



P A L M E R
H O M E S

Homebuilding since 1977

Understanding Your Warranty Agreement

Dear Homeowner:

While Palmer Homes strives to build a defect-free home, we are realistic enough to know that we may make mistakes or that something in the home may not perform as intended. When either occurs, we will make necessary corrections. In support of this commitment, Palmer Homes provides you with a one year limited warranty.

In order for your service program to operate at maximum efficiency and for your own convenience, Palmer Homes requires that unless the item is an emergency, you wait until receiving your Warranty Service Request before requesting service on an item. We do this to keep the disruption and the visits to your home to a minimum. You will automatically receive our Warranty Service Request letter after residing in your home for ten months.

The following statements may help you best understand Palmer Homes obligations and the obligations of homeowners in fulfilling warranty repair requests.

Palmer Homes Obligations:

To be able to perform warranty work, Palmer Homes must have access to the home. In all work that we perform for our homeowners, we are concerned that their personal belongings be protected. When warranty work is needed in your home, we ask that you remove vulnerable items near the area of repair or items that might make performing the repair difficult.

- If a defect occurs in an item which is covered by this warranty, the company at its discretion will repair, replace, or pay you the reasonable cost of repairing or replacing the defective item.
- As a pre-condition to the company's obligation under this warranty, the owner must give the company written notice of such a defect as soon as practicable after it appears, within the one-year warranty period.

Homeowners Obligations:

Owner must provide normal maintenance and proper care of the home according to this warranty. Palmer Homes must be notified in writing, by the owner, of the existence of any defect before the company is

responsible for the correction of that defect. Owner must provide access to Palmer Homes during its normal business hours, Monday through Friday, 8 a.m. to 5 p.m., to inspect the defect reported and, if necessary, to take corrective action. Evening and weekend appointments are reserved for emergency situations. We appreciate your understanding and cooperation with these policies.

Access: It is the homeowner's obligation to provide access to the home so the company can perform the desired work.



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Dear Valued Homeowner,

Thank you for purchasing a Palmer Home! We hope that you have had a chance to get settled into your home and have had an opportunity to use and get acquainted with all features of your new home.

On occasion an item in your home may not function as intended. If this occurs, Palmer Homes Warranty Department will make the necessary corrections or repair. Please use the following reference guidelines to help with your request for service as well as to ensure that your item is covered under your 1 Year Limited Warranty Agreement.

I. Warranty Request

A. Reasons for Warranty Service before 10 months

1. Privacy (examples)
 - a. Bathroom or bedroom door not closing
 - b. Bathroom door not locking
2. Health (examples)
 - a. Gas leak (leave house- call gas company immediately, then call Palmer Homes)
3. Safety
 - a. Exterior doors not closing and or latching
 - b. First floor windows not closing and or latching
4. Emergency
 - a. Total loss of heat (not air conditioning)
 - b. Total loss of electricity
 - c. Total loss of water
 - d. Plumbing leak requiring main valve shut off
 - e. Gas leak (call gas company first)
 - f. Sewer back up (not a clogged toilet)

B. Warranty Requests must be in writing

1. Mailed to 63026 Lower Meadow Dr. Suite 130, Bend OR, 97701 or emailed to office: gpalmer@palmerhomes.com
2. Emergency items – after calling appropriate emergency number, such as 911 for fire/life/safety, call Gretchen at Palmer Homes at 541-480-6355.

EXCLUSIONS

Palmer Homes New Home Limited Warranty excludes the following from coverage:

- 1) Defects in outbuildings (except those outbuildings which contain the plumbing, electrical, heating, or cooling systems serving the home): swimming pools and other recreational facilities; boundary walls; retaining walls, which are not necessary for the home's structural stability; fences; landscaping (including sodding, seeding, shrubs, trees and plantings); offsite improvements; yard drainage, or any other improvements not a part of the home itself.
- 2) Bodily injury, damage to personal property, or damage to real property, which is not part of the home, which was included in the purchase price.
- 3) Any damage to the extent it is caused by: negligence, improper maintenance or improper operation by anyone other than the Company or its employees, agents or subcontractors; or failure of anyone other than the Company or its employees, agents or subcontractors to comply with the warranty requirements of manufacturers of appliances, equipment or fixtures; or failure to give notice to the Company of any defect within a reasonable time (30 days), except for minor items during the first year as indicated in #6 above; or changes of the grading of the ground by anyone other than the Company, or its employees, agents or subcontractors.
- 4) Any defect in, or caused by materials or work supplied by anyone other than the Company or its employees, agents or subcontractors.
- 5) Wood entry doors.
- 6) Normal wear and tear or normal deterioration.
- 7) Accidental loss or damage from causes such as, but not limited to: fire, explosion, smoke, water escape, changes which are not reasonably foreseeable in the level of the underground water table, glass breakage, wind storm, hail, lightning, falling trees, aircraft, vehicles, flood and earthquake.
- 8) Insect damage.
- 9) Any defect in, or caused by, materials or work on a lot previously owned by the owner and prepared for construction by someone other than the Company.
- 10) Any loss or damage to existing trees or foliage on the lot.
- 11) Any loss or damage, which arises while the home is being used primarily for non-residential purposes.
- 12) Any defect, which does not result in actual loss or damage.

Following are Palmer Homes limited warranty specifications for all components of your home. All items covered by this limited warranty are warranted for one year from the date of signing the Acceptance Agreement.

Subject to the terms stated below, Palmer Homes hereinafter called "Company", warrants that the home will be free from defects due to non-compliance with construction standards, and from major construction defects, which appear within one year from the date of signing of the Acceptance Agreement.

Limited Warranty

- 1) A "major construction defect" is actual damage to the load-bearing portion of the home (including damage due to subsidence, expansion or lateral movement of soil from causes other than flood or earthquake) which affects its load-bearing function and which vitally affects (or is imminently likely to produce a vital effect on) the use of the home for residential purposes.
- 2) The Company hereby assigns to Purchaser all manufacturers warranties for all appliances, fixtures, and items of equipment or any appliances, fixtures and equipment, which has no written manufacturer's warranty, shall be one year from the date of signing the Acceptance Agreement.
- 3) The manufacturers' warranties are available for your inspection at the Company's office. (Upon signing the Acceptance Agreement, the filing of warranty forms or to take other steps, which the manufacturers may require to protect your rights under the warranties).
- 4) We follow the National Association of Home Builders Residential Construction Guidelines Vol. 4 for information regarding particular items and specific coverage. If a defect occurs in an item, which is covered by this warranty, the Company will repair, replace, or pay you the reasonable cost of repairing or replacing the defective item. Steps taken by the company to correct defects shall not act to extend the terms of the warranty.
- 5) This warranty is extended to you as Owner (the first owner to occupy the home as a residence for yourself or your family).
- 6) As a precondition to the Company's obligation under this warranty, the Owner must give the Company written notice of such defect as soon as practicable (within 30 days) after it appears, within the one-year warranty period. The Company requests that minor warranty items be held until near the end of the warranty period so they may be repaired during one short period of time.
- 7) This warranty gives you specific legal rights. This agreement does not affect any rights of you or the Company under any other express or implied warranty under Oregon law. You may also have other rights that may vary from state to state.
- 8) This warranty obligates the Company to repair or replace the defective item or pay the cost thereof, but does not obligate the Company to remedy any damage to personal property/or belongings caused as a consequence of such defect or to pay any amount on account of any consequential damage. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation may not apply to you. The Company's total liability under this warranty is limited to the purchase price of the home.

Palmer Homes Warranty Manual

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Air Conditioning (if included)

Limited Warranty Guidelines

The air conditioning system should maintain a temperature of 79 degrees of a differential of 15 degrees from the outside temperature, measured in the center of each room at a height of 5 feet above the floor. Lower temperature settings are often possible, but neither the manufacturer nor Palmer Orchard LLC guarantees this.

Maintenance Adjust Vents

You will find it advantageous to adjust the cooling vents to maximize airflow to occupied parts of the home. (Likewise, when the seasons change, it will probably be necessary to readjust them for comfortable heating.)

Closed System

Your home air conditioning system is a closed system, which means that the interior air is continually recycled and cooled until the desired air temperature is reached. Warm outside air disrupts the system and makes cooling impossible. Therefore, you must keep all windows closed. The heat from the sun shining through windows with open or no window coverings can be intense enough to overcome the cooling effect of the air conditioning unit. Window coverings must be closed on these windows.

Compressor

The air conditioning compressor must be in a level position to operate correctly. If it settles during the warranty period, Palmer Orchard LLC will correct this.

Evening Cooling

If evening cooling is the primary goal, you should set the air conditioning thermostat at a moderate temperature in the morning while the house is cooler, allowing the unit to maintain the cooler temperature through the day. The temperature setting may then be lowered slightly when you arrive home, with better results. Setting the thermostat at 60 degrees will NOT cool the home any faster and can result in the unit "freezing up" and not performing at all. Extended use under these conditions can damage the unit.

Humidifier

If a humidifier is installed on the furnace system, it should be turned off when using air conditioning. Otherwise, the additional moisture can cause a "freeze up" of the cooling system.

Time

Time is of paramount importance in your expectations of an air conditioning system. Unlike a light bulb, which reacts instantly when you turn on a switch, the air conditioning unit only begins a process when you set the thermostat. For example, if you come home at 5:30 p.m. on a day when the temperature has reached 90 degrees, and then set your thermostat to 75 degrees, the air conditioning unit will begin cooling, but will take much longer to reach the desired temperature. During the whole day the sun has been heating not only the air in the house, but the walls, the carpet, and the furniture. At 5:30 p.m., the air

conditioning unit starts cooling the air, but the walls, carpet, and furniture release heat and nullify this cooling. By the time the air conditioning unit has cooled the walls, carpet and furniture, you may well have lost patience.

Whole House System

(Optional) since the air conditioning system is combined with the heating system, the maintenance suggested for your furnace should be followed. In addition, the manufacturer's Owners Manual specifies maintenance for the "condenser" unit. This should be reviewed and followed. Air conditioning can add much to the comfort of your home, but it can be used improperly or inefficiently, resulting in wasted energy and frustration. These hints and suggestions are provided to help you maximize your air conditioning system. To fully and efficiently use your air conditioning system, you must understand that it is a total, whole house system. The air conditioner unit is the mechanism in our home that produces cooler air. The air conditioning unit system involves everything inside your home including, for example, drapes and windows.

Alarm System (if included)

Limited Warranty Guidelines

Palmer Orchard LLC will correct wiring that does not perform as intended for the alarm system. Palmer Orchard LLC makes no representation that the alarm system will provide the protection for which it is installed or intended.

Appliances

Limited Warranty Guidelines

We confirm that all appliance surfaces are in acceptable condition during your orientation. We assign all appliance warranties to you, effective on the date of closing. The appliance manufacturers warranty their products directly to you according to the terms and conditions of these written warranties.

Maintenance Manufacturer

If a problem arises with an appliance, call the customer service number listed in the manufacturer's warranty. When reporting the warranty items to the appliance manufacturer, be prepared to supply the following:

- 1) the date of purchase (closing date)
- 2) the serial and model numbers (found on a metal plate on the side or bottom of each appliance)
- 3) a description of the problem

For your convenience a chart is provided at the end of this section for recording the appliance serial and model numbers as well as the manufacturer customer service phone numbers.

Asphalt (if applicable)

Limited Warranty Guidelines

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

Settling

Settling next to your garage floor of up to 1.5 inches across the width of the driveway is normal. Settling or depressions elsewhere in the driveway of up to one inch in any 8-foot radius are considered normal. We will repair settling that exceeds these measurements.

Thermal Cracking

Your driveway will exhibit thermal cracking, usually during the first 12 months. These cracks help your driveway adapt to heating and freezing cycles. Cracks should be evaluated in the hottest months. We will repair cracks that exceed ½ inch in width.

Attic Access

Limited Warranty Guidelines

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

Palmer Orchard LLC and the local building department inspect the attic before your closing to confirm insulation is correct.

Brick

Limited Warranty Guidelines

We check the brickwork during the orientation to confirm correct installation of designated materials.

Cracks

One time during the warranty period, we repair masonry cracks that exceed 3/16 of an inch. After several years, face brick may require "tuck pointing" (repairing the mortar between the bricks). Otherwise, no regular maintenance is required.

Cabinets

Limited Warranty Guidelines

During the orientation, we will confirm that all cabinet parts are installed, make sure that drawers and wood doors operate correctly, and that surfaces are in acceptable condition. Readily noticeable variations in wood grain and color are normal in all wood or wood veneer selections. Replacements are not made due to such variations

Maintenance Cleansers

Products such as lemon oil, Liquid Gold, and Old English

	<p>Furniture Polish and Scratch Cover are recommended for caring for natural wood cabinets. Follow container directions; do not use more than once a month to protect against excessive buildup. Avoid paraffin-based spray waxes or washing cabinets with water, as both will damage the luster of the natural wood finish.</p> <p>Painted wood cabinets should be cleaned with mild soap and water only.</p>
Color, Style	<p>Your color selection sheets are your record of the brand, style and color of cabinets in your home. Note that some wood species darken or lighten over time.</p> <p>Readily noticeable variations in wood grain and color are normal in all wood or wood veneer selections. Replacements are not made due to such variations</p>
Hinges	<p>If hinges catch, or drawer glides become sluggish, a small amount of lubricant will improve their action.</p>
Limited Warranty Guidelines	<p><u>Carpet</u></p> <p>During the orientation, we will confirm that your carpet is in acceptable condition. We will correct stains or spots noted at this time by cleaning, patching, or replacement. Palmer Orchard LLC is not responsible for dye lot variations if replacements are made. Palmer Orchard LLC does not warrant against carpet crushing, fading, pilling and shedding.</p>
Seams	<p>Carpet seams may be visible. Palmer Orchard LLC will repair any gaps or fraying.</p>
Maintenance	<p>Vacuuming high traffic areas daily will not only keep them clean but will help to maintain the upright position of the nap. Spills should be wiped up and stains spot cleaned immediately. Always dab at the stain, never rub it. Stain removers should be tested first on an out of way area of the carpet, such as in a closet, to check for any undesirable effects. Professional cleaning should be performed regularly, usually annually.</p>
Limited Warranty Guidelines	<p><u>Caulking</u></p> <p>During the orientation we will confirm that the appropriate areas are adequately caulked.</p>
One Time Repair	<p>We will touch up caulking one time during your materials and workmanship period. We suggest that this be performed near the end of your 12-month warranty period. After this one time repair, caulking becomes the homeowner's responsibility.</p>
Maintenance	<p>Time and weather will shrink caulking and dry it out so that it no longer provides a good seal against moisture and air infiltration. AS A MATTER OF ROUTINE MAINTENANCE, IT IS WISE TO CHECK THE CAULKING AT LEAST</p>

TWICE A YEAR, ONCE DURING THE SPRING AND AGAIN IN THE FALL. IT IS IMPERATIVE THAT ALL CAULKED AREAS ARE RECAULKED AS NEEDED. Caulking compounds and dispenser guns are available at hardware stores.

Colored Caulk

Colored caulking is available where larger selections are provided.

Latex Caulk

Latex caulking is appropriate for an area that requires painting (along the stair "stringer" or where a counter top backsplash meets the wall).

Silicone Caulk

Caulking that contains silicone will not accept paint but works best where water is present (for example, where tub meets tile or a sink meets a counter top).

Ceramic Tile or Slate Floors

Limited Warranty Guidelines

During the orientation we confirm that tile and grout areas are in acceptable condition. We will repair or replace cracked, badly chipped, or loose tiles noted at that time. Palmer Orchard LLC is not responsible for variation in color or discontinued patterns. New grout may vary in color from the original.

One Time Repair

Cracks appearing in grouting of ceramic tiles at joints or junctions with other materials are commonly due to shrinkage. Palmer Orchard LLC will repair grouting, if necessary, one time during the first year. We are not responsible for color variations in grout or discontinued colored grout. Any grouting that is needed after that time is your responsibility.

Cleaning

Simply vacuum when needed. Occasionally a wet mopping with warm water may be appropriate. Do not add detergent to the water. If you feel a cleaning agent is required, use a mild solution of warm water and dishwasher crystals (they will not result in a heavy, difficult to remove lather on the grout). Rinse thoroughly.

Sealing Grout

Sealing grout is your decision and responsibility. Once grout has been sealed, ongoing maintenance of that seal is necessary and limited warranty coverage on grout that has been sealed is void.

Chrome Fixtures

Limited Warranty Guidelines

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

Maintenance

Chrome fixtures are factory treated with a clear protective coating, electro statically applied, to provide beauty and durability.

Atmospheric conditions, direct sunlight, caustic agents such as paints, or scratches from contact with sharp objects may cause the protective coating to crack or peel, exposing the natural chrome and resulting in spotting and discoloration.

Initial care for these products requires only periodic cleaning with mild non-abrasive soap and buffing with a soft cloth.

Concrete Flatwork

Limited Warranty Guidelines

Concrete slabs are floating, so they are not attached to the home's foundation walls. Because these slabs are not a structural (load bearing) element of the home, they are excluded from coverage under the structural warranty.

Color

Concrete slabs vary in color. Palmer Orchard LLC provides no correction for this condition.

Cracks

If concrete cracks reach 3/16 of an inch in width or vertical displacement, Palmer Orchard LLC will patch or repair them one time during the warranty year. Subsequently, concrete slab maintenance is your responsibility. If you prefer to have the slab replaced, we will obtain a price for you and assist in scheduling the work upon receipt of your payment. However, we advise against this expense since the new slab will crack as well.

Level Floors

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

Separation

Palmer Orchard LLC will correct separation of concrete slabs from the home if separation exceeds one inch.

Settling or Heaving

Palmer Orchard LLC will repair slabs that settle or heave in excess of 1 inch or is such that movement results in negative drainage (toward the house) or hazardous vertical displacement.

Spalling (Surface Chips)

Causes of spalling include repeated hosing of concrete for cleaning, animal urine, radiator overflow, fertilizer, uncleared snow and ice, ice-melting agents, and road salts from vehicles. Repair of spalling is a home maintenance task. Palmer Orchard LLC is not responsible for surface chips.

Sweeping/Cleaning

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

Cleaning of the garage floor by hosing can cause settling, spalling, and increase soil movement by allowing water to penetrate any existing cracks. Sweeping is the recommended method for keeping the garage clean.

Maintenance **Generic Maintenance**

To properly care for your exterior concrete, always be aware of areas where water is collecting and fill these in. Do not allow downspouts to drain in such a way that the water will get under the concrete. Seal any cracks in control joints or surface areas immediately with a flexible gray colored sealant.

Expansion Joints

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

Heavy Vehicles

Do not permit heavy vehicles such as moving vans or concrete trucks to drive on your new concrete work. This concrete is not intended to bear the weight of this type of vehicle.

Ice, Snow & Chemicals

Physically remove ice and snow from concrete slabs as promptly as possible after snowstorms. Protect concrete from abuse by chemical agents such as pet urine, fertilizers, radiator overflow, repeated hosing, or de-icing agents, such as road salt that can drip from vehicles. All of these items can cause spalling of concrete. Repeated hosing of the garage slab can cause spalling and settling and is therefore not recommended. A concrete sealer, available at local building supply stores, will help you keep an unpainted concrete floor clean. Do not use soap on unpainted concrete. Plain water or hot water and washing soda, or if necessary, a scouring powder should be used.

Condensation

Limited Warranty Guidelines

Condensation results from weather conditions and a family's lifestyle. Palmer Orchard LLC has no control over these factors. The limited warranty coverage excludes condensation.

Condensation on interior surfaces of the windows and frames is the result of high humidity within the home and low outside temperatures, and/or inadequate ventilation. These conditions are significantly influenced by family lifestyle. If your home

includes a humidifier, closely observe manufacturer's directions, especially during periods of cooler temperatures. PALMER ORCHARD LLC IS NOT RESPONSIBLE FOR DAMAGE TO HOME OR INHABITANTS CAUSED BY USE OF A HUMIDIFIER.

Countertops

Limited Warranty Guidelines

During the orientation we will confirm that all countertops are in acceptable condition. We repair noticeable surface damage such as chips, cracks, and scratches noted on the orientation list. Repair of surface damage noted subsequent to this is one of your home maintenance responsibilities.

Maintenance Caulking

Due to our dry climate, the caulking around the edge of your countertops and between the countertops and the sink may shrink, leaving a slight gap. Refer to "Caulking" for maintenance hints for this condition.

Cleaning

The ceramic tile installed on walls and countertops in your home may be washed with any non-abrasive soap or detergent; abrasive containers will dull the finish.

Laminates

Laminated countertops will have one or more discernible seams. Palmer Orchard LLC will repair gaps or differential at the seams that exceed 1/16 an inch.

Manufactured Marble & Granite Tile

Edges should be smooth and even. Where backsplash joints occur at corners, the top edges should be even within 1/16 an inch.

Mats

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

Separations

Tile around bathtubs or countertops may appear to be pulling up after time. This is caused by normal shrinkage of grout or caulk and shrinkage of wood member as they dry out. If this occurs, the best remedy is to purchase "tub caulk" or premixed grout from a hardware store. Follow directions on the container. This maintenance is important to protect the underlying surface from water damage. Palmer Orchard LLC does not warrant this.

Crawl Space

Limited Warranty Guidelines

Provided that you have not altered the drainage nor caused excessive moisture to accumulate and remain in this area with incorrect landscaping, Palmer Orchard LLC will correct the conditions that result in standing water deeper than ¾ inch and larger than 36 inches in diameter.

Damp-proofing

Limited Warranty Guidelines

Palmer Orchard LLC will correct conditions that allow actual water to enter the basement or habitable space unless the cause is improper installation of landscaping or failure to adequately maintain drainage.

Decks

Limited Warranty Guidelines

Exposed wood decks are constructed to meet structural and functional design. During the orientation, we will confirm that the wood decks are in satisfactory condition.

Color Variation

Color variations are a natural result of the way in which wood accepts stain and are excluded from limited warranty coverage.

Replacement Boards or Rails

Shrinkage, cracking, splitting, cupping, and twisting are natural occurrences in wood decks and are excluded from limited warranty coverage. In extreme situations where personal safety is involved, if Palmer Orchard LLC provides replacement of boards or rails, the new material will not match existing pieces that have been exposed to elements and use. Palmer Orchard LLC does not provide corrections when problems occur due to lack of normal maintenance.

Doors and Locks

Limited Warranty Guidelines

During the orientation we confirm that all doors are in acceptable condition and correctly adjusted. Palmer Orchard LLC will repair construction damage to doors noted on the orientation list.

Adjustments

Because of normal settling of the home, doors may require adjustment for proper fit. Palmer Orchard LLC will make such adjustments during the first year of your warranty only.

Maintenance Bi-fold Doors

Interior bi-fold doors will sometimes stick or warp due to weather conditions. Applying a wax such as paraffin to the tracks can minimize this inconvenience.

Exterior Finish

To insure longer life for your exterior doors, it is recommended that you refinish them annually with an oil-based sealant ("Superdeck").

Failure to Latch

If a door will not latch due to minor settling, you can correct this by making a new opening in the door for the latch (remortising) and raising or lowering the plate accordingly.

Hinges

A squeaky door hinge can be remedied by removing the hinge pin and rubbing a lead pencil or graphite lubricant on it. Do not use oil as it can gum up.

Keys	Keep a duplicate "privacy lock" key where children cannot reach it in the event a youngster locks himself/herself in a room. Some types of privacy locks can be opened with a small screwdriver or similarly shaped device.
Locks	Lubricate door locks with granite or other waterproof lubricant. Avoid oil, as it will gum up.
Slamming	Slamming doors can damage both doors and jambs, and can even cause cracking in walls. Teach children not to hang on the doorknob and swing back and forth. This can work hardware loose and cause the door to sag.
Sticking	The most common cause of a sticking door is the natural expansion of lumber due to changes in humidity. When sticking is due to swelling during a damp season, do not plane the door unless it continues to stick after the weather changes. Use sandpaper to smooth the door. Be certain to repaint the area of the door where it was sanded to seal against moisture. Before planning a door due to sticking, there are two other steps to try: first apply either a paste wax, light coat of paraffin, or candle wax to the sticking surface; or second, tighten the screws that hold the door jamb or door frame.
Warping	In the event a door warps slightly, keep it latched as much as possible and it often will return to normal.
Weather Strip	Weather stripping and/or any threshold supplied with exterior doors will occasionally require adjustment.

Drywall

Limited Warranty Guidelines	During the orientation, we confirm that drywall surfaces are in acceptable condition.
One Time Repairs	One time during the materials and workmanship warranty, Palmer Orchard LLC will repair drywall and shrinkage cracks and nail pops and will touch up the repaired area using the same paint color that was on the surface when the home was delivered. Touch-ups may be visible. Repainting the entire wall or the entire room to correct this is your choice and responsibility. You are also responsible for custom paint colors or wallpaper that has been applied subsequent to closing. Due to the effects of time on paint and wallpaper, as well as possible dye lot variations, touch-ups are unlikely to match the surrounding area.
Lighting Conditions	Palmer Orchard LLC does not repair drywall flaws that are only visible under particular lighting conditions.
Related Warranty Repairs	If a drywall repair is needed as a result of poor workmanship (such as blisters in tape) or other warranty-based repair (such as a plumbing leak), Palmer Orchard LLC completes the repair by touching up the repaired area with the same paint that was on

the surface when the home was delivered. If more than one-third of the wall is involved, we will repaint the wall corner to corner. Slight cracking, nail pops 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.

Maintenance Repairs

Most drywall repairs can be easily made. This work is best done when the room is to be decorated. To correct a nail pop, reset the nail with a hammer and punch. Cover it with "spackle", available at paint and hardware stores. Apply two or three thin coats. When dry, sand the surface with fine grain sandpaper before painting. Indentations caused by sharp objects can be filled with spackle in the same manner. Hairline cracks can be repaired with a coat of paint; slightly larger cracks can be repaired with spackle or caulk.

Electrical System

Limited Warranty Guidelines

During the orientation, we confirm that light fixtures are in acceptable condition and that all bulbs are working. Palmer Orchard LLC limited warranty excludes any fixture you supplied.

Designed Load

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

Light Bulbs

You are responsible for replacing burned-out bulbs other than those noted during your orientation.

Power Surge

Power surges are the result of local conditions beyond the control of Palmer Orchard LLC and are excluded from limited warranty coverage. These can result in burned-out bulbs or damage to sensitive electronic equipment such as TVs, alarm systems, and computers. Damages resulting from lightning strikes are excluded from limited warranty coverage.

Maintenance Breakers

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

Breaker Tripping

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

If any circuit trips repeatedly, unplug all items connected to it and reset. If it trips when nothing is connected to it, you need an electrician and the problem should be reported. If the circuit

	remains on, one of the items you unplugged is defective and requires repair or replacement.
Buzzing	Fluorescent fixtures use transformer action to operate them. This action sometimes causes a buzzing.
Control Panel	The master control panel that contains the electrical breakers for your home includes a main breaker that controls all the electrical power to your home. In addition, individual breakers control the separate circuits. Be certain that you are familiar with the location of the master control panel. Each breaker is marked to help you identify which breaker is connected to which major appliances, outlets, or other service. Should a failure occur in any part of your home, always check the breakers in the main panel box.
GFI	GFI (Ground Fault Interrupter) receptacles have a built-in element, which senses fluctuations in power. Quite simply, the GFI is an indoor circuit breaker. Installation of these receptacles is required by building codes in bathrooms, kitchen, outside, and garage (areas where an individual can come into contact with water while holding an electric appliance or tool). Heavy appliances such as freezers or power tools will trip the GFI breaker. Do not plug a refrigerator or food freezer into a GFI controlled outlet; the likelihood of the contents being ruined is very high; such damage is NOT covered by the limited warranty. Each GFI receptacle has a test and reset button. Once each month the test button should be pressed. This will trip the circuit. To return service, press the reset button. If a GFI breaker trips during normal use it may be an indication of a faulty appliance and some investigation is in order. An important point to remember is that one GFI breaker can control up to three or four outlets.
Ground	Your electrical system is a three-wire grounded system. Never remove the bare wire, which connects to the box or device.
Modifications	Do not tamper with or add to your electrical system. For any modification that is needed, contact the electrical listed in your "New Home" list of contractors.
Outlets	If an outlet is not working, check first to see if it is one that is controlled by a wall switch. Next check all the GFCI plugs for any that may need to be reset. Then check the breaker.
Underground Cables	In areas with underground utilities, before digging or moving large amounts of soil, check the location of buried service leads by calling the City Location Department. In most cases wires run in a straight line from the service panel to the nearest utility pad. Care should be taken to keep soil around the foundation from settling to protect this service; avoid large amounts of water at this point as well.
Unused Outlets	If there are small children in the home, install safety plugs to cover unused baseboard outlets. This also minimizes air

infiltration that can sometimes occur with these outlets. Teach children never to touch electrical outlets, sockets, or fixtures.

Fencing

Limited Warranty Guidelines

If fencing is part of your home purchase, we will confirm the acceptable condition of the fence during your orientation. Be aware that damage to fencing caused by severe weather should be referred to your homeowner's insurance company and is specifically excluded from warranty coverage. Staining or painting of your fence is your responsibility.

Fireplace

Limited Warranty Guidelines

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

Maintenance

Wood Fireplace - Most of us feel a fireplace is an excellent way to create a warm, cozy atmosphere. However, without sufficient information, a homeowner's use of their fireplace can easily result in much heat (and many dollars) being wasted.

Palmer Orchard LLC installs direct vent gas fireplaces. Your fireplace is checked during the homeowner orientation to confirm it is operational. Be aware of a delay between turning the switch on and flame ignition. The flames should ignite gently and silently. Read and follow any manufacturer directions.

If you notice any deviation in this and any gas smell, shut the switch off immediately and the gas shut off valve within the fireplace access louvers and report it.

Foundation

Limited Warranty Guidelines

The foundation of your home has been designed and installed in accordance with the recommendations of our consulting soil engineer. The walls of the foundation are poured concrete with steel reinforcing rods.

Cosmetic Imperfections

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

Cracks

Shrinkage or backfill cracks are not unusual in foundation walls and are not detrimental to the structural integrity of your home. Palmer Orchard LLC will patch cracks that exceed 1/8 inch in width.

Leaks

Palmer Orchard LLC will correct conditions that permit water to enter the basement, provided you have complied with the drainage, landscaping, and maintenance guidelines.

Garage Overhead Door

Limited Warranty Guidelines

During your orientation we will confirm that your garage doors are aligned and operate correctly. If the doors become misaligned and require adjustment, Palmer Orchard LLC will correct them unless the problem is caused by the installation of a garage door opener subsequent to closing of the home.

Maintenance

Lock

If the lock becomes stiff, a graphite lubricant will make it work more easily. Do not use oil on a lock as it will stiffen in winter and make the lock difficult to operate.

Opener

If an electric door operator is installed, be sure the door is completely unlocked and pull down rope has been disengaged before using the operator.

Painting

The garage door should be repainted when the home is repainted or more often if needed to maintain a satisfactory appearance.

Safety

Since the garage door is a large, moving object, periodic maintenance along with following the manufacturer's instructions will insure safe and reliable operation. Do not allow anyone except the operator near the door when it is in motion. Keep hands and fingers away from all parts of the door except the handle. Do not allow children to play with, or around, the door.

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

Sag

It is normal for the garage door to sag somewhat due to weight and span.

Wax

Paraffin wax, rubbed on the side jambs, will help the door to operate smoothly.

Gas Shut-Offs

Limited Warranty Guidelines

The gas company is responsible for leaks up to the meter. Palmer Orchard LLC will correct leaks from the meter into the home.

Maintenance

There is a shut off on the gas line at or near its connection to each item that operates on gas. In addition, there is a main shut off at the meter. These are pointed out during the orientation. If you suspect a gas leak, leave the home and call the gas company immediately for emergency service.

Limited Warranty Guidelines

Ghosting

Ghosting, which is the build-up of black sooty stains on the surfaces of homes (on carpet, walls, ceilings, appliances, mirrors, and around area rugs for example), is caused by burning candles, or other lifestyle choices. The resulting damage is excluded from our limited warranty coverage.

Limited Warranty Guidelines

Grading & Drainage

We established the final grade to ensure adequate drainage away from the home. Maintaining this drainage is your responsibility. If you alter the drainage pattern after closing, or if changes in drainage occur due to lack of maintenance, the limited warranty is void.

Backfill Settlement

Settling may occur at previously excavated areas (i.e. backfill at foundation walls or utility trenches). Palmer Orchard LLC does not provide any correction for this settlement. Inspect the perimeter of your home regularly for signs of settling and fill settled areas as needed to maintain positive drainage.

Erosion

Palmer Orchard LLC is not responsible for weather related-caused damage to unlandscaped yards after the final grade has been established.

**Maintenance
Positive Drainage**

IT IS ESSENTIAL THAT YOU MAINTAIN THE SLOPES AROUND YOUR HOME TO PERMIT THE WATER TO DRAIN AWAY FROM THE HOME AS RAPIDLY AS POSSIBLE. FAILURE TO DO SO CAN RESULT IN MAJOR STRUCTURAL DAMAGE AND WILL VOID YOUR WARRANTY.

During construction, it is necessary to excavate an area larger than the foundation of your home. In addition, some trenching is necessary for installation of utility lines. Although the soil is replaced and re-compacted it does not return to its original density. Some settling will occur, especially after prolonged heavy rainfall or melting of considerable amounts of snow. This can continue to occur for the first years you are in your home, depending on the amount of precipitation that occurs and other factors. Inspect the perimeter of your home regularly for signs of settling.

Gutters and Downspouts

Limited Warranty Guidelines

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

Leaks	We correct leaks that occur during the warranty period.
Snow and Ice	Clear excess snow from downspouts as soon as possible to allow the gutter to drain and to prevent damages. Severe ice or snow build-up can damage gutters, and such damage is not covered by the limited warranty.
Standing Water	Small amounts of water (up to one inch) will stand for short periods of time in gutters immediately after rain. No correction is required for those conditions.
Maintenance Cleaning	Gutters must be checked periodically and cleared of leaves or other wind deposited debris. Materials that accumulate in gutters can slow the process of draining water from the roof, cause overflows, or clog downspouts.
Ladders	Do not lean ladders against gutters.
Leaks	If a joint between sections of gutter drips, caulk the inside joint using a commercial gutter caulking compound available at hardware stores.
Paint	Gutters and downspouts maybe painted to match your home. They should be repainted when you repaint your home.

Hardware

Limited Warranty Guidelines

We confirm that all hardware is in acceptable condition during orientation. The limited warranty excludes repairs for cosmetic damage subsequent to the orientation. Palmer Orchard LLC will repair hardware items that do not function as intended.

Hardwood Floors

Limited Warranty Guidelines

Hardwood floors may cup or crown due to fluctuations of humidity levels, temperature, and family lifestyles. The limited warranty coverage excludes cupping and crowning.

During the orientation we will confirm that hardwood floors are in acceptable condition. We will correct any readily noticeable cosmetic defects listed during the orientation. You are responsible for routine maintenance of hardwood floors.

Floor Squeaks	We correct if caused by a defective joist or improperly installed sub-floor. Otherwise we don't repair due to natural shrinkage and temperature variations.
High and Low Areas	Palmer Orchard LLC will correct high or low areas that exceed 1/4 inch within a 32-inch measurement. Some minor framing imperfection should be expected.
Separations	Shrinkage will result in separations between the members of hardwood floors. If these exceed 1/8 inch, Palmer Orchard LLC

will fill them one time. Palmer Orchard LLC is not responsible for removing excess filler that appears on the surface if the boards expand due to subsequent changes in humidity and expel the filler.

**Maintenance
Cleaning**

Sweep on a daily basis or as needed. Never mop a hardwood floor. Excessive water causes wood to expand, possibly damaging the floor. When the floor becomes soiled, damp-mop with a mixture of one-cup vinegar to one gallon of warm water. When damp mopping, be sure to remove all excess water from the mop. This is for polyurethane finishes only. Check with a hardwood company if your floor has a water based finish.

Furniture Legs

Install proper floor protectors on furniture protectors used on hardwood floors. Protectors will allow chairs to move easily over the floor without scuffing. Clean the protectors on a regular basis to remove any grit that may accumulate.

Humidity

Wood floors will respond noticeably to changes in humidity levels in the home, especially in the winter.

Mats

Use protective mats at the exterior doors to help prevent sand and grit from getting on the floor. Gritty sand is wood floor's worst enemy. Clean under the mats frequently.

New Wood Floors

Wood floors will exhibit the following traits: when new, small splinters of wood will appear; dimples or scratches can be caused by moving furniture, dropping heavy or sharp objects, etc. Some shrinkage or warping can be expected seasonally, especially around heat vents or any heat producing appliances. Warping will occur if the floor becomes wet repeatedly or is thoroughly soaked even one time. A dulling of the finish in heavy traffic areas is likely; a white filmy appearance is caused by moisture (often from wet shoes or boots). In daily care of hardwood floor, preventive maintenance is the primary goal.

Recoat

If you decide to refinish your floors, this should be done by a qualified contractor at your cost. The exact timing will depend on your particular lifestyle. If another finish was used (Glitz, for example), please refer to the manufacturer's recommendations.

Shoes

Keep high heels in good repair. Heels which have lost their protective strap (thus exposing the fastening nail) will exert over 8,000 pounds of pressure per square inch on the floor. That's enough to damaged hardened concrete; it will mark your wood floor.

Spills

Food spills should be cleaned up in a timely manner using a very dry cloth. Use a vinegar and warm water solution for tough food spills.

Wax

Waxing or the use of products like Murphy's Oil Soap are not necessary or recommended. Once you wax a polyurethane

finish floor, it is very difficult to recoat the floor, as the new finish will not bond to the wax. Also, once wax is used, then you must maintain the wax and the floor. Preventative cleaning should be performed to maintain the desired level of luster.

Yellowing and Warping

Be aware that yellowing and warping of the surface can result from rubber backing on area rugs or mats.

Heating System: Gas Forced Air

Limited Warranty Guidelines

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

Maintenance Adjust Heat Vents

Experiment with the adjustable registers in your home to establish the best heat flow for your lifestyle. Generally, heat can be diminished in seldom used or interior rooms. This is a very individual matter and you will need to balance the system for your family.

Combustion Air

Furnaces that are installed in basements have combustion air vents that run to them. Never cover these or block the cold air in any way. Outside air is needed to supply the furnace with sufficient oxygen. Blocking the combustion air vent will cause the furnace to draw air down the vent pipe and pull poisonous gases back into your home.

Do Not Overheat

Your new home should not be overheated. Overheating can cause excessive shrinkage in framing lumber and may materially damage the home. In the beginning, use as little heat as possible and increase it gradually.

Filter

Remember to change or clean the filter monthly during the heating season (all year if you also have air conditioning). A clogged filter can prevent operation or slow air flow and cause cold spots in your home. Although it takes less than one minute to change the filter, this is one of the most frequently overlooked details of normal furnace care. Buy filters in large quantity for the sake of convenience.

Furnace Pilot

Your furnace has electric ignition, there is no pilot. If your furnace fails to ignite, please call the emergency number listed on the front of the furnace.

These instructions can also be found on a sticker on the furnace and/or in the manufacturer's literature.

Furnace Sounds	Expansion or contraction of metal ductwork result in ticking or popping sounds. While eliminating all these sounds is impossible, Palmer Orchard LLC will correct oil canning. (Oil canning occurs when a large area of sheet metal like those found in air ducts makes a loud noise as it moves up and down in response to temperature changes).
Furnished Home	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.
Gas Odor	If you smell gas, leave the home and call the gas company as soon as possible, from your neighbor's home if possible.
Manufacturer Directions	Good maintenance of the furnace can save energy dollars as well as prolong the life of the furnace itself. Carefully read and follow the manufacturer's literature on use and care. The guidelines here include only general information.
Odor	It is normal for the heating system to emit an odor for a few moments when it is first turned on after an extended period of not being used (such as after the summer months if you do not use air conditioning). This is caused by dust that has settled in the ducts and should pass very quickly.
Return Air Vents	For maximum comfort and efficient energy use, place furniture and draperies to allow unobstructed airflow from registers and cold air returns.
Temperature Variations	Normal temperature variations from floor to floor (depending on the style of your home) can be as much as 10 degrees or more on extremely cold days. The furnace blower will typically cycle on and off more frequently and for shorter periods of time during severe cold spells.
Thermostat	The furnace will come on automatically when setting the temperature at the thermostat registers below the setting you have selected. Setting the thermostat to a higher temperature will not heat the home faster. Thermostats are calibrated to within plus or minus 5 degrees.
Trial Run	Have a trial run early in the fall to test the furnace. (The same applies to A/C in the spring.) If service is needed, it is much less inconvenient to discover it prior to the heating season.
Troubleshooting	The lower panel must be positioned correctly for the furnace blower to operate. This panel compresses a button that tells the blower it is safe to operate. If this panel is not on tightly, the furnace will not come on. (Your furnace is a high efficiency furnace, there is no pilot to light.)

Heating System: Heat Pump

Limited Warranty Guidelines

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

Hot Water Heater

Limited Warranty Guidelines

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

Condensation

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

Drain Tank

Review and follow manufacturer's timetable and instructions for draining several gallons of water from the bottom of the water heater.

This helps to prevent build up of chemical deposits from the water and prolongs the life of the tank as well as saving energy dollars.

No Hot Water

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

Pilot

Never light a gas pilot or turn on electricity when the heater tank is empty. Always turn off the gas or electric power before shutting off the cold water supply (located at the top of the tank).

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

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

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

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

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

Safety

The area around a gas-fired water heater should be vacuumed as needed to prevent dust from interfering with proper flame combustion. The top of a gas fired water heater should never be used as a storage shelf.

Temperature

Set the water heater thermostat at the recommended setting; higher settings waste energy. Recommended thermostat settings for normal everyday use are "normal" on gas models and "140" degrees on electric models.

Humidifier

Humidifiers are not recommended by Palmer Orchard LLC or many local medical professionals due to increased chance of mold in the ductwork.

Insulation

Limited Warranty Guidelines

Palmer Orchard LLC will install insulation to meet or exceed the building codes applicable at the time of construction and outlines as part of your purchase agreement.

The last step in any work done in your attic (for example, the installation of an antenna) should be to check that the insulation lays smooth and even. (Do not step on drywall ceilings as personal injury or damage to drywall can result.)

Landscaping

Limited Warranty Guidelines

Landscaping materials we install are warranted for one growing season. We will confirm the healthy condition of all plant materials during the orientation. Maintaining landscaping is your responsibility.

Maintenance Backfill

The foundation of your home is constructed beginning with an excavation into the earth. When the foundation walls are complete, the surrounding area is then backfilled with earth. This area is not compact and dense as undisturbed ground.

Water can penetrate through the backfill area to the lower areas of your foundation. This can cause potentially severe problems such as wet basements, cracks in foundation walls, and floor slab movement. This can be avoided through proper installation of landscaping and good maintenance of backfill drainage. (See also "Drainage" & "Foundation".)

Backfill areas will settle and require prompt attention to avoid damage to the structure and voiding of the warranty.

	<p>Downspout extensions should be kept in the down position so that roof run-off is channeled well away from the foundation area of the home. Routine inspection of the downspouts, backfill areas, and other drainage components is an excellent maintenance habit.</p>
Bark/Rock Beds	<p>Do not allow edgings around decorative rock or bark beds to dam the free flow of water away from the home. A non-woven membrane, such as Typar or Mirafi, can be used between the soil and rock or bark to restrict weed growth while still permitting normal evaporation of ground moisture.</p>
Guying	<p>Provide simple guying systems for trees for a minimum of one year.</p>
Irrigation	<p>Make provisions for efficient irrigation; drain and service sprinkler systems on a regular basis. Follow City of Bend required watering regulations. Conduct operational checks on a weekly basis to ensure proper performance of the system.</p> <p>Sprinkler heads should be directed away from the home. Trickler or bubble type irrigation systems are not recommended for use adjacent to the structure.</p>
Planning	<p>Locate plants and irrigation heads out of the way of pedestrian/bicycle traffic, and car bumpers.</p> <p>Space groves of trees or single trees to allow for efficient mowing and growth. Prune woody plants as needed.</p> <p>Group plants with similar water, sun, and space requirements together.</p>
Plant Selection	<p>Plant with regard to your local climate. Consider ultimate size, shape, and growth of the species.</p>
Soil Mix	<p>Provide good soil mixes with sufficient organic material. Use mulch at least three inches deep to hold soil moisture and to help prevent weeds and soil compaction.</p> <p>In areas with high clay content, it is advisable to prepare the soil before installing your grass. First, cover the soil with 2" sand or topsoil and 1" of manure, which is usually treated and odorless.</p> <p>This should then be roto-tilled into the soil to a depth of 6". This procedure helps your lawn retain moisture and require less water. It will provide a more lush turf. This is true whether you use seed or sod. Installing a lawn over hard soil permits water to run off with little or no penetration and your lawn derives minimal benefit from watering or rain.</p> <p>ALWAYS MAINTAIN A PROPER SLOPE AWAY FROM YOUR HOME TO MAINTAIN EFFICIENT AND PROPER DRAINAGE.</p>

Utility Lines

Settlement will not disturb your utility lines; however, you may see a slight depression develop in the front lawn along the line of the utility trench. To correct this, roll back the sod and spread topsoil underneath to level the area, then relay the sod.

Waiting to Landscape

GROUND LEFT UNLANDSCAPED TOO LONG WILL ERODE. ANY EROSION AFTER HOMEOWNER'S CLOSING WILL NOT BE PALMER ORCHARD LLC RESPONSIBILITY. HOMEOWNER MUST BRING BACK TO THE CORRECT GRADE AS SOON AS POSSIBLE.

Xeriscape

Palmer Orchard LLC recommends careful consideration of landscape design and selection of planting materials to minimize the demands of your yard on water supplies. Additional material on Xeriscape is available from all reputable nurseries. This has the triple benefit of helping the environment, saving on water bills, and reducing the amount of moisture that can reach your foundation.

Mildew

Limited Warranty Guidelines

We will remove any mildew noted during the orientation. Palmer Orchard LLC warranty excludes mildew. Cleaning mildew from your home is your responsibility.

Mirrors

Limited Warranty Guidelines

We will confirm that all mirrors are in acceptable condition during the orientation. Palmer Orchard LLC will correct any scratches, chips or other damage to mirrors noted during the orientation.

Maintenance

To clean your mirrors use any reliable liquid glass cleaner or polisher available at most hardware or grocery stores. Avoid splashing water under the mirror. The moisture will cause the silvering to deteriorate.

Paint and Stain

Limited Warranty Guidelines

During your orientation we will confirm that all painted or stained surfaces are in acceptable condition. Palmer Orchard LLC will touch up paint as indicated on the orientation. You are responsible for all subsequent touch-up interior and exterior painting, except painting we perform as part of another warranty repair.

Fading

Expect fading of exterior paint or stain caused by the effects of sun and weather. Palmer Orchard LLC limited warranty excludes this occurrence.

Wood Grain

Because of wood characteristics, color variations will result when stain is applied to wood. This is natural and requires no repair. Today's water-base paints often make good grain visible

on painted trim. Palmer Orchard LLC does not provide corrections for this condition.

Maintenance

Exterior

Regular painting and repair will preserve the beauty and add value to your home. Check the painted/stained surfaces of your home's exterior annually. If you repaint before there is much chipping or wearing away of the original finish, you will save the cost of extensive surface preparation. It is a wise maintenance policy to plan on refinishing the exterior surface of your home approximately every three years or as often as your paint manufacturer suggests for your area and climate. The chemical structure of the paint used on the exterior is governed by the climatic conditions. Over a period of time, this finish will fade and dull a bit.

When you wish to repaint exterior woodwork on your home nails should be reset; the blistered or peeling portions preparation should be wire-brushed or scraped with a putty knife, sanded, and spotted with a primer. Once this is done, then the entire areas can be painted. Be certain to apply a top quality exterior paint that has been formulated for local climate conditions.

Do not allow sprinklers to spray water on the exterior walls of your home. This will cause blistering, peeling, splintering, and other damage to the home. Trim painted white or light colors will more readily show grain and cracks and therefore requires additional maintenance.

Interior

The interior woodwork, as well as the bathrooms and kitchen walls have been painted with a quality paint, which may be wiped, not scrubbed with a damp sponge. Spackle may be used to cover any small defects prior to paint touch-up.

It is recommended that you wait a minimum of 30 days prior to wiping any painted surface. Do not use soaps, abrasive cleaners, scouring pads, or brushes. Washing the painted surfaces is not recommended. Damage caused therein is not covered by Palmer Orchard LLC.

Severe Weather

Hail and wind can cause a great deal of damage in a severe storm and the house should be inspected after such weather. Damage caused by severe weather should be reported to your homeowner's insurance company promptly.

Stain

For interior stain touch-ups, Old English Furniture Polish and Scratch Cover is inexpensive, easy to use, and blends in with the wood grain. Follow directions on bottle when using.

Touch Ups

When doing touch-ups use a small brush, applying paint only to the damaged spot. Touch-up paint may not match the surrounding area exactly, even if the same paint mix is used.

When it is time to repaint a room, prepare the wall surfaces first

by using a reliable cleaning product.

Pests and Wildlife

Limited Warranty Guidelines

Palmer Orchard LLC warranty excludes insect and pest control.

Phone Jacks

Limited Warranty Guidelines

Palmer Orchard LLC will repair wiring that does not perform as intended from the phone service box into the home. From the service box outward, care of the wiring is the responsibility of the local telephone service company.

Plumbing

Limited Warranty Guidelines

During the orientation we will confirm that all plumbing fixtures are in acceptable condition and are functioning properly, and that all faucets and drains operate properly.

Clogged Drain

Palmer Orchard LLC will correct clogged drains that occur during the first 30 days after closing. If a household item is removed from a clogged drain during this time, we will bill you for the drain service. After the first 30 days, you are responsible for correcting clogged drains.

Cosmetic Damage

Palmer Orchard LLC will correct any fixture noted on the orientation list. Repairing chips, scratches, or other surface damage noted subsequent to the orientation list is your responsibility.

Exterior Faucets

Palmer Orchard LLC will repair leaks at exterior faucets noted on the orientation list. Subsequent to orientation, repair of a broken line to an exterior faucet is your responsibility.

Freezing Pipes

Palmer Orchard LLC limited warranty excludes freezing pipes.

Leaks

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

Noise

Changes in temperature or the flow of the water itself will cause noise in some of the pipes. This is normal and requires no repair. Palmer Orchard LLC will attempt to repair persistent water hammer, but there is no guarantee that this will be eliminated.

Supply

Palmer Orchard LLC will correct construction conditions that disrupt the supply of water to your home if they involve service from the main water supply to your home, provided actions of yours have not caused the problem. Disruption of service due

to failure of the water department system is the responsibility of the water department to correct.

Maintenance

Aerators

Even though your plumbing lines have been flushed out to remove dirt and foreign matter, there are usually small amounts of minerals that enter the line. Aerators on the faucets strain much of this from your water. However, minerals, etc. caught in these aerators may cause the faucets to drip because washers wear more rapidly when they come in contact with foreign matter. (See "Dripping Faucet" for additional information.)

Care and Cleaning

Follow manufacturer's directions for cleaning fixtures. Abrasive cleaners will remove the shiny finish leaving behind a porous surface that is difficult to maintain. A non-abrasive cleaner or a mild liquid detergent is usually recommended; chrome fixtures should be cared for with a good quality chrome cleaner, available at most hardware stores.

Clogs

Many plumbing clogs are caused by improper garbage disposal use. Always use plenty of cold water when running the disposal. This applies to grease also. Supplied with a steady flow of cold water, the grease remains a liquid, then cools and solidifies in the sewer line. Allow the water to run a minimum of 15 seconds after shutting off the disposal.

Clogged traps can usually be cleared with a plumber's helper (plunger). If you use chemical agents, follow directions carefully to avoid damage to the fixtures or personal injury.

Clean a plunger drain stopper, usually found in bathroom sinks, by loosening 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.

The main causes of toilet clogs are various domestic items such as paper diapers, excessive amounts of toilet paper or the wrong type of paper, sanitary supplies, Q-tips, dental floss, children toys, baby wipes, etc.

Copper Pipe

Copper pipe should be maintained by running water through each faucet for approximately one minute each week to minimize stagnation

Dripping Faucet

A dripping faucet may be repaired by shutting off the water at the valve directly under the sink, then remove the faucet stem, change the washer and reinstall the faucet stem. The showerhead is repaired the same way. It is important to replace the washer with another of the same type and size. Remembering not to turn faucets off with excessive force can minimize the frequency of this repair.

Fixtures

Clean plumbing fixtures with a soft dry sponge and soapy water, then polish with a dry cloth. Drying with a soft cloth or towel will prevent water spots.

Freezing Pipes

Garage doors should be kept closed to protect plumbing lines, which may run through this area.

In unusually frigid weather or if you will be gone more than a day or two, open cabinet doors to allow warm air to circulate around pipes.

An ordinary hair dryer can be used to thaw pipes that are frozen. Never use an open flame.

Gold/Antique Chrome

Gold fixtures and antique chrome on lavatories should not be cleaned with an abrasive cleaner. Use only mild soap and water.

Leaks

If a major plumbing leak occurs the first step is to turn off the supply of water to the area involved. This may mean shutting off the water to the entire home. Then contact the appropriate contractor.

Low Pressure

It will occasionally be necessary to remove and clean the aerators on faucets to allow proper flow of water, normally every three to four months is sufficient.

Marble

Man-made "marble" possesses a natural resilience and will not chip as readily as will porcelain enamel. Equal care should be given, however. You should not use abrasive cleanser or razor blades on man-made marble since both will cause certain damage to the surface.

Outside Faucets

Outside faucets are "freeze proof", but in order for this feature to be effective, hoses must be removed after each use. If a hose is left attached, the water that remains in the hose can freeze and expand back into the pipe causing a break in the line. Repair of a broken line to an exterior faucet is a maintenance item. Palmer Orchard LLC does not warrant sill cocks against freezing.

Porcelain

Porcelain enamel can be damaged by a sharp blow from a heavy object. It can also be scratched. Do not stand in the bathtub wearing shoes unless you have placed a protective layer of newspaper over the bottom of the tub. If paint is splattered onto the porcelain enamel surfaces during redecorating, it should be wiped up immediately. If some spots are dry before being noticed, use a recommended solvent.

Running Toilet

To stop running water, check the shut-off float in the tank. You will most likely find it has lifted too high in the tank, preventing the valve from shutting off completely. In this case, gently bend the float rod down until it stops the water at the correct level. The float should be free and not rub the side of the tank or any other parts.

Also check the chain on the flush handle; if it is too tight it will prevent the rubber stopper at the bottom of the tank from sealing

Shut-Off	resulting in running water.
Stainless Steel	Your main water shut-off is located in your front yard in a white PVC pipe. It is important to know and remember the location of the shut off for emergencies such as a water line freeze or break. It is helpful to know if you install a lawn sprinkler system or if you plan an addition to your home.
Tank Care	Stainless steel sinks should be cleaned with soap and water to preserve their luster. Do not use abrasive cleaners; these will damage the finish. An occasional cleaning with a good stainless steel cleaner will enhance the finish. Care should be taken to avoid leaving produce on a stainless steel surface since prolonged contact with produce can stain the finish.
Toilet Seat Cover	Similarly, avoid exposing the toilet to blows from sharp or heavy objects; this can cause chipping or cracking. Avoid abnormal pressures against the sides of the tank. It is possible to crack the tank at the points where it is attached to the bowl.
	Do not stand while on the toilet seat cover. It is not designed for this purpose and may crack.

Property Boundaries

Limited Warranty Guidelines

During construction, some of the monuments that mark the lot corners may be affected or covered up by grading, excavation, installment of utility lines and other typical construction activities. If you wish to install a fence, swimming pool, add a deck or patio to your home, or otherwise establish a permanent structure, we advise that you have professional surveyors locate and mark property boundaries to be certain they are accurate and you have found all corners.

Railings

Limited Warranty Guidelines

During the orientation we will confirm that all railings are in good condition. Palmer Orchard LLC installs railings in positions and locations to comply with applicable building codes. Railings should remain securely attached with normal use.

Resilient Flooring

Limited Warranty Guidelines

We will confirm that resilient floor covering is in acceptable condition during your orientation. Palmer Orchard LLC limited warranty does not cover damage to resilient floors caused by moving furniture or appliances into the home. We can assist you in contacting professionals who can repair such damage if it occurs in your home. Palmer Orchard LLC is not responsible for discontinued selections.

Adhesions

Resilient floor covering should adhere. Palmer Orchard LLC

	will repair lifting or bubbling and nail pops that appear on the surface.
Ridges	Riding is measured by centering a 6-inch straight edge perpendicular to the ride with one end tight to the floor. If the opposite end of the straight edge is 1/8 inch or more from the floor, Palmer Orchard LLC will repair this condition.
Seams	Seams will occur and are sealed at the time of installation. Palmer Orchard LLC will correct gaps in excess of 1/16 inch where resilient flooring pieces meet or 1/8 inch where resilient flooring meets another material. Palmer Orchard LLC will correct curling at seams unless caused by excessive water.
Maintenance General Maintenance	Although resilient floors are designed for minimum care, they do vary in maintenance needs. All resilient floors require some regular application of a good floor finish. This assures you of retaining a high gloss. However, no cleaning or finishing agents should be used on the new floor until the adhesive has set thoroughly. This takes about two weeks.
Limit Water	Wipe up spills and vacuum crumbs instead of washing resilient floors frequently with water. Mopping or washing with water should be limited; excessive amounts of water on resilient floors can penetrate seams and get under edges causing the material to lift and curl.
Moving Furniture	Use extreme caution when moving appliances across resilient floor covering. Tears and wrinkles can result. Coasters should be installed on furniture legs to prevent permanent damage.
No Wax	The resilient flooring installed in your home is the "no wax" type. "No wax" means it is coated with a clear, tough coating which provides both a shiny appearance and a wearing surface. Even this surface will scuff or mark. Follow any manufacturer's specific recommendations for care and cleaning of all your hard surface floors.
Raised Nail Heads	Raised nail heads are the result of movements of the floor joist caused by natural shrinkage and deflection. Special nails have been used and the underlayment has been glued to help minimized this movement. If a nail head becomes visible through resilient flooring, place a block of wood over it and hit with a hammer to reset the nail. Flooring of any type will shrink and seams may actually separate slightly due to this shrinkage.
Seam Lifting	Seams can lift or curl if excessive moisture is allowed on the floor. A special caulking can be used at tub or floor joints to seal seams at those locations. Precautionary measures should be taken to avoid getting water on the floor from baths and showers.
Scrubbing and Buffing	Frequent scrubbing or electric buffing is harder on floors than regular traffic. Use acrylic finishes often if you scrub or buff.

Throw Rugs

The backing of some throw rugs can cause a yellowing of the linoleum. Please use only rugs with natural backing.

Roof

Limited Warranty Guidelines

Palmer Orchard LLC will repair roof leaks other than those caused by severe weather, such as hail damage, or some action you have taken, such as walking on the roof. Roof repairs are made only when the roof is dry.

Ice Dam

An ice build up (ice-dam) may develop in the eaves during extended periods of cold and snow. Your homeowners insurance may cover this damage, which is excluded from warranty.

Maintenance

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

Clean Gutters

Maintain the gutters and downspouts so that they are free of debris and able to quickly and efficiently drain precipitation from the roof.

Inclement Weather

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

Leaks

When a leak is noticed, try to detect the exact location; this will greatly simplify locating the area that requires repair when the roof is dry.

Limit Walking

Limit walking on your roof. The weight and movement will have a tendency to loosen and break the integrity of the roofing material, which can in turn result in leakage. Never attempt to walk on the roof of your home when shingles are wet as they are extremely slippery.

Rough Carpentry

Limited Warranty Guidelines

Some floor and stair squeaks are unavoidable. Although Palmer Orchard LLC does not warranty against floor squeaks, a reasonable effort will be made to correct them.

Floor Deflection

Floors may deflect (bend) when walked on. This will be more noticeable next to hutches, bookcases, pianos, chairs, and other heavy furniture. This is not a structural deficiency and Palmer Orchard LLC will take no action for this occurrence.

Floor Level

Floors will be level to within 1/4 inch within any 32-inch distance as measured perpendicular to any ridge or indentation. Palmer Orchard LLC will correct any floor slope that exceeds 1/240 of the room.

Shower Doors or Tub Enclosures

Limited Warranty Guidelines

During your orientation we will confirm the good condition of all shower doors and tub enclosures. Palmer Orchard LLC will correct any damage noted on the orientation list. Repairing chips, scratches, or other surface damage noted subsequent to the orientation list is your responsibility.

Siding

Limited Warranty Guidelines

We will confirm the good condition of the siding during your orientation. Subsequent damage to the siding will be your responsibility to repair.

Palmer Orchard LLC will caulk and apply touch-up paint to cracks that exceed 3/16 inch. We will provide this repair one time only near the end of the first year. Paint or stain touch-up may not match.

We will correct any separation at joints or where siding meets another material if the separation allows water to enter the home. Siding materials are natural products that may shrink, twist, and expand due to the exterior elements and weather. Maintenance repair and replacement of such siding is the responsibility of the homeowner. Painting of such siding is excluded from the limited warranty.

Smoke Detectors

Limited Warranty Guidelines

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

Maintenance

Read the manual from the manufacturer for information on the care of smoke detectors.

Cleaning

Once a year they should be blown out to prevent a false alarm and the batteries checked.

After cleaning, push the button to test; the alarm should sound. For your safety, it is important that these devices be kept clean and in good operating condition.

Stairs

Limited Warranty Guidelines

Although Palmer Orchard LLC does not warrant against stair vibration and squeaks, a reasonable effort will be made to correct them.

Maintenance

There is no known method of installation that will prevent vibration in a staircase when used by adults. Often there will be a slight shrinkage when the stairs meet the wall. When this occurs, a thin bead of latex caulk can be applied and when dry, painted to match the wall.

Sump Pump**Limited Warranty Guidelines**

During your orientation we will discuss the sump pump and confirm it is operational. The pump is classified as an appliance and is warranted by the manufacturer.

Termites**Limited Warranty Guidelines**

Palmer Orchard LLC warranty excludes treatment for all insects or animal infestations.

Vents**Maintenance
Attic**

Attic ventilation through the roof or siding is required by building codes and therefore cannot be omitted.

Crawl Space

In homes with crawl spaces, the vents in the crawl space should remain open all summer. In winter they should be closed.

Waterproofing**Maintenance**

Your basement foundation walls have been coated on the exterior with an asphalt waterproofing material. While every effort has been made to eliminate any seepage, during times of excessive moisture some dampness may be noticed. Over time, natural compaction of soils in the backfill areas will usually eliminate this. Careful maintenance of positive drainage will also protect your basement from this condition. If you wish, you can apply a coat of sealer, available at hardware and home improvement stores. Follow manufacturer directions carefully.

**Windows, Screens, and Sliding Glass
Doors****Limited Warranty Guidelines**

We will confirm that all windows, screens, and sliding doors are in acceptable condition during the orientation. Palmer Orchard LLC will repair or replace broken windows or damaged screens noted on the orientation list. Windows should operate with reasonable ease and locks perform as designed. If they do not, Palmer Orchard LLC will provide adjustments.

Condensation

Condensation on interior surfaces of the window and frame is the result of high humidity within the home and low outside

temperatures. You influence the humidity level within your home; Palmer Orchard LLC provides no corrective measures for this condition.

Condensation that accumulates between the panes of glass in dual-glazed windows indicates a broken seal. Palmer Orchard LLC will replace the window if this occurs during the warranty period.

Infiltration

Some air and dust will infiltrate around windows, especially before the installation of landscaping in the general area. Palmer Orchard LLC warranty excludes this occurrence.

Scratches

Palmer Orchard LLC confirms that all window glass is in acceptable condition at the orientation. Minor scratches on windows can result from delivery, handling, and other construction activities. Palmer Orchard LLC will replace windows that have scratches readily visible from a distance of 4 feet. Palmer Orchard LLC does not replace windows that have scratches visible only under certain lighting conditions. Scratches or other surface damage noted subsequent to the orientation is your responsibility.

Tinting

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

**Maintenance
Broken Glass**

If any panes of glass become broken you should contact a glass company for re-glazing. Glass is very difficult to install without special tools.

Cleaning

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

Once a month, clean vinyl surfaces with warm, clear water. Do not use any powdered cleaner.

Door Locks

Sliding doors lock from the inside only; there is no key. Acquaint yourself with the operation of the door hardware for maximum security.

Door Tracks

Patio door tracks must be kept clean to allow smooth operation and prevent damage to the doorframe. Paraffin is a good lubricant for these tracks.

Invisible Glass

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

Sticking Windows

Most sliding windows (both vertical and horizontal) are designed for a ten pound pull. If sticking occurs or excessive pressure is required to open or close, a silicone lubricant should be applied. This is available at hardware stores. Do not use a petroleum base material.

Storing Screens

Many homeowners prefer to remove and store screens for the winter to allow more light into the home. Use caution in removing screens. They are easily perforated and the frames are bent if not handled with care.

Ventilation

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

Window Coverings

The warranty of your windows may be null and void if any material such as reflective film or energy blinds/drapes are applied to the interior of the window. These materials cause excessive heat buildup and can cause glass or hardware failure.

Wood Trim

Limited Warranty Guidelines

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

Exterior

Palmer Orchard LLC will caulk and apply touch-up paint to cracks in exterior trim components that exceed 3/16 inch. We provide this repair one time only near the end of the first year. Paint or stain touch-up will not match. We will correct any separation at joints that allows water to enter the home.

Raised Grain

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

Maintenance Shrinkage

Exterior trim may naturally shrink which may reveal unpainted surfaces of adjacent material. Palmer Orchard LLC provides no correcting measure for this condition.

Separation of wood trim from the adjacent material is a normal result of shrinkage, which can require caulking and/or touch up painting as a repair. It is a good idea to wait until after the first heating season and make all such repairs at one time when redecorating.

Wood will shrink less lengthwise than across the grain. All lumber is more vulnerable to shrinkage during the heating season.

Shrinkage may cause a piece of trim to pull away from the wall. Drive another nail in close to the existing nail hole (but not in it). Fill the old nail hole with putty and touch-up with paint as needed.

If the base shoe (small trim between base molding and the floor) appears to be lifting from the floor, this is probably due to slight shrinkage of the floor joists below. Similar to a piece of trim that is pulling away, this can be corrected by removing the old nails and re-nailing. It is best to wait until you are redecorating to do this.

Shrinkage may occur during the first two years or longer depending on weather, the temperature you maintain in your home, and whether or not you have a humidifier.

During a damp period, some swelling may occur. In most cases this will not be noticeable except where a door may fit more tightly than usual (see "Doors").



P A L M E R
H O M E S

Homebuilding since 1977

Dear Valued Homeowner,

Thank you for purchasing a Palmer Home! We hope that you have had a chance to get settled into your home and have had an opportunity to use and get acquainted with all features of your new home.

On occasion an item in your home may not function as intended. If this occurs, Palmer Homes Warranty Department will make the necessary corrections or repair. Please use the following reference guidelines to help with your request for service as well as to ensure that your item is covered under your 1 Year Limited Warranty Agreement.

I. Warranty Request

A. Reasons for Warranty Service before 10 months

1. Privacy (examples)
 - a. Bathroom or bedroom door not closing
 - b. Bathroom door not locking
2. Health (examples)
 - a. Gas leak (leave house- call gas company immediately, then call Palmer Homes)
3. Safety
 - a. Exterior doors not closing and or latching
 - b. First floor windows not closing and or latching
4. Emergency
 - a. Total loss of heat (not air conditioning)
 - b. Total loss of electricity
 - c. Total loss of water
 - d. Plumbing leak requiring main valve shut off
 - e. Gas leak (call gas company first)
 - f. Sewer back up (not a clogged toilet)

B. Warranty Requests must be in writing

1. Mailed to 2170 NE 8th Street, Bend OR, 97701 or emailed to office:
gpalmer@palmerhomes.com
2. Emergency items – after calling appropriate emergency number, such as 911 for fire/life/safety, call Gretchen at Palmer Homes at 541-480-6355.