer on the cabinet adjacent to or directly above the appliance during a cleaning cycle.

**NOTE:** Smart offers this installation guide for self-help purposes. Due to the complexity of installation and maintenance, we recommend that you hire a professional for any and all purposes.

### SURFACE DAMAGE

As careful as you are, there may still be times when your new cabinets will get nicks and scratches. Your dealer has cabinet touch-up kits. It is a smart idea to purchase one of these kits to make small repairs as needed. These are also commonly found in retail hardware or big box stores in the paint section.

## How to adjust your cabinet doors



## CAULKING

Time, weather or repeated exposure to certain elements will shrink, damage and dry out caulk causing it to no longer provide a good seal against moisture or air infiltration. As a matter of routine maintenance, all caulked areas should be inspected and repairs made as needed. Caulking compounds and dispenser guns are available at most hardware stores. Different caulks are used in different applications and care should be given to ensure the correct caulk is used where any repairs are done. Using the incorrect caulk may result in greater damage.

### Silicone Caulk

Not all caulking that contains silicone will not accept paint but works best where water is present. For example in cases where a tub meets the tile or where the sink meets the countertop you should use silicone caulk.

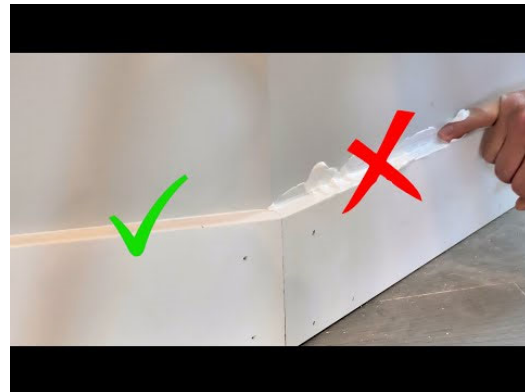
### Latex Caulk

Latex caulking is appropriate for an area that requires painting. An example would be where a countertop backsplash meets the wall.

### Colored Caulk

Colored caulking is available at stores that provide larger selections.

Play video on caulking tips.



## CERAMIC TILE

### Cleaning

Washing the ceramic tile may be done with any nonabrasive soap or detergent. Abrasive cleaners will dull the finish. There are many products available at retail stores. Make sure product does not contain bleach.

### Separations

Tile around bathtubs or countertops may appear to be pulling up after a time. This is caused by normal shrinkage of grout or caulk. If this occurs, the best remedy is to purchase a sanded caulk product from a tile supplier. Most suppliers carry a large selection of colors however if none is found we recommend a clear caulking to protect your investment. This is considered normal homeowner maintenance as is important to protect the underlying surface from water damage. There are many illustrations on how to prepare and caulk your tile surfaces on youtube.com.



## Sealing

Sealing grout is a homeowner option and responsibility. There are many pros and cons to sealing grout and is best left to the homeowner to make that decision. Key Land Homes does not seal grout as it can discolor the grout away from the desired appearance.

## CONCRETE

All concrete installed at your address by Key Land Homes subcontractors has been installed in accordance with the state and city codes that were in affect during the time of construction.

## FLAT WORK

To care for your concrete properly, always be aware of areas around the concrete that water can collect. Please fill in these areas with dirt. Do not allow downspouts to drain in such a way that the water will get under the concrete. Maintenance of drainage away from all concrete slabs will reduce cracking and other forms of movement.

To prevent moisture from penetrating to the soil beneath and increasing the chance of expansion, seal any cracks immediately with a flexible concrete approved sealant or caulk. They can be found at most hardware stores. **Applying an approved clear concrete sealer as soon as possible during the first year will help protect and maintain the concrete in a similar manner that a clear coat protects the paint on your car.**



## Ice and Snow or Debris Removal

Remove ice and snow from concrete slabs as promptly as possible after snow storms. Protect concrete from chemical agents such as pet urine, fertilizers, radiator overflow, repeated hosing, or deicing agents (for example: road salt that can drop from vehicles). All of these items will cause spalling of concrete, including repeated hosing. In addition repeated hosing should be avoided as a cleaning practice. If water must be used, pick a cooler day as cold water from an outside faucet used on a slab that has been heated during the day will damage the surface bond of the concrete. All concrete should be swept with a broom for any cleaning purposes.

**Do not use salt or deicers on concrete! This will cause concrete to peel and flake --- USE SAND ONLY on ice or frozen snow.**

## CONDENSATION

High humidity occurring within the home can cause condensation on interior surfaces and is not always visible. During the winter months it is most easily identifiable as moisture appearing on glass or window treatments exposed to cold on one side of the surface. These humidity conditions are significantly influenced by lifestyle. For more information please carefully read the following supplemental readings as in almost all situations the homeowner is directly responsible for moisture due to condensation found within the home. Damage that is a result of this condensation is not the builder's responsibility and it is not covered under any of the warranties.

**Condensation, frost or ice on your windows is NOT a window deficiency!  
Window coverings (blinds, shades, drapes) will increase the likelihood of  
these elements on your windows.**

## ERV (air-exchanger)

In general basic ERV systems do **not** condition air as it is brought into or drawn from the home and then sent back out to the home from the ERV unit. This is critical information when making decisions on settings during different times as there is **no removal or addition of humidity as the air is passed into the home from the HRV.** For example let us say it is a humid summer day, and you want to lower the humidity in your home from a measured 60% to a more tolerable 50%. The outside air is currently at a measured 70% and you set the control on the unit to 50%. This means the unit will draw outside air (70%) mix it with indoor air (60%) to try and achieve 50%. Because this is impossible, it will continue to run indefinitely and continue to add the outside air (70%) to your home. In essence, doing the reverse of what you intend and **raising** the humidity level within the home. These units only have the existing outside air, in whatever state (humidity level) it exists to work with.

Although proper operation of the ERV system is an important part to controlling moisture in the home, it is not the only source of water vapor. It is estimated that new home construction can have as much as 2500 gallons of water within the building products, you then add other sources like, aquariums, plants, cooking foods, showers and even the number of people within the dwelling. All of these contribute to moisture within the home.

### Solving Excessive Humidity / Dry Conditions

The most important part of solving this problem is monitoring. What is a comfortable humidity level and where should it be. The following table will give you some guidelines as to what is a favorable condition for inside your home. Using the Key Land Provided humidistat will help you monitor these conditions.

#### Outside Temperature

Above 40 degrees  
Below 40 degrees  
Below 20 degrees  
Below 10 degrees

#### Inside Relative Humidity

40 to 55 %  
35 to 40%  
30 to 35 %  
30 %

#### IMPORTANT!

When humidity is below 30% for any extended period of time. Damage will occur in your home.

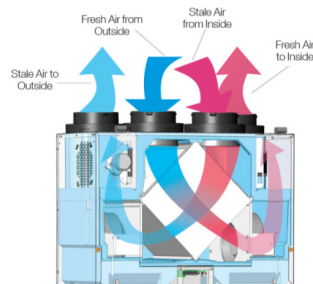
\*example: if it is 40 degrees or above outside, your relative humidity inside should be in between 40 and 50%. If it is 20 degrees outside your relative humidity inside should be in between 30 to 35%.

If during the heating season your humidity is lower than what is acceptable under the table. We highly recommend installing a whole home humidifier.

If you have humidity levels that are **excessive**, the following ideas can help you reduce the levels and protect your home from the damaging effects.

- In summer months, closing windows and doors and running air conditioner. The longer the air conditioner runs the more humidity can be extracted.
- Limit the number of plants in your home. Again monitoring will be important to determine when moisture is excessive.
- Dehumidifier in the basement.
- Running bathroom fans during baths and showers
- Running outside hood/microwave fan while cooking
- Running the furnace fan continuously during the winter months will create air movement.
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*As a note: If you have wood floors in your home, you should never have less than 30% humidity within your home. Anything less than 30% will cause damage by excessive shrinking of the wood.*

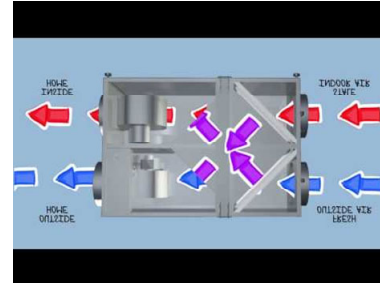


## How an ERV works

### By National Radon Defense

\*Key Land Homes does not suggest the ERV will reduce or eliminate Radon

Please test your home regularly for Radon.



# Discover Heat & Energy Recovery

A tightly built, high-performance home is a great way to conserve energy and lower heating and cooling bills. Without the proper mechanical ventilation system, however, homes suffer from stale air, odors, moisture problems and poor indoor air quality. Aldes Aeromatic™ Series Standard Residential Heat Recovery Ventilators (HRV) and Energy Recovery Ventilators (ERV) combine energy and cost savings with balanced indoor air quality ventilation.

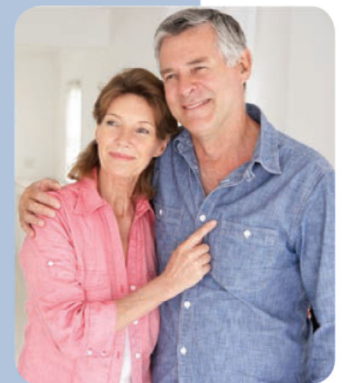
An Aldes HRV/ERV can recover as much as 72% of the heat that would otherwise be exhausted. This 72% translates to real savings on energy bills, all while keeping the home precisely ventilated and climate controlled. These residential models are perfectly suited for use in apartments, condos and single-family homes up to 4,000 ft².

Compact size and large performance are hallmarks of the Aeromatic™ Series residential models. Each unit is thoughtfully engineered for streamlined installation and durable, worry-free use. Installers will appreciate how quickly it gets up and running. No more fumbling with duct connections, or spending hours on trial-and-error airflow balancing. Once the unit is in place, it works simply, quietly and efficiently.

Aldes has manufactured ventilation systems and solutions for 30 years. Every Aldes product is equal parts innovation and experience. Homeowners can trust that their HRV or ERV will last for years and pay for itself in energy savings.

## For the Homeowner

- **Continuous Duty:** Backward-inclined impellers and totally enclosed motors are not susceptible to dust loading and do not need cleaning.
- **Quietly Powerful:** High-efficiency motors are virtually silent and designed to consume very little power.
- **Speed Options:** The unit can operate continuously at low or medium speeds, with on-call high-speed override.
- **EvacMAX™ Exhaust Boost:** On-demand maximum bathroom exhaust removes odors, humidity, and stale air.
- **Serviceability Ease:** In the event that the unit ever needs servicing, the filters, core and modularized motor decks can be removed without tools.
- **Superior Insulation:** One-piece molded expanded polystyrene (EPS) is non-porous, so moisture does not get trapped in the unit where it could cause mold to grow.
- **Clean Air:** Multiple filter options are available to enhance the filtration capabilities of the unit, which improves overall indoor air quality.
- **Built to Last:** Painted, heavy-gauge galvanized steel casing is rust-resistant and extremely durable.
- **Effective Recovery:** Units recover up to 72% of sensible heat, shrinking heating and cooling bills.
- **Built-In Defrost:** Automatic fan exhaust or recirculation modes protect the core from freezing in cold climates.
- **Complete Climate Control:** Five compatible controllers are available to automate the unit's response to changes in the indoor environment.





**“Big Thaw is Bringing Water into Many Houses”**  
Written by Karen Youso, Star Tribune February 10, 1996

After a week of stunning cold, the sudden arrival of mild Pacific air this week has been a relief for many people. But it's been more than some houses can handle.

They're crying. The evidence can be seen in the proliferation of ugly, damp brown spots on the ceilings of some Twin Cities houses.

In others "water is coming through light fixtures, down walls and inside windows," said Jim Huff, a Maple Grove building inspector.

Some homeowners are puzzled about the source of all that water in the middle of winter. It's from frost in the attic, Huff said.

Although the damage attic frost causes to houses is similar to that caused by more common ice dams, the process is different. Ice dams occur outdoors on top of the roof, attic frost develops indoors on the underside of a roof.

Here's what's been happening: During the recent spell of severely cold weather, many attics were super-chilled. When warm, moist air from living spaces escaped into attics, the temperature difference caused the moisture to condense and freeze, forming frost.

It's the same principle as "when somebody leaves the door open on the freezer," said Phil Smith, energy specialist for the Minnesota Department of Public Service's Energy Information Center. "After a couple days, there's quite a buildup of frost in there."

Frost in attics is not unusual, Huff said. Temperature swings will cause small amounts of frost to form, melt and evaporate harmlessly throughout the winter. However, the recent extended cold snap was followed by a quick thaw, melting the unusual amounts of frost swiftly. The resulting water didn't evaporate; it moved right through insulation and into living areas.

"The defroster was turned on, and now we're singing in the rain," Smith said.

There's not much a homeowner can do now but let the moisture run its course and wait for the attic and insulation to dry out. That probably will take until spring, Huff said.

In the meantime, homeowners with a problem should begin repairs right away. If you need to hire a contractor, take the usual precautions of verifying licenses, checking references, and securing a written contract.

"Don't be pressured," Smith warned, "You may be distraught now, but rest assured it's repairable...Most of the damage probably is only cosmetic."

Homeowners can contact the Energy Information Center for a free copy of a publication that explains attic frost and how it can be reduced to prevent problems from reoccurring. Call (651) 296-5175 or (800) 657-3710.

## Countertops

### **Important Information on Your Countertops** **WARRANTY AND SPECIAL CARE INSTRUCTIONS:**

\*Always keep water and condensation away from sink perimeter and seamed areas on your countertop. Particleboard, the wood used to make your countertop, will absorb water like a sponge and expand, causing un-repairable damage. Caulking around your sink is recommended on a yearly basis.

\*Always use a cutting board when using knives, scissors or any other sharp objects.

\*Do not use cleaners containing acid, alkali, or sodium hypochlorite. If you do have these cleaners in your house, make sure bottles, rags, and other material contaminated with these cleaners never contact the laminate surface.

\*Keep all hot objects off the laminate surface. If the object is not cool enough to touch with your hand, do not set it on the countertop. Objects such as coffee makers, crock pots, pots and pans, or curling irons should be set on a heat-resistant object rather than on the countertop. Such levels of heat can cause the adhesive below to release, or cause discoloring in the surface.

### **CLEANING LAMINATE COUNTERTOPS:**

Plastic laminates are designed for durability and beauty, but can be damaged by abuse and carelessness. When cared for properly, your laminate countertops will give you years of satisfaction.

For regular cleaning, simply wash surface with mild soap or diluted household cleaner, rinse with clean water, and dry the surface. Any time you clean laminate, use a clean, soft, non-abrasive cloth; never use steel wool or other abrasive scouring pads.

For excess adhesive, paint, varnish or stain, more detailed cleaning steps will have to be taken.

\*If you should find residual glue, left from the manufacturing process, you can use an adhesive solvent (found at your local hardware store).

\*To remove most oil-based paints, varnishes and lacquers from laminate use a suitable solvent, read and follow all warnings and instructions on labels.

\*To remove water-based paints, use an ammoniated household cleaner. For stubborn paint spots, gently use a plastic, non-metallic, non-abrasive pad.

\*To remove or minimize stains, use full-strength household cleaners. Allow the cleaner to draw the stain out, blot with a clean cloth, then rinse.

Use solvents sparingly, as excessive amounts may delaminate edges and seams. When a recommended cleaner changes formulation, the change may be harmful to the laminate surface. Key Land Homes cannot be held responsible for these changes. Solvents such as denatured alcohol can also be used on laminate. Follow all directions and warnings on labeling. Remember to rinse countertops with the regular cleaning process when finished using a solvent or a full-strength cleaner.

## Granite Counter Tops

Granite tops need lots of care. They need to be wiped down daily and do not allow foods or cooking ingredients to remain on surface for any length of time. All granite surfaces need to be resealed yearly. These products can be purchased from most retail outlet stores that provide cleaners or house hold cleaning products. Please follow directions.

How to clean and reseal your granite countertop

Granite Countertop Do's and Don't



Courtesy of Aphrodite Granite



Courtesy of Marbledotcom

## Exterior Water or Damp Proofing

Your exterior basement foundation walls have been coated with a polyuria damp-proofing material below and above grade. Attention must be paid when using weed cutting devices including lawn mowers close to the coating as product tough but damage can occur to the coating. Pro Seal applied the original coating and you must contact them for inquiries about repair as different coating have been used at different times. If repairs are made, Key Land Homes cannot guarantee color match as the original color will fade over time due to environmental conditions.

To clean the damp proofing material, we recommend using a mild detergent (car wash soap) and brush on. Flush with water. For tougher stains such as clay, siding wash can be used. Some scrubbing would be needed however it would be important to rinse off immediately afterwards as siding wash contains an acid that will damage the appearance if allowed to dry.

If your product is a polyuria, cracks and damage should be filled using a truck liner bed spray or roll on. This product can be found at most hardware or big box locations. Water can penetrate to your foundation blocks if cracks or damage is not sealed.

If you have a stucco or concrete coating, Brush or towel over any cracks. If the product is chipping off or peeling. Simply remove the unattached material with your hands. Do not scrape. Towel or brush on the product. This product is called Tuff Stuff foundation coating and comes in many colors and available at Menards.

If you wish assistance, Call Installed Building Solutions at 651-968-1017

## Doors and Locks

The doors installed in your home meet industry standards for quality, but they are wood products and subject to the natural characteristics of wood such as shrinkage and warping. Most doors will require some minor adjustment through the first year until the door has had the proper chance to acclimate to the home. If you are still having the same problems at your yearend please list that door(s) so the warranty technician can address it or replace the door if necessary

### Warping

If a door warps slightly, keep it latched as much as possible; often it will return to normal when acclimation has occurred.

### Sticking

A sticking door often is caused by the natural expansion of lumber due to changes in humidity. When sticking occurs because of swelling during a damp season, do not plane the door. To ease operation of the door use paste wax, light coat of paraffin wax, candle wax or tighten the screws that hold the door jamb or door frame. Anything requiring more than those steps during the 1st year should be reported on your year-end form to the warranty department. Using a 3 inch screw through one of the hinges will pull the door over allow the door to move freely, do not overtighten.

### Hinges

To fix a squeaky door hinge, remove the hinge pin and rub a lead pencil or graphite lubricant on it. Do not use oil, because it can gum up.

### Bi-fold doors

Occasionally interior bi-folds will stick or warp due to weather conditions. To reduce this inconvenience, apply a wax such as paraffin to the tracks of the bi-fold door.

## Slamming

Slamming doors can damage both doors and jambs, and 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.

## Locks

Lubricate door locks by using graphite or other waterproof lubricant. Avoid oil because it will gum up the locking mechanism.

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## Locks

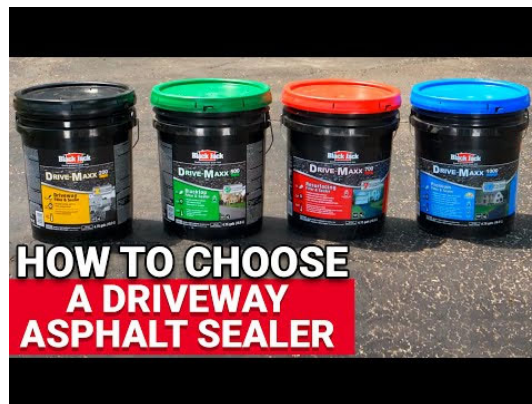
Lubricate door locks by using graphite or other waterproof lubricant. Avoid oil because it will gum up.

## Asphalt Driveways

The bigger issue for residential asphalt driveways is cracks. Cracks that allow water to penetrate into the gravel base are a far greater threat to the long-term health care of your driveway. Water that enters the gravel base can then soften the soil under an asphalt drive. If this happens, the weight of the cars going over this soft area can cause the paved surface to crack in even more places. Remember, asphalt paving is actually a flexible pavement. The strength of asphalt surfaces comes from strong soils and a strong base material under the finished surface.

Keep in mind that asphalt sealers are simply coatings that penetrate slightly into the asphalt surface. For the most part, they lay on top of the pavement. If you seal too often, you simply are adding layers of asphalt that can peel off. Asphalt drives should be sealed when you can clearly see the color of the stones that are used to make the asphalt paving.

Where I live we use limestone stones to make asphalt



## Taking care of your Asphalt Driveway

Here are a few tips that we would like to give you for the care and maintenance of your asphalt driveway/project.

- ❖ On hotter day there is a potential that tire marks may appear. The tire marks will go away with continuous compaction by routine driving, but do not turn your tires on the asphalt if the car is not moving.
- ❖ If a crack develops in your driveway it is most likely due to the frozen grounds. If this happens, it is not necessarily damaging to the life expectancy of a residential driveway/project but should be crack filled.
- ❖ Your driveway/project has been laid with a paving machine, but there may be some spots that must be finished by hand. In the spots where handwork is done, the rocks will come to the surface. A seal coat will smooth out any exposed rocks.
- ❖ Seal coating should be done within the first two years after installation: then do not apply a second coat more than every three years. Seal coating will fill any expansion cracks and will protect your driveway/project from elements that damage asphalt. Seal coating your driveway/project too often will cause excessive buildup that will result in checkered look. Using an approved asphalt sealer is highly recommended between asphalt and concrete aprons on a yearly bases.

- ❖ Petroleum products such as gas and oil, sharp object such as bicycle kickstands and grill legs, trailer hitches and jacks are all common enemies. Heavy vehicles can also be detrimental to the life of you driveway/project.

## Drywall

Slight cracking, nail “pops”, and / or seams may become visible in walls and ceilings. These occurrences are caused by the shrinkage of the wood and normal deflection of rafters to which the drywall is attached.

## Repairs

You can easily repair most drywall. You should do this work when you redecorate the room. To correct a nail pop, the following steps are recommended.

- Reset the nail by using a hammer and punch, screws should reset using a Phillips screw driver.
- Cover it with “spackle” which is available at most hardware stores
- Apply two or three thin coats of spackle, allowing each coat to dry before applying another
- When the last coat is dry, sand the surface with fine grain sandpaper before painting
- Slight indentations caused by sharp objects can be repaired with spackle in the same manner as described in the previous steps.

## Electrical

Should you have problems with your electrical system, the following subsections may help you track down some problems that may exist. These subsections also contain several useful hints. Please keep in mind as with all electrical issues extreme caution should always be used to prevent harm or death.

### Electrical Panel

The master control panel that contains the electrical breakers for your home includes a “main” shut off that controls all of the electrical power to the home. Individual breakers also control the separate circuits. Make sure that you are familiar with the location of the master control panel. The home owner should mark each breaker to help identify which breaker is connected to which major appliances, outlets, or other service. If a failure occurs in any part of your home, always check the breakers in the main panel box.

### Breakers

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

### Outlets

If as wall outlet appears to not be providing service to a particular appliance, please try another electrical appliance first, then check to make sure the outlet is not controlled by a wall switch or a GFI.

### Ground

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

### Tripped Breakers

Breakers will often trip because of overloading the circuit. Overloading may be caused by plugging too many appliances into it, worn chords, defective appliances, or operation of an appliance that has a high voltage requirement. You can also trip a breaker by starting an electric motor. If any circuit trips repeatedly, unplug all items connected to it and reset the breaker. If it trips when nothing is connected to it, you should report the problem to an electrician. If the circuit remains on, one of the items you unplugged may be defective and require repair or replacement.



## Unused outlets

If small children are in the home, safety plugs should be installed in unused outlets.

## GFI

GFI (ground fault interrupter) receptacles have a built-in element that senses fluctuations in power requirements. Simply put, the GFI is an indoor circuit breaker. Installation of these receptacles is required by building codes in bathrooms, kitchen, outside and garage outlets (areas where an individual may come into contact with water). Heavy appliances such as a freezer or power tool should not be plugged into a GFI, the load required will usually trip the breaker. Repeated tripping under those circumstances will damage the GFI and that damage and or any collateral damage is not covered under the limited warranty.

## GFI/GFCI TESTING

Each FGI receptacle has a test and reset button. You should press the test button once each month. This will trip the circuit if working properly. To return service, press the reset button. If a FI breaker trips during normal use, it may indicate a faulty appliance, and you should investigate further. **One GFI breaker can control several outlets.**

## Underground cables

Before doing any digging around your home, check the location of buried service leads by calling "Gopher One" as they will mark the locations for you and digging into them may lead to injury or death.

## Modifications

Do not tamper with or add to your electrical system as injury or death may result. This type of work should only be performed by a licensed electrician found on your service panel.



## Flooring

For additional information on the care of all floor coverings products, see manufacturer's recommendations. This section provides you with general recommendations and suggestions, please refer to manufactures for specific information ensuring not to void any warranty. For information on the product you have in your home, please go to your Buildertrend

documents/selections. Under flooring it will provide a room by room detail on manufacture and color. In documents, open the warranty documents file and search for the manufacture of your product and click on floor care.

## Carpet

Vacuuming twice a week will not only keep the carpet clean but will help to maintain the upright position of the nap. You should wipe up spills and spot clean stains immediately (always dab at the stain, never rub it). Before using any stain removers they should be tested in areas such as a closet, to check for any undesirable effects. You should have carpets professionally cleaned at regular intervals, usually annually. *Remember, manufactures do not warranty stairways or hallways. Extra vacuuming will help with crushing however it cannot be eliminated.*

## Berber

When vacuuming Berber carpet, set the vacuum bar at a higher setting so as not to cause fraying up of your Berber carpet.

## Resilient Flooring

Although resilient floors are designed for minimum care, they do vary in maintenance needs. The best cleaning solution is warm water with ammonia. This ensures that your floors will retain a high gloss. However, you should not use cleaning or finishing agents on the new floor until the adhesive has set thoroughly, which takes about 2 weeks.

The resilient flooring installed in your home is the "no wax" type which means it is coated with a clear, tough coating that provides both a shiny appearance and a long-wearing surface. Even this surface will scuff or mark. For care and cleaning of all your hard surface floors, follow any manufacturer's specific recommendations.

Wipe up spills and vacuum crumbs rather than washing resilient floors frequently with water. Excessive amounts of water on resilient floors can penetrate seams and get under edges, causing the material to lift and curl. Frequent scrubbing or electric buffing is harder on floors than regular foot traffic.

When moving appliances across resilient flooring, put a hard board under the appliance before moving; this will help prevent floor damages such as tears and wrinkles. To prevent permanent damage you should install manufacture approved coasters or pads on furniture legs, tables, and chairs.

Nail heads may rise in some cases and are a result of floor joist movement caused by natural shrinkage or deflection. To help reduce this movement, the sub-floor has been nailed and glued. If a nail head becomes visible through resilient flooring, place a block of wood over the nail head and gently hit the block to reset the nail.

Flooring of any type will shrink, and seams may actually separate slightly due to this shrinkage.

*Excessive moisture on this type of flooring may cause seams to lift or curl. Special caulking should be used at tub or floor joints to seal seams at those locations. Avoiding the allocation of standing water on any floor is always the best policy. These floors are water resistant and not water proof.*

***Latex or rubber back throw rugs can cause vinyl flooring to yellow. Rough back rugs can scratch vinyl flooring and should not be used. Please refer to manufacture recommendations for the type of rugs to use on all flooring.***

## Hardwood Floors

Wood floors will respond noticeably to changes in humidity level in the home. Under most normal conditions high humidity will cause warping and swelling, while low humidity can cause shrinkage and splitting. While these are not the only conditions and results of those conditions they tend to be the most common. Proper in home humidity during the heating season is between 35 and 40% relative. If this cannot be maintained consider having a humidifier installed on your furnace.

In daily care of hardwood floors, preventive maintenance is the primary goal to a long lasting good looking floor. All spills should be cleaned up immediately with a very dry cloth. All rugs will cause color variations because the

area under the rug is protected from air pollution, ultraviolet rays, etc. and in addition rugs trap moisture underneath them. Never use any type of “backed” rug as they can cause “yellowing” and you should check with the manufactures recommendations before using any type of rug if it is necessary. **DO NOT** use any water on your floors. No wet mopping, damp mopping. Only use wood care products as recommended by the manufacture.

## Hardwood Floors

Manufacture recommended covers/protectors should also be used on the bottoms of any furniture placed on hardwood floors.

Hardwood Floors are very durable, yet vulnerable in many ways. This care sheet should be used as a guide to help keep your floor looking beautiful for many years. Here are some helpful hints:

### DO

- Area rugs or mats should be used at all entrances to help prevent the tracking of dirt, grit, and sand.
- Rugs should be moved periodically, as wood floors will oxidize in the sunlight.
- Felt protectors should be attached to all objects sitting directly on the hardwood floor. Protectors can get worn or trap dirt. They must be cleaned or replaced periodically.
- Vacuum, sweep or dust mop as needed. The vacuum head should be a brush type that does not scratch the floor.
- Wipe up spills as soon as possible.

### DO NOT

- Over the counter products are not recommended unless endorsed by the National Wood Flooring Association.
- Any products that contain wax/oil may interfere with the recoating of the floor and actually dull the finish while making it hard to clean.
- High heeled shoes, cleats and sport shoes are hard on wood floors. They can leave marks and dents in the floor.

### CHARACTERISTICS IN HARDWOOD FLOORING

By Affinity Flooring

Hardwood floors are a natural product and there will be variations in appearance.

Hardwood floors always react to any major change in environmental conditions. In the winter gaps may occur. In the summer the hardwood floor may swell. A constant and consistent indoor temperature and moisture level can keep your floor from undergoing significant changes.

A humidifier in the winter months and an air conditioner and/or dehumidifier in the summer months will help maintain the moisture in your home and minimize movement of your hardwood floors. It is suggested the relative humidity in your home should be 35 to 40 percent.

## Ceramic Tile

For most circumstances sweeping is the best method for cleaning ceramic tile floors. When necessary a damp mop with warm water only may be used. If you feel a cleaning agent is required please refer to the manufactures directions. Please remember the grout does not hold the tile in place it is for ascetic value and may crack with vibration or deflection beyond the builder’s control. These cracks can be filled with a premixed grout or a manufacture approved caulk.

## Gas Fireplaces

Key Land Homes offers direct vent gas fireplaces as well as linear. After orientation with your supervisor, should a problem arise please refer to the manufacturer’s directions or contact the installation company. If you notice any gas smell, shut the switch off immediately and report it. **With all suspected gas leaks leave your home immediately, do not use your phone from inside the home as this will ignite the gas fumes.**

## Orientation reminder

Reminder of important facts from your walkthrough

- ❖ Please run your fireplace for a full 3 to 4 hours prior to normal use. Foul odors will be noticed during this time however once the burn in process is completed the odors will not return.
- ❖ Loss of power in the home. Your fireplace, if equipped has a battery backup system which will allow you to start the fireplace in the event of a power outage. 2-D size batteries are required and once in place push the ignitor to light fireplace.

**How to clean the glass on your fireplace. DO NOT USE REGULAR ALL PURPOSE GLASS CLEANER.**

**Click on to learn how to clean the glass**



**Example of a cleaner that can be used.**



## Grading

It is important that once you have taken possession of your home, you are responsible to maintain the positive grades around the home. This ensures water will flow away from the foundation and negligence in doing so will result in a voided foundation warranty. Regular inspections around the perimeter of the home should be done to inspect for settling. Before putting down sod or landscaping please verify that you have received a copy of a city approved AS BUILT Survey. If you install sod prior to approval you will be held responsible for any needed removal or replacement of sod, landscaping, trees, gardens, etc. until the survey is approved. As Builts are important for a number of reasons. First, they insure that the soil levels around your home are at a level that water will flow away from your home and not back to it. Having negative drainage or where water runs back to the home will cause water build up under your home which then causes your sump pump to run on a regular basis. Second, the survey shows the elevations on your property lines to ensure water is draining in a manner that water flows away and into retention ponds or catch basins.

## Final Grade

This process is when all the soils around your home have been leveled, raised and filled to meet the survey provided to the builder by the developer and approved by the city. For your protection an independent engineering firm has been hired to survey the lot to prove the previously established grades, swales, elevations etc. have been met by the excavating crews. The final grade is an industry standard but is not suitable for sod. Homeowners are responsible for doing the finish grade before sod. Please keep in mind alterations which vary from the approved survey become the homeowner's responsibility including any subsequent or collateral damages and/or changes that may become required as a result of those alterations.

Most grades are held to a 1.5% to a 2% minimal slope. This is more than adequate for surface drainage however over use of irrigation systems by you or your neighbors will overload the area causing soft soils. This is not a defect with the grading and is preventable. If you have an irrigation system, do not set it to run automatically. Only water when needed. Your lawn only needs 1 inch of water per week to be healthy. A good sign that you or your neighbors are watering too much is if water is coming off the property. Water should be allowed to soak in not run off.

## **Settlement**

Excessive settlement (exact tolerances can be found in the correct limited warranty section) found anywhere should be filled and tamped. Within the first year, Key Land will provide the homeowner fill where excessive settlement has occurred within 2' of the foundation or where utilities have been trenched into the yard. This will be provided only once and we recommend you wait until your year end.

Filling settled areas is considered routine maintenance by the homeowner and is an important part of keeping your home foundation in good condition. Not maintaining the grade will cause your sump pump to work harder than needed and will cause premature failure. When filling in settled area, make sure you do not raise the soils within 6 inches of the siding and always use a level to make sure water runs away from the home and not toward the home. Many landscaping companies offer their services if you need assistance.

## **Standing water or soft soils**

If your grading was completed properly and the landscaper did not alter the grading on the property lines, the water on your property should flow as intended. With that said, there are situations where it might not. Number one reason is overwatering. If you or your neighbors are watering daily or every other day, your soils are saturated. Water will not move through saturated soils and then it sits. Only water when need and areas needed. You only need .5 inches of water a week for a healthy lawn. If you mow through soils that are soft and wet, you will create ruts and foot prints for the water to sit in. These factors are the reason you lawn is not thriving.

## **Heating System**

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

Some of the primary reasons that a furnace does not work is the pressure switch. This switch sense draft from the intake to make sure air will flow over the heat exchanger. Common reasons for the failure of the switch include a dirty filter or the A Coil for the air conditioner is plugged. Another problem with furnace shut down has been an on/off blower switch, which looks like a regular light switch. The switch, located in a metal box outside the furnace, simply over-rides all furnace commands and manually shuts down the blower. Usually, this is done only when maintenance service is being performed. Young children have been known to turn the furnace off using this switch.

## **Temperature Variations**

There are temperature variations from floor to floor (depending on cold days). Typically the furnace blower will cycle on and off more frequently and for shorter periods of time during sever cold spells. By turning your furnace fan to on and running the furnace fan continuously will even out the temperatures throughout the home. It does cost more in electric however your furnace will run less as brings the warm air that rises back down to floor level. If you have a thermostat that has a recirculating feature, turn on this feature during these cold spells. This circulates the air in your home on 20 minute cycles rather than the fan running continuously. Always make sure your filter is clean.

## **Trial Run**

To make sure your furnace is working properly, test the furnace before you need it in the fall. Simply turn your thermostat to heat and raise the temperature until the temp is higher than the indoor temp. Furnace should start. Let it go until the blower starts to run and heat is felt (the same applies in the spring with the A/C). If service is needed, it is much less in convenient to discover it prior to the heating season. Remember to check service switch and gas valves prior to calling for service.

## Filter

You should change the filter monthly during the heating season (all year if you also have an air conditioner). A clogged filter can slow air flow and cause cold spots in your home as well as damage your system. Although it takes less than 1 minute to change the filter, this is one of the most frequently over looked details of normal furnace care. For the sake of convenience, you should buy filters in large quantities and mark each filter with the month in which to replace.

Buying a filter that states it is good for three months is not proper maintenance. Replace monthly! The dirtier the filter the less efficient your furnace will become.

## See video under Air Conditioner for references on proper maintenance of your furnace and Air Conditioner.

**Thermostat** (See video on the right on how to program your thermostat)

Down load the manual here: [T6 PRO PROGRAMMABLE THERMOSTAT Manual & Support | Honeywell Home](#)

When the temperature on the thermostat registers below the setting you have selected, the furnace will start automatically. Setting the thermostat to a higher temperature will not heat the home faster.



### **On most models, thermostats are calibrated to within plus or minus 5 degrees.**

Your thermostat is place centrally within your home. Commonly on the main level. This this is the area that is used most often and more of an open space this area tends to be warmer than the other areas of the home. Heat does rise but when it has to go through your ceiling first, upper areas of a two story home tend to be cooler during the heating season and warmer during the cooling season. You can offset this difference by continuously running your furnace fan on days of extreme cold or heat.

### **Do Not Over Heat**

You should not overheat your new home. Overheating can cause excessive shrinkage in framing lumber and will materially damage the home. In the beginning, use as little heat as possible and increase it gradually.

## Odor

When you turn on the heating system after an extended period of not being used (such as after the summer months if you do not use air conditioning), it is normal for it to emit an odor for a few moments. This is caused by dust that has settled in the ducts and should pass very quickly. If you smell gas, **call the gas company immediately from outside your home.**

## Duct Noise

As the system operates, some popping or pinging sounds are the natural result of ductwork heating and cooling in response to air flow.

## Humidifier

Never operate the air conditioner and humidifier at the same time as damage can result. Because of the new energy codes your home is very air "tight" and the addition of any moisture to the home must be done with extreme caution.

You should clean the moisture pad once a year by following these steps.

- Shut off the water supply to the humidifier
- Drain the reservoir by pulling the tube at the bottom of the humidifier.
- Remove the bottom half of the casing (2-screws)
- Remove the pan, and clean it with warm water
- Replace water pad every year prior to the heating season.

## **Insulation**

The effectiveness of insulation is dependent on minimum depths as it is blown into the attic. If you disturb the depths it must be returned to the proper level as it will be inadequate if it is not (for example the installation of a TV antenna in the attic).

### **What Key Land Provides:**

Key Land Homes provides a R21 insulation in the wall cavities, an R49 or better in the attic. The rims are foam sprayed which provides a R20 plus and the exterior foundation walls are foam insulated with a R15. This is as of February 24<sup>th</sup>, 2022 purchase agreements.

Maintaining the insulation is important. Repair as needed all exterior damage, Have a professional check your attic. If you are getting frost spots on your ceilings around the outside edges, most likely you had insulation blow out in these areas which is caused by high winds. Always maintain the caulking around windows and doors.

## **Overhead Garage Door**

When the door is in motion, do not allow anyone near it. Never allow children to play with or around the garage door. For your safety, after the expiration of the 1-year warranty period, you should have a qualified specialist make any needed adjustments. The door springs are under a considerable amount of tension and require special tools and knowledge for accurate and safe servicing. After any significant impact to the door, a professional garage door technician should inspect the door.

## **Lubricant**

You should apply a 30-weight automobile oil or similar lubricant to all moving parts (track, rollers, hinges, pulleys, and springs) every 6 months. At this same interval, check to see that all hardware is tight and operating as intended, without binding or scraping. To facilitate smooth door operation rub paraffin wax on the side jambs.

## **Sag**

It is normal for some sagging to occur in all garage doors but will be most noticeable in wood and Masonite doors due to the weight. After the panels have dried, sagging will stabilize.

## **Opener**

If an electric door is installed, make sure all the manufactures directions have been followed. Not doing so can result in physical damage to the door and person installing the door. Door locking mechanisms should be removed from the door when installing an opener to prevent possible damage from lock being accidentally engaged.

## **Lock**

If a lock becomes stiff in operation only use graphite lubricant. Other lubricants can gum or freeze up and make the lock difficult to operate or even damage the lock itself.

\*Note. Garage door openers have a one year warranty from installer.

How to lubricate your garage door.



Video courtesy of ToolboxDIY

## Paint

You should check the painted and stained surfaces of your home's exterior as needed. At minimum you should plan on finishing the exterior surface of your home approximately every 3 years, or as often as your paint manufacturer suggests for your area, climate and use. Wood that is primed white or light colors will show grain and cracks more readily but is a character of the wood and not considered a defect. In some cases the resin within the wood may become visible through the wood this is also not considered a defect of the paint or wood. **Do not allow sprinklers to spray water on the exterior walls of your home, this can cause blistering, peeling, splintering to the paint as well as other damage to the home.**

## Colors

Always keep your closing information! All the selections you made during the construction of your home are listed on them and Key Land Homes does not keep those records for inquiry due to legal liabilities.

## Repainting

When you decide to repaint, be sure to reset all protruding nails or screws, a wire brush or scraper should be used for chipping or peeling paint, sanding (where necessary), and some spots may need primer before new paint can be applied. **\*\* Water based paints should never be stored in freezing temperatures.**

## Plumbing

Plumbing is one of the most important aspects inside your home. By properly maintaining the plumbing and fixtures, you should avoid most major plumbing problems.

The following sections will give you some helpful information:

**If a major plumbing leak occurs, first turn off the supply of water to the area involved (this may require shutting it off to the entire home). Then contact the appropriate contractor assigned to your home. If it occurs after hours please contact the Key Land provided emergency plumber phone number.**



## Shut-off

Your main water shut-off valve is located in your basement near your meter. It is important to know and remember the location of the shut-off for emergencies (such as a water line freeze or break), or if you install a lawn sprinkler system or plan an addition to your home. *Pictures of this area are in the back of this section. Remember to winterize your outside faucets every fall.*



## Freezing pipes

If your home is heated at normal level, pipes should not freeze at outside temperatures above 0 degrees Fahrenheit. If you are away during the winter months, you should set the heat at 65 degrees. If you will be away for an extended period of time, it is best to drain your water supply lines by shutting off the main supply line and by operating the faucets to relieve the pressure in the lines. It is highly recommended that a plumber be hired to winterize your home.

To protect plumbing lines that may run through the garage, you should keep garage doors closed during freezing temperatures. In unusually frigid weather, or if you will be gone more than a day or two, you should open the cabinet doors to allow warm air to circulate around pipes. If your pipes do freeze, you can use an ordinary hair dryer to correct the problem.

## Aerators

Even though your plumbing lines have been flushed out to remove sediment, usually small amounts of minerals enter the line. Aerators on the faucets strain much of this from your water. However, minerals, debris, etc. can get caught in these aerators expediting wear on the washers, which in turn may cause the faucet to drip. Using a tool like the picture below will help you remove the aerator for cleaning from time to time. Soaking them in vinegar for 5 to 10 minutes dissolves most of the lime deposits that can build up. Depending on your selected faucet this key may or may not have been included with the faucet.



## Low pressure

Every 3 to 4 months, you must remove and clean the aerators on faucets to allow proper flow of water. Many homes also have pressure reducing valves located just above the meter. Your pressure is set at approximately 45 PSI and in most cases can be adjusted up to 60 PSI. It is recommended that your research the needs of increasing the pressure before doing so as additional pressure may lead up to a valve failure in the home.

## Toilet

New plumbing codes require that a 1.6 gallon toilet be used in all residential plumbing systems. You will notice that the water level may be lower than what you are accustomed to. These water saving toilets may clog easier than the 3.5 gallon toilets used previously. If your toilet continues to run please contact the plumber for specific adjustment instructions during the first year only. NOTE: Using any cleaner or clean tablets if the supply tank will damage the inter parts of the toilet causing them to leak. We only recommend cleaning regularly with a bowl cleaner of your choice. If you do not have a water softener, it will be quite likely that your toilet bowl will develop a lime ring at the water line. To remove this ring, standard cleaner will most not likely remove this ring completely. To do this you can purchase a pumice stone, this is a soft stone that will not damage your toilet enamel but removes most lime build up. It is available at most hardware stores as well as the internet.

## Clogs

Many plumbing clogs are caused by improper garbage disposal use. When operating the disposal always use plenty of cold water and slowly add material down and not all at one time. After shutting off the disposal, run the water a minimum of 15 seconds, this helps reduce the possibility of clogging the sewer lines.

Under most circumstances a plunger will clear a clogged trap, however if you decide to use a chemical agent follow the products directions to avoid personal injury and avoid damage to the plumbing fixture.

To clean a plunger drain stopper, usually found in bathroom sinks, loosen the nut under the sink at the back, pull out the rod attached to the plunger, and lift the stopper out. Clean and return the mechanism to its original position.

Toilet clogs usually are caused by domestic items such as paper diapers, excessive amounts of toilet paper, wrong type of paper, sanitary supplies, Q-tips, dental floss, children's toys, etc. Key Land's plumbers do not service drain clogs. For this you can contact services such as Roto Rooter. Clogs drains are not covered under warranty for any reason.

## Outside Faucets

Typically each outside faucet has a shut-off bleeder valve located in the mechanical room. To shut off and drain the faucet, please follow the steps listed below.

- Open the outside faucet
- Close the shut-off valve
- Open the bleeder valve (near the shut-off valve)

Let all the water drain from the faucet and bleeder valve. When all the water has drained, close the bleeder valve and exterior valve.

To turn the water back on in the spring, do the following steps:

- Make sure that the outside faucet and the bleeder valve are closed
- Open the shut-off valve slowly to reduce pressure build up
- Go outside and turn on each outside faucet slowly until the warm water runs consistently without gushes (air pockets).
- Turn off the outside faucet.



## Hot Water heater Maintenance

To maintain your hot water heater, carefully read the manufacturer's instructions for your specific brand and model.

To prevent dust from interfering with proper flame combustion, vacuum the area around a gas-fired water heater as needed. You should never set anything on top or around a gas-fired water heater.

You should set the water heater thermostat at the recommended settings: higher setting waste energy. See manufactures directions for your model specific recommended settings. Most water heaters are set between 120 and 140 degrees.

### Pilot or Electronic ignition

When the heater tank is empty, never leave power turned on. Before shutting off the cold water supply (located at the top of the tank), always turn off the gas or electric power to the water heater.

If you have a water heater that does not use a pilot light. The system is controlled by electronic ignition which saves gas. Hot water heaters sometimes collect small quantities of dirt and scale in the main gas lines, which may extinguish the burner. If this happens you may need to reset your water heater. If you are away from the home more than 5 days, and have a water heater that has a pilot light it is recommended you set the hot water heater to its lowest point, but leave the pilot lit. Most if not all water heaters supplied by Key Land are electronic ignition.



Condensation inside your new water heater will cause a small drip onto the burner flame. This condensation is harmless, and usually disappears within in a short period of time.

## No hot water

If you discover no hot water, check the pilot, temperature setting, and water supply valve before calling for service. See the manufacturer's literature for specific locations of these items and other trouble shooting information. Most common issues is a result of the gas turned off or in the case of an electric water heater the breaker in the garage is off or the GFI circuit is tripped.

## Maintenance (Water Heater)

To drain several gallons of water from the bottom of the water heater, review and follow the manufacturer's timetable and instructions. Draining the water helps prevent buildup of chemical deposits from the water, prolongs the life of the tank, and saves energy dollars.

Once a year it is recommended that you shut off your heater and drain some water from your water heater. **(Unplug water heater before you start procedure)**

- Attach a standard garden hose to the drain faucet located on the lower side of the heater and run to floor drain.
- Shut off the water valve that supplies water to your heater and then open the lower valve.
- Open a hot water faucet in the upper level of your home allowing heater to drain
- Allow the water to drain which might take some time, open water supply valve and let system flush for a few seconds. Allow the water to drain again open the supply line and repeat. Close bottom valve and remove the hose. Open supply line and allow tank to fill and water is running in upper level, close faucet.
- Plug water heater back in. System should start heating automatically.



Watch you tube click by Water Heaters Now for a visual presentation

## Cleaning and Care of products in your home

The following information is general recommendations for some of the products provided in a Key Land Home. In your Builder Trend files you will find Warranty Documents. Most if not all of the products used in your home are listed in this file. For flooring products check your selection sheets for the manufacture and style. These documents will provide the warranty information as well as cleaning requirements.

Always follow manufacturer's directions for cleaning fixtures. The supplements found at the end of this section have been provided by the installer. If they apply to your style and brand of fixture they should be followed.

## Porcelain

You can damage porcelain enamel with a sharp blow from a heavy object. It scratches easily and it is not recommended to stand in the bathtub wearing shoes as it can damage the tub.

## Stainless steel

To preserve their luster, follow manufacturer's directions for cleaning. If you were to use abrasive cleaners or an S.O.S. pad you can damage the finish.

## Rubber mats

Rubber mats are not essential to protect your sink, glassware, or other dishes and therefore not advised. Rubber mats trap residual water deposits and food particles underneath them and can cause discoloration.

To preserve their luster, follow manufacturer's directions for cleaning. If you were to use abrasive cleaners or an S.O.S. pad for example, you can damage the finish.

## Discoloration, pitting and rust

The above undesirable situations are most commonly caused by wet sponges, cloths, cleaning pads, steel wool pads and rubber mats. Iron particles embedded in the grain lines from these pads can cause rust and pitting of the sink surface as well.

## Liquid soaps

Liquid soaps contain chemical additives which will affect the original shine of the finish if left to dry on your sink. In some instances, full strength residual liquid detergents have caused pitting and staining of the sink surface.

## Bleaches

The chlorides in bleaches can react with your stainless steel sink and cause corrosion. They should not come in contact with the surface of the sink for extended periods. If they are used, rinse thoroughly. If clothes are left in the sink to soak, bleaches may cause rusting and pitting.

## Spotting

Water quality can also affect the appearance of your sink. Where hard water or water with high iron contents is present, a brown stain may appear, giving the appearance of rust. In areas with water which has a high concentration of minerals, or over-softened water, a white film may appear on the sink. We recommend the sink be towel dried after each use.

### Cleaning Instructions for Stainless Steel Sinks



→ Routine Cleansing	→ Soap, Ammonia, Detergent and water	→ Sponge with cloth; rinse with clear water and dry. Satisfactory for all finishes.
→ Smears & fingerprints	→ Stainless shine. Wind-O-Shine, Lumin Wash	→ Rub with cloth. Satisfactory for all finishes.
→ Hard water spots & scale	→ White vinegar (full strength)	→ Swab and soak. Let stand 5-10 minutes. Rub and then rinse with neutralizer (baking soda solution) and rinse. Dry.
→ Persistent spots, stains and other light discoloration	→ Stainless steel cleaner Cameo, household cleaners such as Old Dutch, Sab-O-Bon-Ami, Ajax, Comet, Steel Brite, and Lumin cleaner	→ Apply with sponge or cloth. Rinse and dry. <b>Do Not Use on Mirror Finish Sinks.</b> Please note Moen discontinued mirror finish 1997/1998.
→ "Rusty" discoloration and atmosphere stains	→ Caddy cleaner. The household cleaners listed above	→ Swab and soak. Let stand 5-10 minutes. Rinse and dry. Nylon scrub pad is helpful on these type problems.
→ Persistent Stains	→ Easy-Off	→ Rinse thoroughly with water and dry.

**DO NOT USE STEEL WOOL ON STAINLESS STEEL SINKS.** The fibers will get caught in the grain and will eventually rust.

Helpful Hint: Rub all cleaners with the grain of the steel.

## Roofing

The asphalt shingles on your roof do not require any treatment or sealer. You should limit walking on your roof because the weight and movement will have a tendency to loosen and break the integrity of the roofing material and cause leakage. In addition to possibly causing damage to the roof you may cause harm to yourself or others who are standing below.

### Cleaning Instructions for Moen Stone Sinks



→ Daily Cleaning	→ Rinse your sink thoroughly after each use. Hot soapy water is recommended and dry with soft cloth.
→ Heavy staining liquids such as dyes or vegetable juices.	→ Rinse with hot soapy water.
→ Hard water lime scale deposits	→ Clean any remaining marks with mild detergent.
→ Tough stains	→ Use either vinegar or lemon juice.
	→ Use "Tackles" according to manufacturer's instructions or us "Comet Cleanser with Bleach" according to manufacturer's instructions. <b>DO NOT USE ON A DAILY BASIS.</b>

Gauges such as butcher knife cuts: Use "Comet Cleanser with Bleach". Rub the cleaner into the gouge to remove stains. After cleansing, sand the area to smooth the rough surface using 600-800 grit wet/dry sandpaper (use with water).

Scratches: Use car rubbing compound.

## Vents

You must keep all roof vents clear of debris, snow, ice or anything else that may impede air flow. If air flow is even slowed it may cause damage to your home from moisture that is trapped in the attic. This condition is most noticeable in the spring when a quick warming occurs and heats up the attic. The trapped moisture that froze in the attic previously, from low air flow (impeded roof vents), and then melts and runs into the attic insulation, sometimes coming through the ceiling giving the false appearance of a roof leak. Keeping the roof vents clear is considered normal homeowner maintenance, but can be very dangerous to manually do especially on high or steep pitched roofs. There are several companies specializing in this service and it is recommended that you enlist their service. However damage that is a result of this condition is not covered under the builders limited warranty.

## Leaks

If a leak occurs during a storm and you have not noticed any leak(s) previously please contact your homeowners insurance as storm damage is generally covered by them and never by the builder. If you notice a leak, during the 1st year, try and detect the location before calling for service. If you cannot detect the origin or location of the leak in a reasonable amount of time contact the warranty department immediately. This will prevent further damage, and collateral damage caused by delays in your response will not be covered under the limited warranty provided by the builder.

**Many leaks is roofs occur in the valleys and are commonly caused by ice dams. Removing snow in the first two to three feet of a valley will greatly reduce the occurrence of ice dams. Never throw salt on a roof. If an ice dam occurs there are products and services available to remove the buildup.**

## Smoke Detectors

For specific instructions on the proper use of your smoke detectors, read the manual from the manufacturer. Note: If one detector sounds, all detectors should alarm as well. You must reset all detectors.

## Cleaning

To prevent false alarms or “chirping” you should clean out the dust and grime from the smoke detector as needed. After cleaning, push the red button to test; the alarm should sound. For your safety, you must keep these devices clean and in good operation condition. The batteries should be replaced as manufacture states for your particular model.

## Windows



**Your Vector Windows come with a life time warranty for the original homeowner which includes a two year labor warranty. Visit [www.vectorwindows.com](http://www.vectorwindows.com) for more information about your windows.**

## Cleaning and Maintenance

Your windows need to be taken care of. Depending on the type of window you have, casement/slider/single hung will determine the procedure for cleaning and maintenance.

For casement windows, clean the inside and outside glass with your standard glass cleaner. For hard water spots you can use full strength vinegar and with a soft cloth wipe dry. For the cleaning the weather stripping and frame use a mild detergent (dish soap) and wipe down. Your windows should be cleaned inside and out as needed or a minimal of 2 times per calendar year.

## How to Videos on your Vector Windows



Single hung windows can be a little harder to clean if they cannot be reached from the ground. In order to remove the operating sash, unlock your window, pull out the spring balance tabs on either side as shown below and lift up on the window so that it is  $\frac{3}{4}$  of the way up. Slide the operation sash to the left or right and pull sash away from the stationary and set on floor. You now have access to clean the exterior glass on both the upper stationary glass and operator glass. Before you reinstall the sash, make sure you wipe down the vinyl frame and clean out the window track that the operator sash goes into. Pour water into the track and make sure water comes out of the weep holes on the bottom exterior of the window frame. If water builds up inside the track your weep holes are plugged and the obstruction needs to be removed. Please call us for instructions on this procedure as you can damage your window if not completed properly.

Slider windows are very easy to service. To remove the operating window, slide window to the full open position, grab window frame on both right and left side and lift up. The bottom of the window sash will now clear the window frame and you can pull the window into the home. Clean glass and frame as above and reinstall window in reverse order.



Pull bottom of tab here.  
Do not force or remove

### Window Safety

As part of a government mandate on window safety, your windows maybe equipment with child safety locks. These only allow windows to open 4 inches above the frame. These devices are installed on all windows in which the window frame is less than 36 inches from the floor and an outside fall greater than 6 feet. Do not remove these devices.

## Windows are Vital to Survival, but Keep Safety in Mind

- Learn How Falls Can Be Prevented

There's no way to hear the story about rock guitarist Eric Clapton's 4-year-old son, Conor, without being overcome with shock and sadness.

Conor fell 49 stories to his death in New York City in March 1991 after a maintenance worker opened a 6-by-4-foot window in the apartment where Conor was staying with his mother on vacation. According to the New York Times, Conor, [unaware the window was open, ran across the room and fell through the opening](#). The window did not have a protective apparatus around it.

This tragedy is well known because it involved a public figure, but falls from windows are more common than people might think. According to the [Safe Kids Worldwide 2015 Report to the Nation: Protecting Children in Your Home](#), about eight children under age 5 die each year from falling out a window, and more than 3,300 are injured seriously enough to go to the hospital.



NSC, along with window and door industry professionals and other safety advocates, formed the [Window Safety Task Force](#) in 1997 to educate caregivers about window safety. The Task Force offers these suggestions to help protect children:

- Remember, there is no substitute for adult supervision when it comes to window safety; keep an eye on children and keep their play safely away from windows
- Keep windows closed and locked when children are present
- When opening windows for ventilation, make sure children can't reach them
- For a double-hung window on an upper floor of the home, open the top sash nearest the ceiling for ventilation while keeping the bottom sash closed
- Don't rely on insect screens to prevent a fall; they are not designed to withstand the weight of a person
- Keep furniture away from windows as they could tempt a curious child to climb and potentially fall
- Don't allow children to jump on beds or other furniture, which could lead to a fall
- If there are young children in the home, install ASTM-approved limited-opening hardware, which only allows a window to open a few inches

## Check Window Covering Cords

[About one child per month dies](#) from window cord strangulation, according to the U.S. Consumer Product Safety Commission. Another will be treated following a near strangulation.

Parents and caregivers are urged to check their window coverings for exposed or dangling cords, and every year in October, the Window Covering Safety Council and CPSC sponsor [National Window Covering Safety Month](#) to remind caregivers of the risks.

Safety experts recommend only cordless window coverings or those with inaccessible cords be used in homes with young children. If you can't replace your window coverings with today's safer products, [free retrofit kits](#) are available through the Window Covering Safety Council.

Windows rank as one of the [Top 5 Hidden Hazards in the Home](#), according to the CPSC.

## Windows Save Lives

Since its inception, the Window Safety Task Force has distributed thousands of information kits with tips for preventing falls and using windows as emergency escape routes. These efforts seek to decrease residential fire deaths.

According to most residential building codes, bedrooms and other sleeping areas must have a secondary means of escape in case of fire or smoke, and that exit is often a window. Just having windows designated for escape is not enough; they also must be safe and accessible.

- 
- Test windows to make sure they open easily and are not sealed shut by paint, dirt or weathering
- If windows can't be opened quickly and easily, replace them
- Keep escape routes free from clutter to speed your escape and to help prevent potential falls; you could be exiting in the dark or through smoke
- Practice fire escape routes with everyone in the home
- Conduct daytime and nighttime drills (most fires occur at night) and assign someone to assist sound sleepers, young children or those with limited mobility

- Keep emergency escape ladders in second- or third-story bedrooms and teach everyone in the home how to use them
- Examine window hardware and make sure windows lock to help seal out air and moisture and help keep intruders out

## National Window Safety Week

The Window Safety Task Force works year-round to promote window safety awareness, and every April it sponsors National Window Safety Week. Window Safety Week will be observed April 3-9,

The week coincides with the arrival of spring, when homeowners naturally want to open their windows and let in fresh air. During this time, NSC and the Task Force encourage homeowners and caregivers to think about ways to help keep families safer, whether it's protecting children from falls or practicing an escape route.

For safety's sake, print our [window safety brochure](#), [checklist](#) and [kids' activity book](#), and share them with everyone in your household so they are aware of their role in window safety.

By all means, let the warm spring breezes in. Just don't throw safety to the wind.

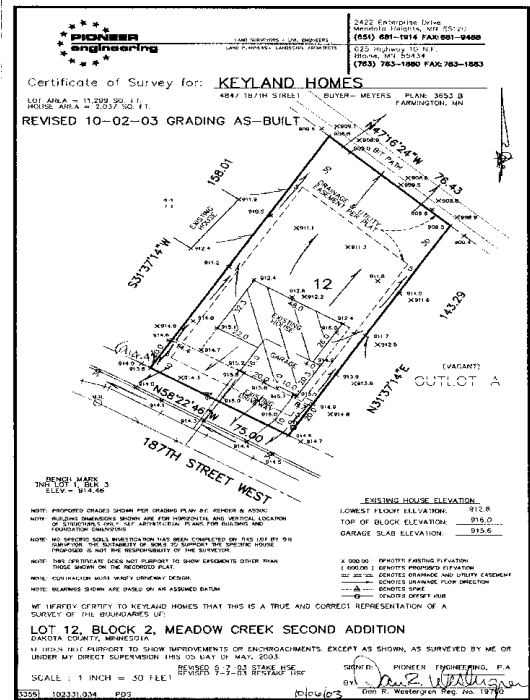
## Survey

An as-built survey is performed by a survey company in order to ensure the final grade follows the grading plan as set by the land developer and city engineers. Your city may require this survey and will also do a visual inspection of the grade before homeowners can sod or landscape around the home. Key Land provides as-built surveys on all its properties to help prevent any drainage issues or other grading issues from arising. **Homeowners must have the as-built survey in hand before performing any sodding or landscaping.** After grading is completed, it may take up to 3 weeks to complete the as-built process. Once Key Land Homes receives the survey it will be mailed to you and will be documented in the online cloud.

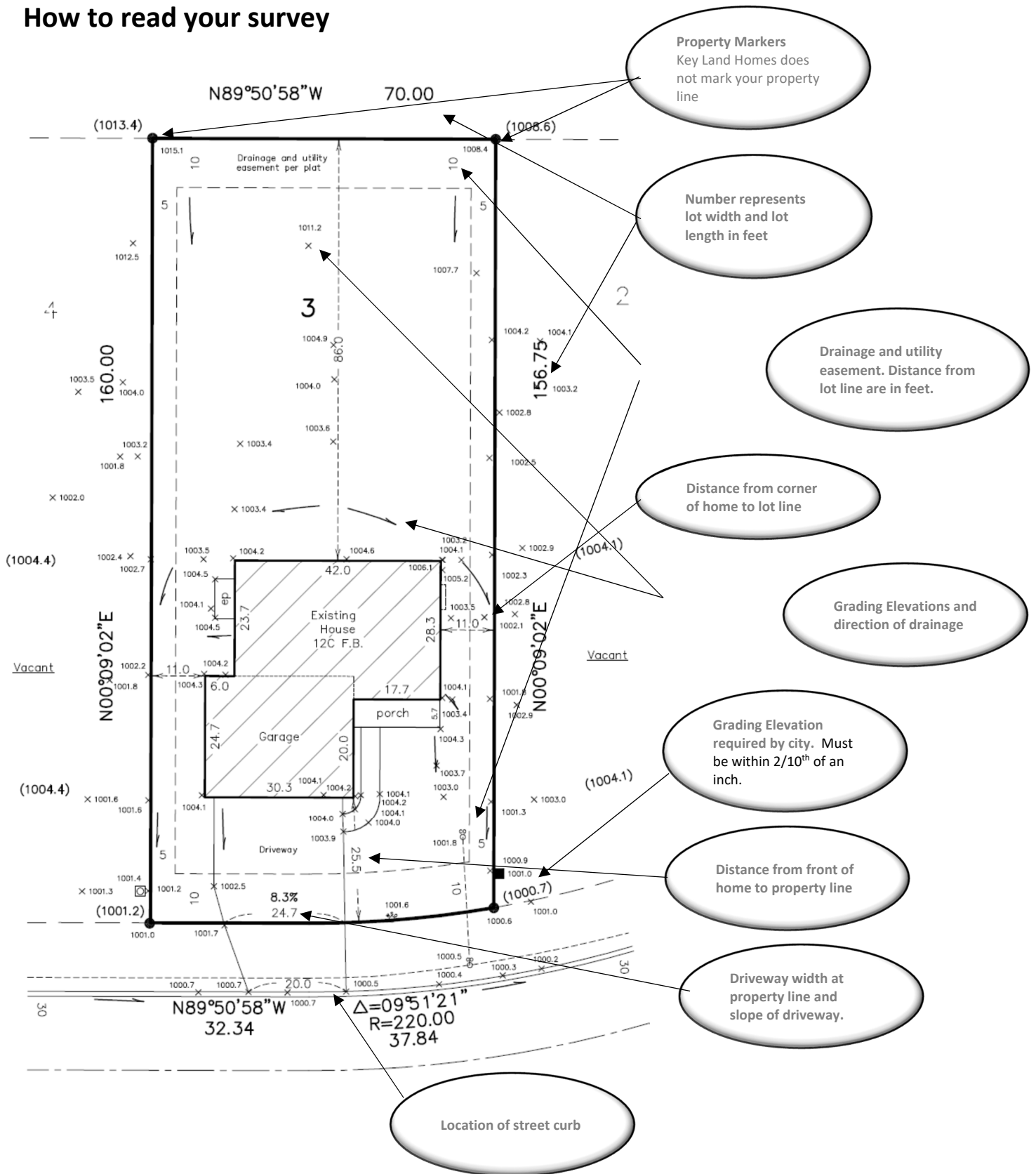
The information below will help educate our homeowners as to what an As Built Survey is and what all the information a survey means to you. Although we cannot cover everything, you should have a working knowledge by reading the information.



When it comes to the grading process, the grading company must follow the elevations set on the city approved plan and must be within 2/10<sup>th</sup> of the documented elevation. Because of this, Key Land Homes if graded properly is not responsible for drainage issues. The homeowner must work with city and/or developer for any modifications with the grading. Key Land Homes will not under any circumstances provide or install a drain tile system unless provided in the purchase agreement. Homeowners landscaping companies are responsible for finish grades prior to laying sod. They are responsible for insuring grade is maintained to the survey elevations and water flows correctly through drainage easements.



# How to read your survey



## Definitions:

**Elevation:** The elevation of a geographic location is its height above or below a fixed reference point, most commonly a reference geoid, a mathematical model of the Earth's sea level as an equipotential gravitational surface.

**Drainage:** Drainage is the natural or artificial removal of surface and sub-surface water from an area.

**Easement:** An easement is a non-possessory right to use and/or enter onto the real property of another without possessing it. It is "best typified in the right of way which one landowner, A, may enjoy over the land of another, B".

## Curb Stop

The picture below shows a water shut off also known as a curb stop. These are inspected after your landscaping is completed and must be visible and level with the grade. Do not cover.



## Landscaping

In many cases it is up to the homeowner to decide what type and number of trees to plant in the front yard, but in certain developments the city and developer may also have a landscaping plan and requires certain tree and size which must be planted. Homeowners should call the city or developer to confirm the type and size of trees required in their front yard.

Once your final grade has been approved, the city allows 60 days for you to complete your landscaping. Any time past this time period some cities may assess inspection fees. If this is the case, these fees will be deducted from your certificate amount. In the case of winter builds, cities allow landscaping to be completed within 60 days of when it is possible to landscape which on average starts May 1<sup>st</sup>.

## Finish Grades

Key Land Homes completed a final grade on your property to establish the proper elevations. In order to lay sod or seed you need to have a finish grade completed on the property. This can be completed with a grading bar or by raking. This will give you your final appearance of your sod so take your time and make sure you do not change the elevations of the soils in the drainage swales.

## Retaining Walls

Retaining walls are very popular for areas that have steep grades, however Key Land homes is not responsible for building these walls unless otherwise noted in your original purchase agreement. For safety reasons, before installing a retaining wall, you must call Gopher State One Call to mark all buried wires.

## Landscape Certificate

If you have money due back to you for sod, trees or for finish grade, you must return the original certificate to Key Land Homes by US Mail to the address on the back of the certificate. Your reimbursement will be sent to you once the city and or developer has inspected all landscaping that is required. Reimbursement can take up to 3 weeks from the time it is received.

## Irrigation Systems

Depending on your purchase agreement, your home may have already been set up with an irrigation back flow. Until you have your irrigation system operational, make sure the water supply is shut off and the bottom plug on the back flow is removed. Accidental turning on of the valve in the basement will charge the backflow and will allow water to pass through. If this happens during the winter months, charging of the back flow will cause damage and it will most likely need to be replaced.

Irrigation systems are installed on most properties today. They are a great tool to help you maintain your lawn and save water. However, unless you manage the system they can cause more harm than good. Over watering causes grass mold, soft spots in the yard and potential problems with the neighbors and not to mention, water is not cheap. Always water your lawn using the manual settings and not automatic.

## **Escrows**

### **What is an Escrow?**

Escrow is a means in which a third party may hold back money to guarantee that certain conditions are met. Mortgage companies may escrow monies to ensure that exterior work will be completed. Not all homeowners have escrows with their home, however all properties that are built during the winter months have spring escrows that pertain to garage floors, sod, trees and driveways. In some communities and developments, monies are escrowed with Key Land Homes until trees and sod are completed. When this work is completed, the monies are released back to Key Land Homes and the certificate is released to the homeowner.

### **Spring Escrows:**

Key Land Homes works hard with its contractors to complete all escrow work by July 31st, but at times this may be difficult. Escrow work generally starts as soon as road restrictions are lifted. This can be anywhere from April 15th to May 15th, however this does vary as it is hard to predict when the frost will come up.

When work can proceed in the spring, the first thing on the list is your garage floor and concrete work. This work will be completed by development and start times will vary by area. If your garage floor was not poured, it will be important for you to leave your garage door open as much as possible in the spring once temps rise above 40 degrees. In order for the frost to leave the soil and allow the soils to dry, remove all debris and items you may have on the ground. These items will act as an insulator and delay the installation of the concrete. Other items that will be done to complete your home include sidewalks, driveway and rough final grade. In order for stoops, porches and sidewalks to be completed, the soils must be dry and firm.

Although it would be nice, many contractors will not notify you that they will be coming to your home unless they need access to your home or garage. The reason for this is that from day to day, schedules can change many times due to weather and unforeseen circumstances, which could add confusion and frustration on the part of home owner and contractors. Please be patient as they want to complete your work just as bad as you want to work to be completed. At Key Land Homes, we rather complete work the right way under the right conditions rather than on a per "I want it done" basis.

## **Common Escrow Items**

### **Concrete**

One of the first items to be completed will be the concrete. For this process to be completed the ground must be free of frost and dry below the surface. For garage areas it would be helpful to for you the homeowner to leave the garage doors open during the day. Do not have any trash or cardboard or any other items in the garage as this will delay soils from drying. DO NOT park your vehicles in the garage during the spring thaw. You will cause damage to the foundation when driving in or out.

Porches will be poured before or shortly after garage floors depending on soil conditions followed by sidewalks and any patio slabs.

## **Asphalt Driveways**

Your driveway will be one of the last things to be done before the rough final grade. During the installation of the driveway, the asphalt company will need access to your garage. You will need to have all vehicles out of the garage as you will not have access to it for some time. Because they need access, they will notify you one day in advance of the installation. Under ideal conditions you should stay off the driveway for at least 3 days. During the hot summer months when temperatures are in the high 80's and 90's, we would recommend not using the driveway for two weeks.

## **Final Grade**

The final grade on your property is there to establish drainage swales and to create a positive grade away from your home. This should not be considered your finished grade. As the homeowner you are responsible for preparing the property for sod or seed. The grading was created and followed using the grading plan as submitted by the developer and approved by the city. KEY LAND cannot deviate from this plan or change it to the homeowners needs.

## **Columns / Posts / Porches**

If your home has been designed with columns, posts or porches, these items will be delivered to your home and placed on your driveway or close to the work area. Do not place these items in your garage as the contractor will be installing these items shortly and they do not notify the homeowners of the installment date. If they are in your garage, they may not have access to them and your work may be delayed.