

BLACKPINE

COMMUNITIES



2026

HAWAI'I LIMITED WARRANTY & PERFORMANCE GUIDELINES

NĀNĀ KAI

A Homeowner's Maintenance & Care Manual
BlackPine NaNa Kai, LLC (2026.1)

Hawai'i Limited Warranty & Performance Guidelines

A Homeowner's Maintenance & Care Manual

Congratulations on the purchase of your new home and thank you for choosing BlackPine Communities. We know that purchasing a home is an important and exciting milestone, and we are honored to have been a part of bringing your new home to life. Above all, our goal is simple: we want you to love your home and enjoy it for many years to come.

Your Homeowner Maintenance & Care Manual has been prepared as a helpful resource as you settle in and become familiar with your new home. Inside, you'll find practical information, maintenance recommendations, and helpful guidance designed to protect your investment and keep your home looking and performing its best. The Manual also outlines your homeowner maintenance responsibilities, along with details regarding our Limited Warranty and Performance Guidelines.

Building a home is about more than the materials and craftsmanship that go into it - it is about creating a place where life happens, memories are made, and you can truly feel at home.

We are delighted to welcome you to the BlackPine Communities family of homeowners. Thank you for placing your trust in us. We are proud to have built your home and look forward to being a resource for you in the years ahead.

E Komo Mai - Welcome Home!

Mahalo,



Michael E. Paris, President

Quick Reference Guide Homeowner Maintenance & Care

Home Item	What to Do	When
Appliances	In general, keep appliances clean from lint, grease, and grime. When in the proximity of moving parts (ignition, switches, seals, etc.), make sure the area is clean to prevent malfunction. Check owner's manual for specific requirements for each appliance.	Monthly
Cabinets	Wipe down wood cabinets with a non-abrasive cleaner. Apply lubricant to drawers and hinges to prevent rusting/sticking.	As needed
Carpet	Vacuum twice a week lightly (3 passes), and once a week thoroughly (7 passes). Heavy traffic areas may require more frequent cleaning and daily vacuuming. Wipe spills and clean stains immediately. Clean professionally at least once per year.	As needed
Ceramic Tile	Vacuum when needed. Do not use abrasive cleansers in order to prevent damage to your tile.	As needed
Countertops	Clean with a non-abrasive cleanser or soapy cloths. Use a cutting board to protect counters. Protect the counter from heat and extremely hot pans. Check caulk/silicone and replace as necessary.	As needed
Disposal	Always run cold water when disposal is in use. Add a tray of ice cubes to running disposal monthly.	As needed
Fireplace	Clean your fireplace and have a professional clean your fireplace flu. This will prevent unnecessary buildup, which can cause poor drafting.	Yearly
HVAC & Filters	Change out your filters regularly. Failure to do so will restrict the cycling of your air for your HVAC system and result in higher utility bills. Some houses have more than one filter. The location of the filter varies per plan and community. Some are in the ceiling, others below the furnace. Have an HVAC contractor review your HVAC equipment at least once per year.	Monthly

Iron Gates	Wrought iron is subject to rusting if it is not maintained. Inspect the fence twice a year and touch-up as needed, then plan to repaint every one or two years if necessary.	Semi-annually
Landscape	Your plants in your landscape have a 30-day warranty. The best way to discern whether a plant is getting water or not is to find the valve connected to the drip irrigation system buried just below the rocks at the base of the plant. During the winter season, if a plant looks dead, you can score or scratch the base of the plant with a knife. If you see green, you know the plant is dormant and will return in the spring. If it is brittle and breaks and there is no green, you know the plant is dead and BlackPine Communities will replace it if it is within 30 days of Closing.	As needed
Interior Paint	If necessary, painted surfaces must be washed gently using mild soap and as little water as possible. BlackPine Communities has provided you with a paint touch-up kit that has a sample of each color of your home. Touching up paint in your home is considered regular homeowner maintenance. Areas that are touched up with paint may not match existing areas due to many factors (age, sunlight, etc.). This is considered normal and is not a warranty item.	As needed
Exterior Paint	Homeowners are responsible for maintaining the exterior painted surfaces and caulking of their home to protect against normal weathering and deterioration. In warm, sunny, or coastal climates, exterior paint should typically be inspected annually and repainted approximately every 5-7 years, or sooner if fading, peeling, cracking, or chalking occurs. Caulking around windows, doors, trim, and other exterior penetrations should be inspected at least annually and repaired or replaced as needed to prevent water intrusion. Damage resulting from normal weathering, ultraviolet (UV) exposure, moisture intrusion due to lack of maintenance, settlement-related cosmetic cracking, or failure to properly maintain paint and caulking is considered homeowner maintenance and is not covered under the builder's warranty.	As needed
Rock Walls	Cracks, loosening mortar, and other maintenance issues are normal for rock walls and are not covered by the BlackPine Communities Limited Warranty.	As needed
Roof	For shingle, metal, composite and tile roofs, have a roofing contractor inspect at least every 3 years. For built-up or flat	Flat roof- Annually

	roofs, have a roofing contractor inspect annually. For flat roofs, the roofing contractor will check the penetrations, joints, seams, and crickets. To re-seal the penetrations, joints, seams, and crickets, consult a home center for the proper material.	
Smoke Detectors	We recommend changing out the batteries in your smoke detectors every 6 months. A great way to remember is during the time you switch the clocks for Daylight savings.	Semi-annually
Insulate Water Pipes (If applicable)	You have 3 main exposed pipes outside your house: your water meter valve, your landscape irrigation valve, and your backflow preventer valve. Insulate these pipes with some pipe insulation or firmly tape some pink batt insulation around the entire exposed pipe (the same insulation that is used for walls of a home). This will prevent pipes from freezing and/or breaking in colder months.	Once
Water Heater	Drain your water heater to flush out any residue.	Yearly

Caring for Your Home - Overview

This Homeowner Maintenance & Care Manual will provide you with the following information, maintenance tips, and tools:

- **HOMEOWNER USE AND MAINTENANCE GUIDELINES:** an introduction to the maintenance information for your new home.
- **LIMITED WARRANTY GUIDELINES:** introduction to the criteria the BlackPine uses to evaluate warranty items.
- **WARRANTY REPORTING PROCEDURES:** standard, emergency, miscellaneous, and appliance warranty procedures.
- **WARRANTY ITEM PROCESSING PROCEDURES:** a simple description of a complex process.
- **HELP US TO SERVE YOU:** things you need to know so we can provide effective warranty service.
- **WARRANTY SERVICE SUMMARY:** a one-page guide for you to contact in various service situations.
- **FIRE PREVENTION:** reminders to prevent fire in your home.
- **EXTENDED ABSENCES:** tips for preparing and reminders for the day you leave.
- **ENERGY AND WATER CONSERVATION:** suggestions for consuming energy and water wisely.
- **APPLIANCE SERVICE:** a worksheet where you can record serial and model numbers along with manufacturer service phone numbers.
- **HOME CARE SUPPLIES:** create a shopping list of supplies you will need to care for your home.
- **MAINTENANCE SCHEDULE:** a place to make notes about routine maintenance tasks and plan your schedule.
- **MAINTENANCE - AIR CONDITIONING THROUGH WOOD TRIM:** an alphabetical list of the items in your home, including maintenance hints, warranty criteria, and troubleshooting tips

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Caring For Your Home - Guidelines

BlackPine Communities has constructed your home with carefully selected materials and the effort of experienced craftsmen and laborers under the supervision of our field personnel, with the administrative support of our office personnel. Although this group works from detailed plans and specifications, no two homes are exactly alike. Each one is unique; a home is one of the last hand-built products left in the world. Over time, each behaves differently.

Although quality materials and workmanship have been used in creating your home, similar to an automobile, it requires care from the first day. Regular homeowner maintenance is essential to maintaining a quality home for a lifetime. This section of our manual was assembled in order to assist you in that effort.

Homeowner Use and Maintenance Guidelines.

We are proud of the homes we build and the neighborhoods in which we build them. We strive to create lasting value. This is best achieved when you, as the homeowner, know and perform appropriate maintenance tasks. Periodic maintenance is necessary because of normal wear and tear, the inherent characteristics of the materials used in your home, and the normal service required by the mechanical systems. Natural fluctuations in temperature and humidity also affect your home, resulting in maintenance items. Natural and manufactured materials and components interact with each other and the environment.

We recognize that it is impossible to anticipate and describe every scenario where attention is needed for good home care. We focused on items that homeowners commonly ask about. The subjects are listed in alphabetical order to make finding answers to your questions convenient. Because we offer home buyers a variety of floor plans and optional features, this manual may discuss components that are not present in your home.

Checklists.

You will find several checklists included in this manual. These cover fire prevention reminders, energy and water conservation tips, suggestions for extended absences, appliance service information, home maintenance supplies list, and a maintenance schedule. We believe we have provided you with a good start, and we've allowed space for you to add your own notes.

Prompt Attention.

In addition to routine care, many times minor maintenance attention provided immediately saves you a more serious, time-consuming, and sometimes costly repair later. Note also that neglecting routine maintenance can affect or, where causally related, exclude applicable Limited Warranty coverage on all or part of your home. By caring for your new home attentively, you promote uninterrupted warranty coverage as well as your enjoyment of it for years. The attention provided by each homeowner contributes significantly to the overall desirability of the community.

Manufacturer Literature.

Please take time to read the literature (warranties and use and care guides) provided by the manufacturers of consumer products and other items in your home. The information contained in that material is not repeated here. Although much of the information may be familiar to you, some

points may differ significantly from homes you have had in the past. We make every effort to keep the information in this manual current. However, if any detail in our discussion conflicts with the manufacturer's recommendations, you should follow the manufacturer's recommendations. Activate specific manufacturer's warranties by completing and mailing any registration cards included with their materials or completing the information online. In some cases, a manufacturer's warranties may extend beyond the first year and it is in your best interest to know about such coverage.

BlackPine Communities Limited Warranty Guidelines.

While we strive to build homes that are free from defects, occasionally an item in the home may fail to perform as it should. When this occurs, we will make the necessary corrections, so the item meets our quality guidelines.

Warranty Document Provided at Closing.

You will receive the limited warranty documents at your New Home Orientation meeting prior to your closing date. Please read through this information carefully, as well as the service procedures and guidelines discussed on the following pages. If you have any questions, please contact our customer service representative.

Limited Warranty Standards.

BlackPine Communities follows the National Association of Home Builders ("NAHB") "Residential Construction Performance Guidelines", Sixth Edition as the guiding reference to determine the standard by which warranty claims are evaluated and qualified. A copy of the NAHB reference guide can be downloaded from the BlackPine Communities Customer Care portal:

www.blackpinecommunities.com/homeowner-customer-care-documents/login

You can also scan the QR code that will take you directly to the Customer Care portal:



Hawai'i-Specific Warranty Framework

This Manual is intended for homes constructed in Hawai'i and should be read together with the Purchase Agreement, the Limited Warranty delivered at Closing, approved plans and specifications, manufacturer warranties, and applicable law. It is not intended to create a statutory warranty period where Hawai'i law does not provide one, nor to waive or limit any right or remedy that cannot lawfully be waived.

Construction-defect claims may be subject to Hawai'i Revised Statutes Chapter 672E (Contractor Repair Act), including pre-litigation notice, inspection, repair/settlement, and related procedures. Nothing in this Manual replaces the statutory notice required in an applicable contract of sale or construction contract. The parties should follow the version of Hawai'i law in effect when a claim arises.

Hawai'i Revised Statutes §657-8 establishes an outside ten-year statute of repose for certain actions arising from deficiencies in improvements to real property. That statutory period is not a ten-year builder warranty and should not be interpreted as extending any shorter contractual warranty period stated in the Limited Warranty.

Hawai'i Environmental Conditions

Homes in Hawai'i are exposed to conditions that may differ substantially from mainland climates, including intense ultraviolet radiation, salt-laden air in coastal locations, trade winds, wind-driven rain, high humidity, tropical rainfall, volcanic soils and dust, vog, termites and other insects, rapid vegetation growth, and localized microclimates. These conditions increase the importance of routine cleaning, painting, caulking, corrosion control, drainage maintenance, pest prevention, HVAC/ventilation maintenance, and prompt repair of sealants and exterior finishes. Normal weathering or deterioration caused by environmental exposure, lack of maintenance, severe weather, owner modifications, or conditions outside the builder's control is not a construction defect unless the Limited Warranty expressly provides otherwise.

Corrective Actions.

In addition to the information contained in the limited warranty itself, this manual includes details about the criteria we will use to evaluate concerns you report. The purpose is to let you know what our warranty commitment is for the concerns that can come up in a new home. The manual describes the corrective action we will take in these common situations.

Warranty Requests may not be applicable.

Sometimes a homeowner will request warranty service for an item that is part of normal homeowner maintenance. If you request warranty service on a maintenance item, we will explain to you the steps you should take to care of the item. We are available to answer your home-care questions during and after your warranty period. Providing normal maintenance for your home is your job.

Customer Care Reporting Procedures

To report non-emergency warranty items, please go to “How to Submit a Customer Care Request” to follow the procedures that will allow us to respond quickly and efficiently to your submission.

ALL **NON-EMERGENCY** CUSTOMER SERVICE REQUESTS MUST BE SUBMITTED THROUGH THE BLACKPINE COMMUNITIES CUSTOMER CARE PORTAL ON THE WEBSITE OR SCAN THE QR CODE:

www.blackpinecommunities.com/customer-care



ALL **EMERGENCY** CUSTOMER SERVICE ISSUES, PLEASE READ BELOW:

Emergency Service.

While emergency warranty situations are rare, when they occur, prompt response is essential. Begin by checking items that you can easily check. Troubleshooting tips appear in this manual for several of your home's components:

- Air conditioning
- Electrical
- Heat system
- Plumbing
- Roof (leak)
- Water heater

Please refer to the individual categories to review these “troubleshooting” hints; you will find them at the end of the corresponding sections. Often the appropriate action by you can solve a problem immediately or mitigate the situation until a technician arrives.

After hours, or on weekends or holidays, call the necessary trade contractor or utility company directly. Their phone numbers are listed on the last page of this manual. Our trade contractors or local utility companies provide emergency responses to the following conditions:

- Total Loss of air conditioning: when outside temperature is above 90° F.
- Total loss of heat: when the outside temperature is below 50° F.
- Total loss of electricity.
- Total loss of water.
- Plumbing leak that requires the entire water supply to be shut off.
- Gas or propane leak.

NOTE: If a utility service (gas/propane, electricity, and/or water) is disrupted in the surrounding community or regional service areas, the jurisdiction and responsibility falls upon the local utility agencies to respond - trade contractors are unable to help with such outages.

Air Conditioning.

Understandably, if your air conditioner is not working, you want it fixed right away. In a typical scenario, many other homeowners across our region will discover they too need service on their air conditioners on the same hot day that you do. The trades who address these needs generally respond to calls on a first-come, first-served basis. If your call for service comes during this time period, you may wait several days for a technician to arrive. For this reason, we recommend that you operate your air conditioner as soon as warm temperatures begin. As a result, if service is needed, you can avoid the rush on services and get a more satisfactory response.

Roof Leak.

While we agree with homeowners that a roof leak is indeed an emergency, the reality is that repairs cannot safely or effectively be performed while the roof is wet. Please submit roof leak warranty claims on the BlackPine Communities website and we will take action as soon as safety allows (See Roof section for more details).

Other Emergencies.

In addition to emergency situations covered by our Limited Warranty, stay prepared for other emergency situations. Save phone numbers for the fire department, police, paramedics, and poison control in your phone. Have companies in mind in the event you need a locksmith, water extraction, glass breakage repair, or sewer router service. If you are new to the area, neighbors may be able to recommend good service providers. Introduce your children to neighbors who might be available to help in an emergency if you are not home.

Kitchen Appliance Warranties.

The manufacturers of kitchen appliances have asked to work directly with homeowners if any repairs are needed for their products. Customer service phone numbers are listed in the use and care materials for each appliance. Be prepared to provide the model and serial number of the item and the closing date on your home. For your convenience, we have included an Appliance Service information sheet among the other checklists in this manual.

Appliance warranties are generally for one year; refer to the literature provided by the manufacturer for complete information. Remember to mail in any registration cards you receive with manufacturer materials. Being in the manufacturer's system assures you that in the event of a recall the company can contact you and arrange to provide the needed correction.

Solar Warranties.

The manufacturers and installers of Solar Energy Systems (if applicable to your home) have required that they work directly with each homeowner if any repairs are needed for their products. Customer service contact information for the Solar Energy System provider for your home is listed in the Solar Energy Addendum (if applicable) in your Purchase Agreement.

Warranty Item Processing Procedures.

When we receive a warranty service request, we may contact you for an inspection appointment. Warranty inspection appointments are available Monday through Friday, 7:00 a.m. to 4:00 p.m. We inspect the items listed in your written request to confirm warranty coverage and determine appropriate action. Generally, customer service items will fall into one of three categories of responsibility:

Category 1: Trade contractor items

Category 2: BlackPine Communities items

Category 3: Homeowner maintenance items

If a trade contractor or a BlackPine Communities associate (Category 1 & 2) is assigned the responsible to perform repairs, we issue a warranty service order describing the scope of work to be addressed. If the item is a homeowner maintenance item (Category 3), we will review the maintenance procedures with you and offer whatever informational assistance we can. In the event that a customer service inspection is not necessary, we issue the corresponding service order(s) and notify you accordingly.

How to Submit a Customer Care Request

Follow these three simple steps:

STEP 1: Visit BlackPine Communities' website:

www.BlackPineCommunities.com/customer-care

OR scan the QR code:



STEP 2: Complete the Customer Care Request Form.

STEP 3: Click Submit.

Customer Service Hours

Help Us to Serve You!

We can provide our customer service faster and more accurately if we have all the necessary information when you submit your customer care request. Please include the following information in the Customer Care Request Form:

- Your name, address, email, Lot number, and the phone numbers where you can be reached during business hours.
- A complete description of the problem, for example, "guest bath—cold water line leaks under sink," rather than "plumbing problem."
- Upload pictures – this is a very helpful way to communicate the issue(s).

Access to Your Home.

BlackPine Communities conducts inspections of interior warranty items only when an adult is available to accompany our representative and point out the items you have listed. Repairs will only be performed when an adult is available to admit them to your home. An adult is a person 18 or older who has your authorization to admit service personnel and sign completed service orders.

We do not accept keys, nor will we permit our trade contractors to accept your key and work in your home without an adult present. While we recognize that this means processing warranty service items may take longer, we believe your peace of mind and security should be our first concern.

Exterior Items.

Exterior items can usually be inspected and repaired without an adult present, provided access is available (for instance, no locked gate). If you prefer to meet with us and discuss the item(s) in question, we are happy to arrange an appointment to do that.

Inspection and Work Hours.

Many homeowners ask whether evening and weekend appointment times are available. BlackPine Communities understands the desire for appointments outside normal business hours. Unfortunately, coordinating with so many different contractors make appointments outside of normal business hours impractical. Accordingly, our warranty hours are as follows:

- Administrative staffMonday through Friday, 8:00 a.m. until 5:00 p.m. HST
- Inspection appointments.....Monday through Friday, 7:00 a.m. until 4:00 p.m. HST
- Work appointments.....Monday through Friday, 7:00 a.m. until 4:00 p.m. HST

Evening and weekend appointments are reserved for emergency situations. We appreciate your understanding and cooperation with these policies.

Pets.

BlackPine Communities respects the pets that many homeowners count as members of their households. To prevent the possibility of an animal getting injured or lost, or giving in to its natural curiosity about tools and materials used for repairs, we ask that you restrict all animals to a comfortable location during any warranty visit, whether for inspection or warranty work. This policy is also for the protection of our employees and trades personnel. We have instructed BlackPine Communities and trades personnel to reschedule the appointment if pets have access to the work area.

Your Belongings.

In all work that we perform for our homeowners we are mindful that their personal property is protected. When warranty work is needed in your home, we ask that you remove vulnerable items or items that might make performing the repair difficult. BlackPine Communities and trade personnel will reschedule the repair appointment rather than risk damaging your belongings.

Signatures on Service Orders.

Upon completion of your warranty claim, you will be emailed an electronic copy of your service request with notes pertaining to each line item. We ask that you electronically sign this document (DocuSign) indicating the items in question have either been completed or addressed as to why they were not warrantable. Signing this document does not forego future warranty rights or your ability to submit subsequent claims, it simply indicates that we completed that specific service request and/or discussed why we did not complete individual items. In the event that the service request remains unsigned, we will still close the request and make note of the refusal for our records

Completion Time.

We intend to complete warranty service orders in a timely manner unless you are unavailable for access. Typically, the warranty service request will be completed within 10-15 business days. If a back-ordered part or similar circumstance causes a delay, we will let you know. Likewise, when weather conditions prevent the timely completion of exterior items, we track those items and follow up to ensure that they are addressed when site conditions are suitable to commence work. This can mean a wait of several months.

Customer Service Summary

The many details of warranty coverage can be confusing. We hope this summary of key points will help. If you do not know whom to contact, send a message to our customer care department by using the BlackPine Communities website and we will guide you.

Warranty Service Hours:

- Administrative staffMonday through Friday, 8:00 AM until 5:00 PM (HST)
- Inspection appointmentsMonday through Friday, 7:00 AM until 4:00 PM (HST)
- Work appointmentsMonday through Friday, 7:00 AM until 4:00 PM (HST)

Appliances.

Contact the manufacturer directly with model and serial number, closing date, and description of problem. Refer to your Appliance Service information sheet.

EMERGENCY.

First, check the troubleshooting tips under several individual headings in this manual. After business hours or on weekends or holidays, contact the trade or appropriate utility company directly using the emergency numbers you receive at your orientation.

Non-Emergency.

Submit all non-emergency warranty claims at the BlackPine Communities website.

Storm Damage or Other Natural Disaster.

Contact your homeowner's insurance agent immediately. Contain damage as much as possible without endangering yourself. In extreme situations, photograph the damage.

Fire Prevention

Fire safety should be practiced by all family members. Awareness of potential dangers and preventive actions are preferable to even the fastest response. Keep these hints in mind and add your own reminders in the space provided on the next page.

Train Family Members.

- Ensure that all family members know what escape routes exist in your home.
- Conduct a fire drill with family members.
- Test the smoke detectors to ensure they function and so that everyone recognizes the sound.
- Follow the manufacturer's directions for cleaning and servicing all your smoke detectors.
- As soon as possible, teach young children how and why to dial 911.
- Have a general use fire extinguisher and instruct all family members in its location and use.
- Teach children the safe use of appliances such as irons and toasters.

Practice Prevention.

Store matches away from children and heat sources.

- Avoid smoking in bed.
- Avoid leaving small children home alone, even for a short time.
- Maintain appliances in clean and safe working condition.
- Avoid overloading electrical outlets.
- Ensure that all electrical cords are in good repair.
- Use correctly sized fuses.
- Avoid having any flammable objects or materials near the stove.
- Keep the range hood filter clean to prevent a build-up of grease.
- Allow space for cooling around electrical equipment.
- Use electric blankets with care, following manufacturer directions.
- Store volatile materials (paint, gasoline for the lawn mower, and so on) in appropriate containers, away from flames (such as pilots lights) or heat sources. Many trash collection services offer a means for you to dispose of hazardous items. Check with your service provider for details.
- Keep the barbeque clear of flammable objects and materials.
- If your home includes a gas fireplace, follow all directions and do not leave the fireplace unattended when it is on. If you have a wood burning fireplace:
 - Arrange for professional cleaning of the chimney annually.
 - Maintain the spark arrester on the chimney.

- Never use liquid fire starters (ex. charcoal barbeque) in an indoor fireplace.
- Use a screen or glass doors when a fire is burning.
- Confirm the fire is out before closing the flue.
- Do not leave the fireplace unattended while a fire is burning.
- During holidays, ensure that all cords and connections are in good condition and of appropriate capacity for electrical decorations.
- If you decide to remodel, enclose a lanai, alter a garage or storage area, or add onto your home, obtain all permits and approvals required by the applicable Hawai'i county and work with properly licensed professionals. Ensure required inspections occur and that the work complies with applicable codes, community documents, and association requirements.

Your Additional Reminders and Notes:

Extended Absences

Whether for a vacation, business travel, or other reasons, nearly all of us occasionally leave our homes for days or weeks at a time. With some preparation, such absences can be managed uneventfully. Keep these guidelines in mind and add additional reminders that are appropriate to your situation.

Plan in Advance.

Ask a neighbor to keep an eye on the property. If possible, provide them with a way to reach you while you are away.

- If you will be gone an especially long time (over two weeks) consider arranging for a house sitter.
- Arrange for someone to mow the lawn or maintain the lawn and landscaping.
- Notify local security personnel or police of the dates you will be away.
- Stop mail, newspapers, and other deliveries.
- Use lighting timers (available at hardware stores for \$10 to \$20).
- Confirm that all insurance policies that cover your property and belongings are current and provide sufficient coverage.
- Mark valuable items with identifying information. Consider whether you have irreplaceable items that should be stored in a bank vault or security box.

As You Leave.

- Forward phone calls to a relative or close friend.
- Unplug computers and other electronic devices that might be harmed in an electric storm.
- Leave window coverings in their most typical positions.
- Confirm that all doors and windows are locked, and the deadbolts are engaged.
- Shut off the main water supply. Set the thermostat on the water heater to "vacation."
- Disengage the garage door opener (pull on the rope that hangs from the mechanism). Use the manufacturer's lock to bolt the overhead door. Caution: Attempting to operate the garage door opener when the manufacturer's lock is bolted will burn out the motor of your opener. Upon your return, unlock the garage door first, then re-engage the motor (simply push the button to operate the opener and it will reconnect) to restore normal operation.
- Summer: Turn your air conditioner fan to "Auto". Set the thermostat to 78.
- Hawai'i climate: Maintain reasonable indoor ventilation and humidity control while away. If air conditioning or dehumidification is normally used, set the system to a moderate setting consistent with the equipment manufacturer's recommendations to reduce excess humidity and mildew risk. In higher-elevation homes subject to unusually cold conditions, protect plumbing as appropriate.
- Arm your security system, if applicable.

Energy and Water Conservation

Good planning and thoughtful everyday habits can save significant amounts of energy and water. In the process of conserving, you also save money as an additional benefit. Keep these hints in mind as you select and use your home's features:

Heating and Cooling.

- Maintain all your home's systems in clean and good working order to prevent inconvenience and maximize efficiency. Arrange for a professional to service heat and air conditioning systems a minimum of once every year.
- Replace air filters every month.
- Learn how to use your day/night thermostat for comfort and efficient energy use.
- If you have a zoned HVAC system, use operating schedules and temperature settings that maintain comfort while controlling indoor humidity and energy consumption.
- Use window coverings to manage solar heat gain. In warm conditions, close coverings on sun-exposed windows; in cooler or higher-elevation conditions, opening them may provide passive warming.
- Limit use of your gas fireplace in extremely cold or windy weather when the chimney draft will draw room air out at an extreme rate. (If applicable)
- Ceiling fans cost little to operate, and the moving air allows you to feel comfortable at temperatures several degrees higher.
- On hot days, close all windows and the window coverings on windows facing the sun to minimize solar heating and reduce demands on your air conditioner.
- Keep the garage overhead doors closed.

Water and Water Heater.

- Follow the steps outlined in the manufacturer's directions for draining water from your water heater to remove accumulated hard-water scale that builds up inside the tank. Timing will depend on the nature of your water supply.
- Correct plumbing leaks, running toilets, or dripping faucets ASAP.
- Keep aerators clean.

Appliances.

- Use cold water when operating your disposal. This not only saves hot water you pay to heat it preserves the disposal motor.
- When baking, preheat your oven just five minutes before you use it.
- Use the microwave rather than using the range, when possible, especially during hot weather.
- Run the dishwasher when it has a full load and use the air-dry cycle. Avoid regular use of the rinse and hold cycle.

Electrical.

- Use compact LED bulbs or LED tubes where possible. Incandescent bulbs are the least efficient source of light, and in many instances, replacement bulbs are no longer available.
- Turn lights and other electric items off when you finish using them or leave the room.

Maintenance.

- Caulk in dry weather when temperatures are moderate. Check all locations, such as:
- Foundation penetrations (electrical, phone, water, cable tv, and gas line entrances)
- Around fans and vents
- Joints between door or window frames and siding
- Check weather stripping on all exterior doors and adjust as needed. Ensure that door thresholds are a good fit—most are adjustable. If necessary, install a corner pad as needed to prevent dust and light from entering the home at exterior doors.
- After any activity in the attic, check that the insulation is evenly distributed.

Your Additional Reminders and Notes:

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Appliance Service

This sheet is for your convenience. For warranty service on an appliance, contact the appropriate manufacturer directly at the service number provided in the appliance literature. You will need to supply the model and serial number (usually located on a small metal plate or seal attached to the appliance in an inconspicuous location), and the date of purchase (the close of escrow date).

Your Closing Date: _____

Appliance	Manufacturer	Model #	Serial #	Service Phone #
Range				
Range Hood				
Cooktop				
Oven				
Microwave				
Dishwasher				
Disposal				
Trash Compactor				
Washer				
Dryer				
Refrigerator				
Freezer				
Solar System				

Home-Care Supplies

You will find that caring for your home is much easier if you have necessary tools and supplies on hand. As you review the maintenance information in this manual and in the manufacturer materials, note the materials and tools you will need. Note sizes, colors, brands, sources, and so on to create a convenient inventory that will make shopping for home-care products easier. You may wish to make copies of this form before filling it out.

[illegible]

Maintenance Schedule

Begin care of your home with organized records, including information about all of its components and your furnishings. This information will make caring for your home easier; the records may be useful in completing tax returns and will be valuable when you sell your home. Another worthwhile step is to inventory all equipment, appliances, furnishings, and personal belongings, and take photos of everything. In addition to normal daily and weekly care, develop a schedule of preventative routines based on the information in this manual and the manufacturer literature you receive.

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NEW HOME MAINTENANCE TIPS & LIMITED WARRANTY DESCRIPTIONS

NOTE: This is a comprehensive list intended to cover a broad range of homes, communities, and different locations. Not all of the home components listed here will be present in your home.

AIR CONDITIONING AND HEATING SYSTEMS

Homeowner Use and Maintenance Guidelines.

Air conditioning can greatly enhance the comfort of your home, but if it is used improperly or inefficiently, wasted energy and frustration will result. These hints and suggestions are provided to help you maximize your air conditioning system.

Your air conditioning system is a whole-house system. The air conditioning unit is the mechanism that produces cooler air. The air conditioning system involves everything inside your home including drapes, blinds, and windows.

Your home air conditioning 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 should keep all windows closed. The heat from the sun shining through windows with open drapes is intense enough to overcome the cooling effect of the air conditioning unit. For best results, close the drapes on these windows.

Time is very important 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 6:00 p.m. when the temperature has reached 90 degrees F and 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 6:00 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.

If evening cooling is your primary goal, set the thermostat at a moderate temperature in the morning while the house is cooler, allowing the system to maintain the cooler temperature. The temperature setting may then be lowered slightly when you arrive home, with better results. Once the system is operating, 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.

AIR CONDITIONING SYSTEM

Homeowner Use and Maintenance Guidelines.

The air-conditioning system installed in your home is designed and sized in accordance with the approved plans, applicable energy/building requirements, and equipment manufacturer criteria. Actual indoor temperature and humidity will vary with outdoor temperature, solar exposure, occupancy, doors and windows, thermostat settings, filter condition, and coastal/tropical humidity.

BlackPine Communities does not guarantee a particular indoor temperature beyond the system's design criteria.

Change your Air Filter Every Month.

Change the return air filter(s) every month. Most BlackPine Communities homes have one main return in the home as well as an additional return air in the Master Bedroom. In some of our homes, the return air filter is located only underneath the furnace. Failure to change air filters can allow dust and other particles to restrict the cycling of air. This will make the Air Conditioner work harder than normal to cool your home, which will make utility bills higher. Failure to change your filters will also result in improper airflow through your house and you will not be able to cool your house properly. If you submit a warranty claim about your air conditioning and the problem is that you haven't changed your air filters, you will be charged a service fee.

Keep Windows, Blinds and Doors Closed.

Your Air Conditioner is a closed system, meaning that it constantly recycles the air inside your home to cool it down and does not require an air source from outside the home to cool your home. In fact, failure to keep hotter outside air out of your home will make the Air Conditioner work harder to cool your home. It will take longer to cool your home and cost you more. All windows on BlackPine Communities homes are made with low-E glass, which significantly reduces heat penetration from the sun. Even so, closing blinds and window coverings can reduce the heat penetration even more.

Always Keep the Air Conditioner on During Warmer Months.

The interior components of your home will heat up or cool down based on the use of the Air Conditioner. These components include the floor tile, carpet, cabinets, furniture, countertops, and walls. If you leave your Air Conditioner off during the hours of the day (when nobody is home) and then turn the Air Conditioner on for the evening, the Air Conditioner will work very hard to cool down the interior components and will take longer than if the home were already set at a cooled temperature. Some owners leave the AC off to save money for the day hours, but when the AC is turned back on in the evening, the amount of work that the Air Conditioner performs can nullify the savings that are achieved by not running it during the day. For best results, leave the Air Conditioner on during the day at a higher-than-optimal temperature. When returning home, you will probably want to turn the thermostat to a lower temperature. The benefits of this include: the AC won't have to work as hard, it will take less time for you to be comfortable, and you are protecting the building materials from excessive temperature changes that cause increased expansion and contraction.

Avoid Setting the Thermostat lower than 72 degrees.

The cooling process for the Air Conditioner is performed by a refrigerant condensed coil. If the Air Conditioner is set below 72 degrees, the coil will become very cold for an extended period of time to maintain the lower temperature. This extended period of cold can cause the coil and condenser unit on the outside of your home to freeze. This can eventually wear down the Air Conditioner and cause long-term problems. It is important to not set the thermostat lower than 72 degrees Fahrenheit. Setting the thermostat lower will not cause a home to cool down any faster than a higher temperature like 78 degrees.

Test the Air Conditioner.

Test the Air Conditioner during the spring to ensure that it is working properly. If you wait until it is very warm outside to turn on the Air Conditioner, you may experience inconvenience and frustration while you wait for a technician to troubleshoot the Air Conditioner and get it running.

HEATING SYSTEM

Homeowner Use and Maintenance Guidelines.

If the home includes heating equipment, expansion and contraction of ductwork may cause occasional popping sounds. Normal operational sounds are not considered defects.

Registers for your Air Conditioner and Furnace are adjustable.

It is the responsibility of the Homeowner to adjust the registers to achieve the optimum amount of air supply per room. This will differ from owner to owner, but in general, the rooms that are farthest from the Air Conditioner and Furnace will need more air supply, while the rooms and areas that are closer to the AC and Furnace will need less supply. The exact placements of air registers will vary slightly from the model home and within each different home. The following information will help you use your Furnace efficiently and cost effectively.

Change your Air Filter Every Month.

Change the return air filter(s) every month. Most BlackPine Communities homes have one main return air filter in the home as well as an additional return air in the Master Bedroom. In some of our homes, the return air filter is located only underneath the furnace. Failure to change air filters can allow dust and other particles to restrict the cycling of air. This will make the Furnace work harder than normal to heat your home, which will make utility bills higher. Failure to change your filters will also result in improper airflow through your house and you will not be able to heat your house properly. If you submit a warranty claim about your air conditioning and the problem is that you haven't changed your air filters, you will be charged a service fee.

Always Keep the Heat on During Cooler Months.

The interior components of your home will heat up or cool down based on the use of the Furnace. These components include the floor tile, carpet, cabinets, furniture, countertops, and walls. If you leave your Furnace off during the hours of the day (when nobody is home) and then turn the Furnace on for the evening, the Furnace will work very hard to heat the interior components and will take longer than if the home were already set at a warmer temperature. Some owners leave the Furnace off to save money for the day hours, but when the Furnace is turned back on in the evening, the amount of work that the Furnace performs can nullify the savings of not running it during the day. For best results, leave the Furnace on during the day at a slightly lower-than-optimal temperature. When returning home, you will probably want to turn the thermostat to a higher temperature. The benefits of this include: the Furnace won't have to work as hard; it will take less time for you to be comfortable, and you are protecting the building materials from excessive temperature changes that cause increased expansion and contraction.

Test the Furnace.

If your home includes heating equipment, test it periodically and before anticipated use, particularly in higher-elevation or cooler areas. Follow the manufacturer's operating and maintenance instructions.

TURNING ON YOUR AIR CONDITIONER AND FURNACE

Homeowner Use and Maintenance Guidelines.

If your home includes heating equipment, operate it in accordance with the manufacturer's instructions. For air conditioning, verify that the thermostat, disconnects, breakers, filters, and condensate drainage are properly maintained before requesting service. Do not attempt gas-system

troubleshooting beyond the manufacturer's homeowner instructions; contact a qualified service provider when needed.

Electrical Information for your Air Conditioner and Furnace.

Electrical issues commonly determine whether an Air Conditioner or Furnace will function. Both the Air Conditioner and the Furnace have circuit breakers in the main circuit breaker panel. In the event the Air Conditioner or Furnace does not turn on, please check the main circuit breaker panel to ensure that the AC and Furnace breakers are in the "On" position. BlackPine Communities is not responsible for troubleshooting breakers and does not replace breakers. If you make a warranty claim because the heat or A/C is not working, and the reason they are not working is because the circuit breaker is in the "Off" position, BlackPine Communities will bill you the amount that the HVAC contractor charges BlackPine Communities.

Air Conditioner Disconnect Fuse.

The Air Conditioner also uses a service disconnect fuse, which is typically located inside a small metal box that is connected to the condenser of the Air Conditioner by a small hose. This service disconnect fuse can be pulled out easily. The fuse will only work if installed correctly. It can be installed right-side up or upside down. Most fuses will indicate which side is right-side up by labeling it "On". If the fuse is in the "On" position, it may be broken. To test if it is broken, you can use a continuity tester. If you don't have a continuity tester, you may need to replace the fuse with a new one of the same size. BlackPine Communities is not responsible for troubleshooting fuses or for replacing broken fuses. This is considered homeowner maintenance. Before submitting a Warranty claim, it is important to check the breakers and fuses. If you submit a Warranty claim for fuses or breakers, you could be charged for the time and materials of an electrician or HVAC technician.

TROUBLESHOOTING - HEATING AND COOLING

1. Does Not Cool:

- Check the circuit breaker panel to ensure the A/C breaker is "ON".
- Check the Disconnect fuse to make sure it is "ON".
- Replace the fuse/breaker if necessary.
- Make sure the air filter has been replaced within the last 30 day.
- Make sure thermostat dials are at "Cool" and "Auto."

2. Does Not Heat:

- Check the circuit breaker panel to ensure Furnace is "ON".
- Replace the breaker if necessary.
- See the TURN ON FURNACE SECTION on page 28.
- Check to make sure the gas valve in the attic is in "ON" position.
- Check that filters have been replaced within 30 days.
- Check to make sure the access door to the furnace has been put on.

3. Some Rooms are More Comfortable than Others:

- Check that filters have been replaced within the last 30 days.

- Adjust the register dampers to give more air to areas that are farthest from the AC/Furnace and give less air to areas that are closest to the AC/Furnace.
- Check that all doors and windows are properly sealed, and blinds are closed during the warm months.

NOTE: Many service calls are attributed to fuse failure or tripped circuit breakers. Before requesting warranty service on your Air Conditioner or heating system, please make sure the circuit breakers are “ON” and that all fuses are in working condition. This will prevent you from being charged by the HVAC technician for a non-warranty service call.

Summary of Maintenance Tips for Heating/Cooling - VERY IMPORTANT:

- Schedule annual maintenance on your Air Conditioning Condenser, Coil, and Gas Furnace with reputable contractor
- Clean your ductwork every 2-4 years.
- Change your filter(s) every month.
- Do not turn off the AC/Heat during warm and cold months: do not let your house get either too cold or too warm because it will be more expensive in the long run due to expansion and contraction.
- Make sure all doors and windows have proper weather stripping.
- Maintain the air conditioning compressor in a level position to prevent inefficient operation and damage to the equipment.
- If a humidifier is installed on the furnace system, turn it off when you use the air conditioning; otherwise, the additional moisture can cause a freeze-up of the cooling system.

Manufacturer's Instructions.

The manufacturer's manual specifies maintenance for the condenser. Review and follow these points carefully. Since the air conditioning system is combined with the heating system, follow the maintenance instructions for your furnace as part of maintaining your air conditioning system.

Temperature Variations.

Temperatures may vary from room to room by several degrees Fahrenheit. This is due to such variables as floor plan, orientation of the home on the lot, type and use of window coverings, and traffic through the home. BlackPine Communities will not service your system unless a temperature difference in a room is 5 degrees Fahrenheit or greater from the temperature shown on the thermostat.

BlackPine Communities Limited Warranty Guidelines.

During the One-Year HVAC Limited Warranty period, BlackPine Communities will correct covered defects in original HVAC installation or workmanship that prevent the system from operating substantially in accordance with the approved design and manufacturer requirements. Uniform temperatures between rooms are not guaranteed. Coverage excludes conditions caused by dirty filters, blocked condensate drains, owner settings, open doors/windows, lack of maintenance, utility interruption, corrosion or environmental exposure after Closing, owner alterations, and equipment conditions covered directly by the manufacturer.

HVAC One-Year Limited Warranty.

BlackPine Communities will warranty your HVAC system for parts and labor for one year. BlackPine Communities does not guarantee that temperatures will be uniform throughout the home. It is the responsibility of the homeowner to adjust the air registers in each room. Even with adjusted air registers, there will be some temperature variation from room to room.

“Non-Emergency” Standards.

Lack of air conditioning service is not an emergency. Air conditioning contractors in our region respond to air conditioning service requests during normal business hours and to the order received.

ALARM SYSTEM

Homeowner Use and Maintenance Guidelines.

If your home selections included pre-wiring for an alarm system, you will arrange for the final connection and activation after you move-in. The alarm company will demonstrate the system, instruct you in its use, and provide identification codes for your family. We recommend that you test the system each month.

BlackPine Communities Limited Warranty Guidelines.

BlackPine Communities will correct wiring that does not perform as intended for the alarm system during the One-Year electrical warranty period. BlackPine Communities makes no representation that the alarm system will provide the protection for which it is installed or intended.

APPLIANCES

Homeowner Use and Maintenance Guidelines.

Please see your Appliance Service information sheet. For exact appliance care, see Owner’s manuals of each appliance.

BlackPine Communities Limited Warranty Guidelines.

We confirm that all appliance surfaces are in acceptable condition during your orientation. We recommend that you fill out the forms for each appliance. Contact your Appliance manufacturer for extended warranty possibilities. Appliances are warrantied directly through the appliance manufacturer, generally for one year from close of escrow (check manufacturer’s literature for specific coverage).

ATTIC ACCESS

Homeowner Use and Maintenance 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 into the attic space. When you perform needed tasks in the attic, use caution and avoid stepping off wood members onto the drywall. This can result in personal injury or damage to the ceiling below. Your limited warranty does not cover such injury or damage.

BlackPine Communities Limited Warranty Guidelines.

BlackPine Communities and the local building department inspect the attic before your closing to confirm insulation is correct.

LIGHT & PLUMBING FIXTURES

Bronze, Chrome, Matte Black, Satin Brass, and Satin Nickel

Homeowner Use and Maintenance Guidelines.

The manufacturer treats chrome, satin nickel, and oil rubbed bronze plumbing and light fixtures with a clear protective coating to provide beauty and durability. This coating is not impervious to wear and tear. Atmospheric conditions, sunlight, caustic agents such as paints, and scratches from sharp objects can cause the protective coating to crack or peel, exposing the metal and resulting in spotting and discoloration.

Cleaning.

Initial care of these products requires only periodic cleaning with a mild, nonabrasive soap and buffing with a soft cloth.

Corrosion.

The nickel and bronze color on your fixtures are a coating on top of a base metal. Water having a high mineral content is corrosive to any metal—coated or solid.

Polish.

When peeling, spotting, or discoloration occurs, you can sometimes restore the beauty of the metal by hand-polishing the item with a suitable polish. Applying a light coat of wax and buffing with a soft cloth helps maintain the gloss.

Tarnish.

Like sterling silver, nickel and bronze coatings will gradually tarnish and eventually take on an antique appearance.

BlackPine Communities Limited Warranty Guidelines.

During the orientation we will confirm that nickel and bronze fixtures are in acceptable condition. BlackPine Communities does not warrant corrosion damage to the external surfaces or internal workings of plumbing and light fixtures. This limitation includes solid nickel, bronze, chrome or coated chrome, nickel, and bronze fixtures.

BRICK & MASONARY MATERIAL

Homeowner Use and Maintenance Guidelines.

Brick is one of the most durable and lowest maintenance finishes for a home's exterior. A record of your brick color is included in your selection sheets.

Efflorescence.

The white, powdery substance that sometimes accumulates on brick surfaces is called efflorescence. This is a natural phenomenon and cannot be prevented. In some cases, you can remove it by scrubbing with a stiff brush and vinegar. Consult your home center or hardware store for commercial products to remove efflorescence.

Tuck-Pointing.

After several years, face brick may require tuck-pointing (repairing the mortar between the bricks). Otherwise, no regular maintenance is required.

Weep Holes.

You may notice small holes in the mortar along the lower row of bricks. These holes allow moisture that has accumulated behind the brick to escape. Do not fill these weep holes or permit landscaping materials to cover them.

BlackPine Communities Limited Warranty Guidelines.

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

CABINETS

Dusting.

Dust your cabinets with soft lint-free cloth. You can dampen the cloth slightly with water or a spray-type dust remover.

Spills.

Clean spills immediately. Use a clean cloth and mild soap if necessary. Wipe dry with a clean, soft cloth.

Cleaning.

For routine and normal cleaning of your cabinets, use lint-free cloth and water. For stains or non-routine cleaning needs, contact the cabinet manufacturer.

“Do’s” & “Don’ts”.

Never use detergent, soap pads, or steel wool on your cabinetry. These harsh abrasives will mar the wood finish. Additionally, we recommend that you avoid the use of paste wax and polishes that contain silicone; the wax buildup is difficult to remove and will leave a residue that attracts dust.

Self-Cleaning Ovens.

Self-Cleaning Ovens use intense heat. If the heat gasket on your oven is not sealed properly, heat could escape. Cabinets installed next to a Self-Cleaning Oven can suffer finish or surface damage. To minimize the risk of damage during the cleaning cycle, the manufacturer recommends you remove the drawers and doors from cabinets that are above and adjacent to the self-cleaning oven.

UV Effects.

Over time, Ultraviolet rays in natural sunlight may affect the appearance of your cabinets. The finish and wood may change depending on its natural characteristics, the amount and direction of the light exposure, and the portion of the cabinet that receives the rays.

Hinges.

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

Moisture.

Damage to cabinet surfaces and warping can result from operating appliances that generate large amounts of moisture (such as a crockpot) too near the cabinet. When operating such appliances, place them in a location that is not directly under a cabinet.

BlackPine Communities Limited Warranty Guidelines.

During the orientation, we will confirm that all cabinet parts are installed and that their surfaces are in acceptable condition. After the orientation, BlackPine Communities will not be responsible for the cosmetic appearance of cabinets.

- A cabinet drawer that does not fit flush against the face frame when closed will be repaired by adjusting the drawer guides.
- If doors or drawer fronts warp in excess of 1/4 inch from the face frame to the point of furthest warped section when the door is closed during the First Year warranty period, we will correct this by adjusting the hinges.
- If a cabinet becomes loose from the wall, it will be re-secured if the weight limit of 20 pounds per square foot has not been exceeded.
- A gap between the cabinet and ceiling or wall that exceeds 1/4" in width will be repaired by installing a filler board or trim of similar color.

Wood Grain.

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.

CARPET

Homeowner Use and Maintenance Guidelines.

Your selection sheets provide a record of the color of floor coverings in your home. Please retain this information for future reference. Refer to the various manufacturer recommendations for additional information on the care of your floor coverings.

Burns.

Take care of any kind of burn immediately. First, trim off the darkened fibers. Then use a soap-less cleaning product and sponge with water. If the burn is extensive, talk with a professional about replacing the damaged area.

Cleaning.

You can add years to the life of your carpet with regular care. Carpet wears out because of foot traffic and dirt particles that get trampled deep into the pile beyond the suction of the vacuum. The dirt particles wear down the fibers like sandpaper and dull the carpet. The most important thing you can do to protect your carpet is to vacuum it frequently.

Vacuum twice a week lightly and once a week thoroughly. Heavy traffic areas may require more frequent cleaning. A light vacuuming is three passes; a thorough job may need seven passes. A vacuum cleaner with a beater-bar agitates the pile and is more effective in bringing dirt to the surface for easy removal.

Vacuuming high-traffic areas daily helps keep them clean and maintains the upright position of the nap. Wipe spills and clean stains immediately. For the best results, blot or dab any spill or stain; avoid rubbing. Test stain removers on an out-of-the-way area of the carpet, such as in a closet, to check for any undesirable effects.

Have your carpet professionally cleaned regularly, usually after 18 months in your home and then once a year after that.

Crushing.

Furniture and traffic may crush a carpet's pile fibers. Frequent vacuuming in high-traffic areas and glides or cups under heavy pieces of furniture can help prevent this. Rotating your furniture to change the traffic pattern in a room promotes more even wear. Some carpets resist matting and crushing because of their level of fiber, but this does not imply or guarantee that no matting or crushing will occur. Heavy traffic areas such as halls and stairways are more susceptible to wear and crushing. This is considered normal wear.

Fading.

Science has yet to develop a color that will not fade with time. All carpets will slowly lose some color due to natural and artificial forces in the environment. You can delay this process by frequently removing soil with vacuuming, regularly changing air filters in heating and air conditioning systems, keeping humidity and room temperature from getting too high, and reducing sunlight exposure with window coverings.

Filtration.

If interior doors are kept closed while the air conditioning is operating, air circulation from the closed room flows through the small space at the bottom of the door. This forces the air over the carpet fibers, which in turn act as a filter, catching particulate pollution. Over time, a noticeable stain develops at the threshold. See also Ghosting.

Fuzzing.

In loop carpets, fibers may break. Simply clip the excess fibers. If it continues, call a professional.

Pilling.

Pilling or small balls of fiber can appear on your carpet, depending on the type of carpet fiber and the type of traffic. If this occurs, clip off the pills. If they cover a large area, seek professional advice.

Rippling.

With wall-to-wall carpeting, high humidity may cause ripples. If the carpet remains rippled after the humidity has left, have a professional re-stretching of the carpet using a power stretcher, not a knee-kicker.

Seaming.

Carpet usually comes in 12-foot widths, making seams necessary in most rooms. Visible seams are not a defect unless they have been improperly made or unless the material has a defect, making the seam appear more pronounced than normal. The denser and uniform the carpet texture, the more visible the seams will be.

Carpet styles with low, tight naps result in the most visible seams. Seams are never more visible than when the carpet is first installed. Usually with time, use, and vacuuming the seams become less visible. You can see examples in the model homes of carpet seams.

Shading.

Shading is an inherent quality of fine-cut pile carpets. Household traffic causes pile fibers to assume different angles; as a result, the carpet appears darker or lighter in these areas. A good vacuuming, which makes the pile all go in the same direction, provides a temporary remedy.

Shedding.

New carpeting, especially pile types, sheds bits of fiber for a period of time. Eventually these loose fibers are removed by vacuuming. Shedding usually occurs more with wool carpeting than with nylon or other synthetics.

Snags.

Sharp-edged objects can grab or snag the carpet fiber. When this occurs, cut off the snag. If the snag is especially large, call a professional.

Sprouting.

Occasionally you may find small tufts of fiber sprouting above the carpet surface. Simply use scissors to cut off the sprout. Do not attempt to pull it, because other fibers will come out in the process.

Stains.

No carpet is stain-proof. Although your carpet manufacturer designates your carpet as stain-resistant, some substances may still cause permanent staining. These include hair dyes, shoe polish, paints, and India ink. Some substances destroy or change the color of carpets, including bleaches, acne medications, drain cleaners, plant food, insecticides, food or beverages with strongly colored natural dyes as found in some brands of mustard and herbal tea.

Refer to the manufacturer for recommended cleaning procedures for your particular fiber. Pretest any spot-removal solution in an inconspicuous area before using it in a large area. Apply several drops of the solution, hold a white tissue on the area, and count to ten. Examine both tissue and carpet for dye transfer and check for carpet damage.

Edges.

The edges of carpet along moldings and edges of stairs should be held firmly in place. In some areas, metal or other edging material may be used where carpet meets another floor covering.

Seams.

Carpet seams will be visible. BlackPine Communities will repair any gaps or fraying during the First-Year warranty period.

BlackPine Communities Limited Warranty Guidelines.

During your 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. BlackPine Communities is not responsible for dye lot variations if replacements are made. BlackPine Communities will not clean the carpet after the closing. Occasionally, carpet tacks can be felt at transition points. Carpet tacks are necessary for proper installation. BlackPine Communities will not make alterations to carpet tacks as part of the One-Year Warranty.

CAULKING

Homeowner Use and Maintenance Guidelines.

Time and weather will shrink and dry caulking so that it no longer provides a good seal. Routinely, check the caulking and make needed repairs. Caulking compounds and dispenser guns are available at hardware stores. Read the manufacturer's instructions carefully to be certain that you select an appropriate caulk for the intended purpose.

Colored Caulking.

Colored caulking is available where larger selections are provided. As with any colored material, dye lots can vary.

Latex Caulking.

Latex caulking is appropriate for an area that requires painting, such as along the stair stringer or where wood trim meets the wall.

Silicone Caulking.

A caulking that contains silicone will not accept paint; it works best where water is present, for example, where tub meets tile, or a sink meets a countertop.

Repairs.

BlackPine Communities will not perform any caulking after the New Home Orientation list has been made and the homeowner has occupied the home. Caulking is considered homeowner maintenance. See also Countertops, Expansion and Contraction, Stairs, and Wood Trim.

BlackPine Communities Limited Warranty Guidelines.

During the New Home Orientation, we will confirm that appropriate areas have been adequately caulked.

CERAMIC TILE

Homeowner Use and Maintenance Guidelines.

Your selection sheets include the color of your ceramic tile.

Cleaning.

Ceramic tile is one of the easiest floor coverings to maintain, simply vacuum when needed. Occasionally, a wet mopping with warm water may be appropriate. Avoid adding 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.

The ceramic tile installed on walls or countertops in your home may be washed with any nonabrasive soap, detergent, or tile cleaner. Abrasive cleaners will dull the finish.

Grout.

The grout that is applied to the joints of the ceramic tile is a cementitious material. It is normal for it to crack overtime. Cracking in grout joints is considered homeowner maintenance.

Grout Discoloration.

Over time, grout can have uneven or discolored areas that are due to owner usage. Clean grout that becomes yellowed or stained with a fiber brush, cleanser, and water. Grout cleansers and whiteners are available at most hardware stores. After the new home orientation, BlackPine Communities will not clean grout.

Sealing Grout.

Sealing grout on your floors 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.

Separations.

Expect slight separations to occur in the grout between tiles. This grout is for decorative purposes only; it does not hold the tile in place. Cracks in the grout can be filled using premixed grout purchased from flooring or hardware stores. Follow package directions.

Tile around bathtubs or countertops may appear to be pulling up after a time. This is caused by normal shrinkage of grout or caulk and shrinkage of wood members 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 can be important to protect the underlying surface from water damage.

BlackPine Communities Limited Warranty Guidelines.

During the orientation we confirmed that tile and grout areas are in acceptable condition. Take your time to examine all ceramic tiles and grout joints during the New Home Orientation. We will repair or replace cracked, badly chipped, or loose tiles and cracked grout joints noted at that time. After occupancy, it is the responsibility of the homeowner to repair cracks in grout joints and cracked or chipped tiles. BlackPine Communities are not responsible for variations in color or discontinued patterns. New grout may vary in color from the original.

CONCRETE FLATWORK

Homeowner Use and Maintenance Guidelines.

By maintaining good drainage, you protect your home's concrete flatwork: the driveway, patios, and sidewalks. Concrete flatwork is “floating” - it is not attached to the home's foundation walls. This is not a structural (load bearing) element of the home and is ONLY covered by the One-Year Material and Workmanship Warranty. Minimize movement in your flatwork by following BlackPine Communities landscaping recommendations, the objective of which is to prevent moisture from reaching soils around and under the concrete flatwork.

Cleaning.

Avoid washing exterior concrete slabs with cold water from an outside faucet when temperatures are high, and the sun has been shining on the concrete. The abrupt change in temperature can damage the surface bond of the concrete. We recommend sweeping to keep the exterior concrete clean. If washing is necessary, do this when temperatures are moderate.

Cracks.

A concrete slab 10 feet across shrinks approximately 5/8 inch as it cures. Some of this shrinkage shows up as cracks. Cracking of concrete flatwork also results from temperature changes that cause expansion and contraction. To control the effects of concrete cracking, BlackPine Communities uses control joints throughout the flatwork. Cracking is most likely to occur inside the control joints.

Moisture can migrate beneath concrete through edges, joints, cracks, irrigation, and heavy rainfall. In Hawai'i, maintaining positive drainage and preventing chronic irrigation or roof runoff from saturating slab edges helps minimize settlement, staining, biological growth, and cracking.

As cracks occur, seal them with a waterproof concrete caulk (available at hardware or home improvement stores) to prevent moisture from penetrating the soil beneath.

Expansion Joints.

We install expansion joints to help control expansion. However, as the concrete shrinks during the curing process, moisture can penetrate under the concrete and lift the expansion joint. When this occurs, fill the resulting gap with a gray silicone sealant, which you can purchase at most hardware stores.

Heavy Vehicles.

Prohibit commercial or other extremely heavy vehicles such as moving vans and other large delivery trucks from pulling onto your driveway. We design and install concrete drives for conventional residential vehicle use only: family cars, vans, light trucks, bicycles, and so on.

Moisture, Salt, Fertilizers, and Chemicals.

Protect concrete from prolonged saturation, fertilizers, acids, pool chemicals, harsh cleaners, salt exposure, petroleum products, and other chemicals that can stain or deteriorate the surface. Rinse coastal salt deposits when appropriate and follow sealer/manufacturer recommendations.

Sealer.

A concrete sealer, available at paint stores, will help you keep an unpainted concrete floor clean. Follow the instructions on the sealer container.

BlackPine Communities First Year Limited Warranty Guidelines – Concrete Flatwork.

As a reminder, concrete flatwork is “floating” - it is not attached to the home's foundation walls. Because flatwork is not a structural (load bearing) element of the home, it is excluded from coverage under the 10-Year Structural Warranty. The Limited Warranty coverage is for one year.

Color.

Concrete flatwork varies in color. BlackPine Communities provides no correction for this condition.

Repairs.

- If concrete cracks reach 1/4 of an inch in width or vertical displacement, BlackPine Communities will patch or repair them one time during the First-Year Warranty Period. Subsequently, concrete flatwork maintenance is your responsibility.
- BlackPine Communities will correct separation of concrete flatwork from the foundation if separation exceeds one inch during the First-Year warranty period.
- BlackPine Communities will replace a concrete driveway or walk whose surface has disintegrated by means other than chemicals or abuse.

Spalling (Surface Chips).

Causes of spalling or surface deterioration can include repeated saturation, aggressive pressure washing, animal urine, fertilizer, pool chemicals, harsh cleaners, salt exposure in coastal environments, and other chemical or physical abuse. Repair of deterioration caused by these conditions is homeowner maintenance.

Standing Water.

Water may temporarily remain on exterior concrete after heavy rain, irrigation, or roof runoff. During the First-Year Limited Warranty period, BlackPine Communities will evaluate persistent ponding attributable to original construction when water remains more than 24 hours under normal conditions, excluding extraordinary storms, blocked drains, landscaping changes, irrigation, owner improvements, or other conditions outside BlackPine Communities' control.

CONDENSATION

Homeowner Use and Maintenance Guidelines.

When warm, moist air comes into contact with cooler surfaces, the moisture condenses. Outside we see this as dew; inside you may see it as a layer of moisture on glass windows and doors. This condensation comes from high humidity within the home combined with low outside temperatures and inadequate ventilation. Family lifestyle significantly influences two out of three of these conditions.

Humidifier Operation.

Additional indoor moisture can increase condensation and mildew risk. In Hawai'i, humidifiers are generally unnecessary; use dehumidification or air conditioning as appropriate and follow equipment manufacturer recommendations.

New Construction.

Some experts have estimated that a typical new home contains 50 gallons of water. Water is part of lumber, concrete, drywall texture, paint, caulk, and other materials used in building. Wet weather during construction adds more. This moisture evaporates into the air as you live in your home—adding to the moisture generated by normal living activities. Over time, this source of moisture will diminish.

Normal Activities.

As you live in your home, your daily lifestyle contributes to the moisture in the air also. Cooking, laundry, baths and showers, aquariums, plants, and so on all add water to the air in your home. Likewise, your daily routine can mitigate the amount of moisture in your home and reduce condensation on interior surfaces.

Temperature.

Avoid setting your thermostat at extreme temperatures. Heating your home will cause the materials to dry out faster, generating more moisture into the air; drying the materials out too fast also increases shrinkage cracks and separations. Adjust the air registers in your home to ensure a more even temperature throughout your home.

Ventilation.

Develop the habit of using exhaust fans in bathrooms and over the stove. When weather conditions permit, open windows so fresh air can circulate through your home. Keep the dryer exhaust hose clean and securely connected and ensure that lint is not blocking the dryer vent.

See also Ventilation.

BlackPine Communities Limited Warranty Guidelines.

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

COUNTERTOPS

Homeowner Use and Maintenance Guidelines.

Use a cutting board to protect your counters when you cut or chop. Protect the counter from heat and from extremely hot pans. If you cannot put your hand on it, do not put it on the counter. Do not use countertops as ironing boards and do not set lighted cigarettes on the edge of the counter.

Caulking.

The caulking between the countertop and the wall, along the joint at the backsplash (the section of counter that extends a few inches up the wall along the counter area), and around the sink may shrink, leaving a slight gap. Maintaining a good seal in these locations is important to keep moisture from reaching the wood under the laminates and to prevent warping.

Cleaning.

Avoid abrasive cleaners that will damage the luster of the surface.

Drain Mats.

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

Laminates.

Laminated countertops will have one or more discernible seams. BlackPine Communities will repair gaps or differential at the seams that exceed 1/16 inch during the First-Year warranty period. If the laminate becomes unglued, it will be repaired during the First year. A crack in the caulking that joins the laminate to the wall is considered homeowner maintenance.

Manufactured Marble.

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

Granite and Marble.

Care for granite and marble countertops like any fine finish like furniture. Wipe off the surfaces immediately when a spill occurs. This is especially important if the spill is from fruit juices or other acidic substances because natural stone will become disfigured by acidic substances.

Consult a professional if you desire to seal your granite. Because we do not control the process of granite sealing, any negative results from sealing the granite are not covered under the First-Year warranty. These tips will help you care for granite and marble countertops:

- Avoid cleansers that are abrasive because they can scratch the stone.
- Avoid alkaline materials like lye.
- Routine cleaning from soap-less cleaners and clean water are important because residual soap or crystals from cleaners can cause permanent damage.
- Be careful not to drop heavy objects on your countertops because it can chip or crack the countertop. This includes sitting on them.
- Avoid cleaning products, including dishwasher products that are colored or tinted. These products can impart color to the stone. Do not use colored waxes or polishes on natural stone.

Quartz .

Quartz countertops are engineered stone surfaces made from quartz crystals combined primarily with resins and pigments. They are highly durable, resistant to stains, scratches and heat, making them a popular choice for kitchen and bathrooms. However, there are a number of things to know regarding Quartz countertops:

- **Daily Cleaning:** Wipe down the countertops with a soft cloth or sponge and mild soap and water to remove surface debris and spills. Avoid using abrasive cleaners or scouring pads, as they can dull and potentially scratch the surface. If there are tough stains, soft scrub cleaner with bleach is a recommended product. Don't apply directly onto countertop, apply to soft cloth first then scrub in circular motions.
- **Avoid heat exposure:** While quartz is heat resistant, it is not heat-proof. Prolonged exposure to high temperatures can soften the resins and permanently damage the surface. A hot pot or pan placed on a cooler quartz countertop can cause thermal shock which can result in cracks in the quartz slab. Always use hot pads under pots, pans and cooking appliances that get hot.
- **Prevent staining:** Promptly clean up spills from acidic substances like wine, vinegar, juices and oils to prevent stains.
- **Avoid cutting directly on surface:** Quartz is scratch resistant but not scratch-proof. Avoid cutting or chopping directly on the surface. Always use a cutting board to protect the countertop.
- **Sealant:** Quartz **DOES NOT** require sealant like natural stone countertops. They come from the factory with a baked in seal that lasts a lifetime. There are quartz specific polishes on the market if you desire to polish your countertops, but generally cleaning with a non-abrasive soap and water is enough.
- **Prevent impact:** Although quartz is durable, it can chip or crack with impact from heavy objects. Take care to avoid dropping heavy items on the surface.

BlackPine Communities Limited Warranty Guidelines.

During your orientation we 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 or cosmetic appearance (such as cloudy or hazy areas) noted subsequent to the orientation is one of your home maintenance responsibilities.

Separation from Wall.

Separation of countertops from walls, backsplash, and around sinks results from normal shrinkage of materials. After occupancy, caulking will be your home maintenance responsibility.

DECKS, LANAIS, AND PATIOS

Homeowner Use and Maintenance Guidelines.

Your upper-level deck, lanai, balcony or rooftop patio has been covered with a durable system designed to hold up to years of foot traffic. There are two types of waterproofing systems used on our raised decks. To ensure that your deck surface provides you with years of use and your home with a waterproof roof, follow these use and maintenance guidelines:

- **“PLI-DEK” SYSTEMS.** The “Pli-Dek” system is identifiable by the painted, textured surface. The deck coating should be resealed every 3-4 years with the appropriate deck paint. Contact a local company that specializes in “Pli-Deck” surfacing for information.
- **TILE, SLATE OR STONE SYSTEMS.** A tiled deck, lanai, or balcony surface does not require refinishing, but sealing the grout is recommended to prevent dirt from penetrating and discoloring the grout.
- The following guidelines apply to both deck systems and surfaces:
 - **Keep the deck clean:** dirt, gravel and sand should be regularly removed from the surface with a broom or blower.
 - **Wash periodically:** clean the surface with water and a mild detergent, such as Simple Green or a citrus cleaner. The surface can be brushed gently with a still broom or bristle brush.
 - **Barbecues:** the surface is fire resistant, but it is not heat-proof. Barbecues may be used on your deck/balcony if they are raised above the surface sufficiently to prevent the surface from becoming hot. Extra care should be taken to ensure that hot coals from a barbecue do not come in contact with your deck.
 - **Fireplaces (If applicable):** gas fireplaces may be used on your deck if they are raised above the surface or insulated sufficiently to prevent the deck surface from becoming hot to the touch.
 - **Planters and Flower Boxes:** Pot and planters filled with wet soil can create a very high point load on the deck; care should be taken not to place anything on your deck heavier than two people can easily move. The structure of your deck is designed to the same weight capacity as a home’s upper floors are. A planter with self-contained drainage system or planter saucers are recommended. If planters are allowed to drain freely onto the deck, the surface may become stained. It is also recommended that planters be raised off the surface with slats or clay pedestals to allow air to circulate.
 - **Patio Furniture:** all metal patio furniture should have rubber or plastic coasters on the legs. Sharp metal edges can damage the surface, and rust will stain the final coat.
 - **Outdoor carpet/door mats:** Outdoor carpet is not recommended for any period of time. Only breathable mats should be used.
 - **No Pressure Washing:** It is **NOT** recommended that a pressure washer be used on the deck system. Concentrated pressure could damage the upper coats.
 - **Alcohol:** Alcohol will not damage the deck as long as it is not left in place for an extended period of time.
 - **Hard-water staining:** hard water staining should be cleaned as soon as it becomes noticeable. Mix white vinegar with water at a ratio of 1:1 and apply to the surface. Gently brush, allow to sit, and brush again. Rinse well with water.

- **No Paint Solvents:** Do **NOT** use paint remover or other solvents on the deck system.

BlackPine Communities Limited Warranty Guidelines.

BlackPine Communities will repair deck leaks during the Two-Year warranty period other than those caused by some action you have taken, such as penetrating the deck surface or damaging it with heat, weight or abrasion. Deck repairs are made only when the deck is dry.

DOORS AND LOCKS

Homeowner Use and Maintenance Guidelines.

Wood doors are subject to natural expansion, contraction, and minor warpage as humidity changes. Hawai'i's tropical humidity, wind exposure, air conditioning, showers, and cooking can contribute to movement. Maintain finishes, weatherstripping, and indoor humidity, and promptly address water exposure.

Bifold Doors.

Interior bifold doors sometimes stick or warp because of weather conditions. Apply silicone lubricant to the tracks to minimize this inconvenience.

Exterior Finish.

To ensure longer life for your exterior wood doors, plan to refinish them at least once a year. Stained exterior doors with clear finishes tend to weather faster than painted doors. Treat the finish with a wood preserver every three months to preserve the varnish and prevent the door from drying and cracking. Reseal stained exterior doors whenever the finish begins cracking or crazing.

Failure to Latch.

If a door will not latch because of minor settling, you can correct this by making a new opening in the jamb for the latch plate (re-mortising) and raising or lowering the plate accordingly.

Hinges.

You can remedy a squeaky door hinge by removing the hinge pin and applying silicone lubricant to it. Avoid using oil, as it can gum up or attract dirt. Graphite works well as a lubricant but can create a gray smudge on the door or floor covering beneath the hinge if too much is applied.

Keys.

Keep a duplicate privacy lock key where children cannot reach it in the event a youngster locks him- or herself in a room. The top edge of the door casing is often used as a place to keep the key. A small screwdriver or similarly shaped device can open some types of privacy locks.

Locks.

Lubricate door locks with graphite or other waterproof lubricant. Avoid oil, as it will gum up.

Shrinkage.

Use putty, filler, or latex caulk to fill any minor separations that develop at mitered joints in door trim. Follow with painting. Panels of wood doors shrink and expand in response to changes in temperature and humidity. Touching up the paint or stain on unfinished exposed areas is your home maintenance responsibility.

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 will loosen the hardware and causes the door to sag.

Sticking.

The most common cause of a sticking door is the natural expansion of lumber caused by changes in humidity. When sticking is caused by swelling during a damp season, do not plane the door unless it continues to stick after the weather changes. Before planning a door because of sticking, consult a professional.

Warping.

If a door warps slightly, keeping it closed as much as possible often returns it to normal.

Weather Stripping.

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

BlackPine Communities Limited Warranty Guidelines.

During the orientation we confirm that all doors are in acceptable condition and correctly adjusted. BlackPine Communities will repair construction damage to doors noted on the orientation list. In addition, the following repairs will be made during the First-Year Warranty Period:

- Exterior doors, Interior Passage doors, closet doors, bifold doors, or double doors that are out of alignment in excess of ¼" will be repaired by adjusting the door back to normal operation.
- An exterior or interior door that sticks will be repaired by either adjusting the door, hinges, or jambs.
- An interior door with detached veneers will be repaired by gluing and clamping.
- An interior passage door with a gap that exceeds 1 ½", measured from the bottom of the door to the floor surface, will be re-hung.
- An exterior or interior door lock that does not operate properly will be repaired by adjusting the latch/keeper or door lock mechanism.
- An exterior door will warp to some degree, due to temperature differences between the inside and outside surfaces.
- An exterior door that warps to the extent that it exceeds manufacturer's specifications will be replaced.
- An exterior door that allows air or water infiltration will be repaired by adjusting the weather stripping, keeper, or caulking, as required. Another step will be to apply a "cookie" to cover the gap.

DRYWALL

Homeowner Use and Maintenance Guidelines.

Slight cracking, nail pops, seams, and ridging or depressions at seams or trusses/studs may become visible in walls and ceilings. These are caused by the shrinkage of the wood and normal deflection of studs or rafters to which the drywall is attached and are not warrantable.

Ceilings.

The ceilings in your home are easy to maintain: periodically remove dust or cobwebs as part of your normal cleaning and repaint as needed.

Repairs.

With the exception of the one-time repair service (described below in the Limited Warranty Guidelines section) provided by BlackPine Communities, care of drywall is your maintenance responsibility. Most drywall repairs can be easily made. This work is best done when you redecorate the room.

Repair hairline cracks with a coat of paint. You can repair slightly larger cracks with spackle or caulk. To correct a nail pop, reset the nail with a hammer and punch. Cover it with spackle, which is available at paint and hardware stores. Apply two or three thin coats. When dry, sand the surface with fine-grain sandpaper, and then paint. You can fill indentations caused by sharp objects in the same manner.

BlackPine Communities Limited Warranty Guidelines.

During the orientation, we confirm that drywall surfaces are in acceptable condition.

During the first year, BlackPine Communities will make one return trip to repair the following items, if necessary:

- Drywall that exceeds 3/8" out of plumb in a 32" vertical measurement will be floated to meet specifications.
- Corner bead that becomes detached will be reset by nails. Corner bead that is twisted will be replaced.
- One time, only during the First-Year Warranty period, BlackPine Communities will repair drywall blemishes such as shrinkage cracks, tape blisters 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. Only blemishes that are readily visible from a standing position, facing the surface at a distance of 6 feet, under normal lighting conditions, will be considered warrantable. Touch-ups will 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.

Related Warranty Repairs.

If a drywall repair is needed during the First-Year warranty period (such as blisters in tape) or other warranty-based repairs (such as a plumbing leak), BlackPine Communities 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. You are responsible for custom paint colors or wallpaper that has been applied subsequent to

closing. The effects of time on paint and wallpaper, as well as possible dye lot variations, mean touch-up may not match the surrounding area.

EASEMENTS

Homeowner Use and Care Guidelines.

Easements are areas where such things as utility supply lines can pass through your property. They permit service to your lot and adjacent lots, now and in the future. Your lot may also include drainage easements, meaning the runoff from adjacent lots passes across your property. Likewise, water from your property may run across a neighboring lot.

Trees, shrubs, gardens, play equipment, storage sheds, fences, or other items which you install in or across these easements may be disturbed if service entities - such as the gas, electric, or phone companies—need access to lines for repairs or to connect service to nearby home sites.

Utility companies, the United States Postal Service, and others have the right to install equipment in easements. These might include streetlights, mailboxes, or junction boxes to name a few. Neither BlackPine Communities nor you as the homeowner have the authority to prevent, interfere with, or alter these installations. Plans for the location of such items are subject to change by the various entities involved. Because they have no obligation to keep BlackPine Communities informed of such changes, we are unable to predict specific sites that will include such equipment. See also Property Boundaries.

ELECTRICAL SYSTEM

Homeowner Use and Maintenance Guidelines.

Know the location of the circuit breaker panel; it includes a main shut-off which controls all the electrical power to the home. Individual breakers control the separate circuits. 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.

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.

Breakers Tripping.

Breakers trip because of overloads caused by plugging too many appliances into the circuit, a worn cord or defective appliance, or operating an appliance with too high a voltage requirement for the circuit. The starting of an electric motor can also trip a breaker.

If any circuit trips repeatedly, unplug all items connected to it and reset the circuit. If it trips when nothing is connected to it, you need to consult a qualified electrician. If the circuit remains on, one of the items you unplugged is defective and will require repair or replacement. Additionally, the increased use of Arc-fault breakers due to code updates will result in more sensitive breakers that will trip from time to time.

Buzzing.

Fluorescent fixtures use transformer action to operate. This action sometimes causes a buzzing.

Fixture Location.

We install light fixtures in the locations indicated on the plans. Moving fixtures to accommodate specific furniture arrangements or room use is your responsibility.

GFCI (Ground-Fault Circuit-Interrupters) - VERY IMPORTANT.

GFCI receptacles have a built-in element that senses fluctuations in power. Quite simply, the GFCI is a circuit breaker. Building codes require installation of these receptacles in bathrooms, the kitchen, outside, and the garage (areas where an individual can encounter water while holding an electric appliance or tool). Heavy appliances such as freezers or power tools will trip the GFCI breaker.

CAUTION: Never plug a refrigerator or food freezer into a GFCI-controlled outlet. The likelihood of the contents being ruined is high and the Limited Warranty does not cover such damage.

Each GFCI circuit has a test and reset button. Once each month, press the test button. This will trip the circuit. To return service, press the reset button. If a GFCI breaker trips during normal use, it may indicate a faulty appliance, and you will need to investigate the problem. One GFCI breaker can control up to three or four outlets.

Grounded System.

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

LED Lights.

Many lights are now LED (light emitting diodes) which are up to 90% more efficient than an incandescent bulb. However, as a result of how the internal mechanisms convert power to light, there is often a slight flickering that can occur, especially when a motor load such as a fan is activated on the same circuit. The flickering will also be more noticeable the farther the home is from the utility company's transformer. This slight flickering is not a warrantable condition.

Light Bulbs.

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

Luminous Light Panels.

Translucent panels covering ceiling lights are made of polystyrene plastic. To clean, gently push up, tilting the panel slightly and remove it from the fixture frame. Wash with a diluted (1 to 2 percent) solution of mild detergent and warm water. Do not rinse; the soap film that remains reduces static electricity that attracts dust.

Over time, the plastic panel may become yellowish and will become brittle and may need to be replaced if it cracks or breaks. Replacement material can be found at home centers and hardware stores. Most suppliers will cut the panel to fit so if you need to purchase a replacement, be sure to note the size you need.

Bulbs for these fixtures can be purchased at home centers or hardware stores. Avoid exceeding the wattage indicated inside the fixture.

Modifications.

If you wish to make any modifications, contact your Customer Relations Manager so that he/she can provide you with the appropriate electrician. Having another electrician modify your electrical system during the warranty period can void that portion of your limited warranty.

Outlets.

If an outlet is not working, check first to see if it is controlled by a wall switch or GFCI. Next, check the breaker.

If there are small children in the home, install safety plugs to cover unused outlets. This also minimizes the air infiltration that sometimes occurs with these outlets. Teach children to never touch electrical outlets, sockets, or fixtures.

Underground Cables.

Before digging, check the location of buried service leads by calling the local utility locating service. In most cases, wires run in a straight line from the service panel to the nearest public utility pad. Maintain positive drainage around the foundation to protect electrical service connections.

Under-Cabinet or Over-Cabinet Lights.

The selection of optional under- or over-cabinet lighting provides either task lighting or atmosphere to your kitchen. We suggest you note the size and type of bulbs in these fixtures and keep replacements on hand.

TROUBLESHOOTING TIPS - ELECTRICAL SERVICE:

- **No Electrical Service Anywhere in the Home.** Before calling for service, check to confirm the following:
 - Service is not out in the entire area. If so, contact the utility company.
 - Main breaker and individual breakers are all in the on position.
- **No Electrical to One or More Outlets.** Before calling for service, check to confirm the following:
 - Main breaker and individual breakers are all in the on position.
 - Applicable wall switch is on
 - GFCI is set (see details on GFCIs, earlier in this section)
 - Item you want to use is plugged in.
 - Item you want to use works in other outlets.
 - Bulb in the lamp is good.

NOTE: Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

BlackPine Communities Limited Warranty Guidelines.

During the orientation, we confirm that light fixtures are in acceptable condition and that all bulbs are working. BlackPine Communities Limited Warranty excludes any fixture you supplied.

- BlackPine Communities will repair any electrical wiring that fails to carry its designed load to meet specifications during the One-Year electrical warranty period. If electrical outlets, switches, or fixtures do not function as intended, BlackPine Communities will repair or replace them during the One-Year electrical warranty period.
- BlackPine Communities is not responsible for food spoilage that results from your plugging refrigerators or freezers into a GFCI outlet.

Power Surge.

Power surges are the result of local conditions beyond the control of BlackPine Communities 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. Damage resulting from lightning strikes is excluded from Limited Warranty coverage.

EXPANSION AND CONTRACTION

Homeowner Use and Maintenance Guidelines.

Changes in temperature and humidity cause all building materials to expand and contract. Dissimilar materials expand or contract at different rates. This movement results in separation between materials, particularly dissimilar ones. You will see the effects in small cracks in drywall, grout, and in paint, especially where moldings meet drywall, at mitered corners, and where tile grout meets tub or sink. While this can alarm an uninformed homeowner, it is normal.

Shrinkage of the wood members of your home is inevitable and occurs in every new home. Although this is most noticeable during the first year, it may continue beyond that time. In most cases, caulk and paint are all that you need to conceal this minor evidence of a natural phenomenon. Even though properly installed, caulking shrinks and cracks. Maintenance of caulking is your responsibility.

FOUNDATION

Homeowner Use and Maintenance Guidelines.

We install the foundation of your home according to the recommendations of our consulting engineer. The walls of the foundation are poured concrete with steel reinforcing rods or post tension, depending on the recommendations of the engineer. To protect your home's foundation, follow guidelines for installation and maintenance of landscaping and drainage in this manual.

Cracks & Cracking.

Even though a foundation has been designed and constructed according to code and engineering requirements, surface cracks can still develop. Surface cracks are not detrimental to the structural integrity of your home. If a crack develops in a foundation wall or slab that allows water to come through, follow the procedures for submitting a warranty claim during the First-Year Warranty Period.

Expansive Soils - VERY IMPORTANT.

Expansive soils can absorb water and therefore expand because it adds to the volume of the soil. These soils also can lose this water to evaporation and consequently they will contract. For this reason, your yard has been designed to drain all water away from the foundation, to protect the soil around it from expansion and contraction.

It is important to check during rainy weather that water does not rest against the foundation, and that all landscaping water (including, but not limited to, grass sprinklers, drip systems, ponds, etc.) does not sit against the foundation. If you, the homeowner, fail to protect the foundation from water and moisture, it will void your 10-Year Structural Warranty. The Structural Warranty will also be voided if you alter the drainage plan of your front, back, and side yards in a way that allows water to puddle near the foundation. If you install grass or plants that require consistent watering, within 5 feet of the foundation, you will also void the 10-Year Structural Warranty.

Foundation Exposure.

The finish grade of your lot and the landscaping was designed to provide at least 6" of exposed foundation sidewall. Adding plants, soil or other landscaping materials that reduce this exposure can result in moisture penetrating into the home's frame or floors. Additionally, the foundation exposure is important to inhibit termite access and to make it readily visible when it does occur. In termite-prone areas common to Hawai'i, you should have your foundation inspected by a professional pest control company annually for termite and pest activity.

BlackPine Communities Limited Warranty Guidelines.

The foundation of your home has been designed and installed according to the recommendations of an engineer. The footings of the foundation are poured concrete with steel reinforcing rods or post tension, depending on the recommendations of the engineer.

GARAGE OVERHEAD DOOR

Homeowner Use and Maintenance Guidelines.

Since the garage door is a large, moving object, periodic maintenance is necessary.

Light Visible.

Garage overhead doors cannot be airtight. Some light will be visible around the edges and across the top of the door. Weather conditions may result in some precipitation entering around the door as well as some dust especially until most homes in the community have landscaping installed.

Lock.

If a lock becomes stiff, apply a manufacturer-approved dry lubricant such as graphite or silicone. In coastal areas, inspect hardware more frequently for salt-related corrosion and clean and lubricate as recommended.

Lubrication.

Every 6 months, apply a lubricant such as silicone spray to all moving parts: track, rollers, hinges, pulleys, and springs. Avoid over-lubricating to prevent drips on vehicles or the concrete floor. At the same time, check to see that all hardware is tight and operating as intended without binding or scraping.

Opener.

To prevent damage to a garage door opener, be sure the door is completely unlocked, and the rope-pull has been removed before using the operator. If you have an opener installed after closing on your home, we suggest that you order it from the company that provided and installed the garage door to ensure uninterrupted warranty coverage. If you purchase and install your own garage door opener, the warranty of the door opener and the operation of the door will be voided.

Be familiar with the steps for manual operation of the door in the event of a power failure.

If BlackPine Communities installed a door opener as one of your selections, during orientation we demonstrate the electric eye that provides a safety stop in the event someone crosses through the opening while the overhead door is in motion.

Use care not to place tools or other stored items where they interfere with the function of the electric eye. If the laser sensors get hit or move for any reason, they can be adjusted simply by rotating them manually until they are pointing at each other again. Often there will be a blinking light when they are misaligned and a solid light when they are in contact with each other. Other

impediments can block the laser as well causing them to malfunction, such as spider webs. Gently brush off any obstructions to restore service. Expect to replace the battery in the garage opener remote controls about once a year.

Painting.

Repaint the garage door when you repaint your home, or more often if needed to maintain a satisfactory appearance.

Safety - VERY IMPORTANT.

Follow the manufacturer's instructions for 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.

Sagging.

The garage door may sag slightly due to its weight and span. This will stabilize after the panels have dried.

BlackPine Communities Limited Warranty Guidelines.

The garage door should operate smoothly and with reasonable ease. The door can become misaligned and require adjustment, which BlackPine Communities will provide during the First-Year warranty period, unless the problem is caused by the installation of a garage door opener subsequent to closing on the home.

- Because of weather, the overhead garage door can expand and contract, which can expose unpainted surfaces. These surfaces will be repainted one time only during the First-Year Warranty period.
- A misaligned garage door with a gap that exceeds 1/2", from the edge of the door to the surrounding trim or slab, will be repaired by adjusting it back to 1/2" or less.
- A garage door that is difficult to open, or will not stay open, will be repaired by adjusting the door tension.

GAS SHUT-OFFS

Homeowner Use and Maintenance Guidelines.

If your home is supplied with natural or propane gas, you will find shut-offs on gas lines near their connection to each item that operates on gas (excluding exterior gas stub-outs). In addition, there is a main shut-off at the meter on the exterior of your home. We point these out during the orientation.

Gas Leak - VERY IMPORTANT.

If you suspect a gas leak, leave the home and call the gas company immediately for emergency service.

BlackPine Communities Limited Warranty Guidelines.

The gas company is responsible for leaks that occur in the gas system from the main line in the street all the way to the gas meter. BlackPine Communities will correct leaks from the meter into the home during the One-Year plumbing warranty period.

GHOSTING

Homeowner Use and Maintenance Guidelines.

Recent feedback from homeowners (in both old and new homes) regarding black sooty stains which develop on surfaces in homes (on carpet, walls, ceilings, appliances, mirrors, and around area rugs - to list a few examples) have caused much investigation and research.

The conclusion of the research and laboratory tests has been that most of this staining or "ghosting" results from pollution of the air in the home caused by burning scented candles. Incomplete combustion of hydrocarbons as these candles burn contributes a considerable amount of soot to the air. This sooty substance then settles or accumulates on surfaces of the home. The sooty deposits are extremely difficult to remove; on some surfaces (light-colored carpet, for instance), they are impossible to clean completely away.

The popularity of scented candles has increased many-fold in recent years. If this is an activity that is part of your lifestyle, we caution you about the potential damage to your home. When this condition results from homeowners burning candles or other lifestyle choices, the resulting damage is excluded from our limited warranty coverage. **See also Carpet/Filtration.**

GRADING AND DRAINAGE

Homeowner Use and Maintenance Guidelines - VERY IMPORTANT .

The final grades around your home have been inspected and approved for proper drainage of your lot. You and your neighbors share an overall drainage plan for the community. Use caution when installing landscaping, fencing, or additions to your home to prevent possible water problems on adjacent lots.

Drainage.

Typically, the grade around your home should slope to the street. In most cases, drainage swales do not follow property boundaries. Maintain the slopes around your home to permit the water to drain away from the home as rapidly as possible. This is essential to protect your foundation. Failure to do so can result in major structural damage and will void your warranty.

Exterior Finish Materials.

Maintain soil levels below siding, stucco, brick, or other exterior finish materials. Contact with the soil can cause deterioration of the exterior finish material and encourages pest infestations.

Rototilling.

Rototilling can significantly change drainage swales. You can minimize this by rototilling parallel to the swales rather than across them.

Settling.

The area we excavated for your home's foundation was larger than the home to allow room to work. In addition, some trenching is necessary for installation of utility lines. Although we replaced and compacted the soil, it does not return to its original density. Some settling will occur, especially after

prolonged or heavy rainfall or melting of large amounts of snow. Settling can continue for several years. Inspect the perimeter of your home regularly for signs of settling and fill settled areas as needed to maintain positive drainage.

Subsurface Drains.

Occasionally BlackPine Communities installs a subsurface drain to ensure that surface water drains from a yard adequately. Keep this area and especially the drain cover clear of debris so that the drain can function as intended. **See also Landscaping.**

BlackPine Communities Limited Warranty Guidelines.

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.

Backfilled or excavated areas around the foundation and at utility trenches should not interfere with the drainage away from your home. If these areas settle during the first year, BlackPine Communities will fill the areas one time.

Erosion.

BlackPine Communities is not responsible for weather-caused damage to un-landscaped yards after the final grade has been established or the closing date, whichever occurs last.

New Sod.

New sod installation and the extra watering that accompanies it can cause temporary drainage problems, as can unusually severe weather conditions.

Swales.

BlackPine Communities does not alter drainage patterns to suit individual landscape plans. Typically, a lot receives water and drains it to the street in front of the house. BlackPine Communities advises against making changes to the swales. After heavy rain, water may stand in swales for up to 48 hours.

Under Concrete.

BlackPine Communities will fill visible sunken areas under concrete during the First Year.

GUTTERS AND DOWNSPOUTS

Homeowner Use and Maintenance Guidelines.

Check gutters periodically and remove leaves or other debris. Materials that accumulate in gutters can slow water drainage from the roof, cause overflows, and clog the downspouts.

Extensions or Splash Blocks.

Extensions should discharge outside of rock or bark beds so that water is not dammed behind the edging materials that might be used.

Ladders.

Use caution when leaning ladders against gutters, as this may cause dents.

Leaks.

If a joint between sections of gutter drips, caulk the inside joint using a commercial gutter caulking compound available at hardware stores.

Paint.

In some communities, gutters and downspouts are painted to match your home. If your gutters and/or downspouts were painted, you should repaint them when you repaint your home.

Storm Debris and Standing Water.

Clear excess snow from downspouts as soon as possible to allow the gutter to drain and to prevent damage. Severe storm debris build-up can damage gutters, and such damage is not covered by the limited warranty. **See also Roof/Water Intrusion.**

BlackPine Communities Limited Warranty Guidelines.

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

Leaks.

We will correct leaks that occur during the First-Year warranty period.

Overflow.

Gutters may overflow during periods of excessively heavy rain. This is expected and requires no repair.

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 these conditions.

HARDWARE

Homeowner Use and Maintenance Guidelines.

Doorknobs and locks should operate correctly with little attention. Over time, they may need slight adjustments due to normal shrinkage of the framing. Occasionally, you may need to tighten screws or lubrication.

BlackPine Communities 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. BlackPine Communities will repair hardware items that do not function as intended during the First-Year warranty period.

HARDWOOD FLOORS

Homeowner Use and Maintenance Guidelines.

For all flooring materials with natural wood, whether solid wood, engineered hardwood or floating vinyl plank flooring with a hardwood veneer. In daily care of hardwood floor, preventive maintenance is the primary goal.

Cleaning.

Consult the manufacturer for cleaning recommendations. Generally speaking, you should not use water to clean your hardwood floors even using a sponge mop, as it can cause the wood fibers to swell and permanently damage the finish on your floor.

Dimples.

Placing heavy furniture or dropping heavy or sharp objects on hardwood floors can result in dimples. Any dimples that occur after closing are the homeowner's responsibility.

Filmy Appearance.

A white, filmy appearance can result from moisture, often from wet shoes or boots.

Furniture Legs.

Install proper floor protectors on furniture placed on hardwood floors. Protectors will allow chairs to move easily over the floor without scuffing. Regularly clean the protectors to remove any grit that may have accumulated.

Humidity.

Wood floors respond noticeably to changes in indoor humidity. Hawai'i's tropical and coastal conditions can produce seasonal expansion, contraction, cupping, or gapping. Maintain reasonable and stable indoor humidity, promptly clean spills, and follow the flooring manufacturer's care requirements. Natural movement within manufacturer tolerances is not a defect.

Mats and Area Rugs.

Use protective mats at the exterior doors to help prevent sand and grit from getting on the floor. Gritty sand is wood flooring's worst enemy. However, be aware that rubber backing on area rugs or mats can cause yellowing and warping of the floor surface.

Recoating.

Refer to the manufacturer's recommendations.

Separation.

Expect some shrinkage around heat vents or any heat-producing appliances, or during seasonal weather changes. **See also Warping.**

Shoes.

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

Spills.

Clean up food spills immediately with a dry cloth. Use a vinegar-and-warm-water solution for tough food spills.

Splinters.

When floors are new, small splinters of wood can appear.

Sun Exposure.

Exposure to direct sunlight can cause irreparable damage to hardwood floors. To preserve the beauty of your hardwood floors, install and use window coverings in these areas.

Traffic Paths.

A dulling of the finish in heavy traffic areas is likely.

Warping.

Warping will occur if the floor repeatedly becomes wet or is thoroughly soaked even once. Slight warping around heat vents or heat-producing appliances is also typical.

Wax.

Refer to manufacturer's recommendations.

BlackPine Communities Limited Warranty Guidelines.

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.

Separations.

Shrinkage will result in separations between the members of hardwood floors. If these exceed 1/4 inch, BlackPine Communities will fill them one time during the First-Year warranty period. BlackPine Communities 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.

INSULATION

Homeowner Use and Maintenance Guidelines.

The effectiveness of blown insulation is diminished if it is uneven. Unless absolutely necessary, you should avoid walking in any attic area with blown insulation, as it will be compressed and lose its efficiency. As the last step in any work done in your attic (for example, the installation of speaker wire), you should confirm that the insulation has been re-fluffed and lays smooth and even.

Do not step on drywall ceilings, because this can result in personal injury or damage to the drywall. Electrical outlets normally emit noticeable amounts of cold air when outside temperatures are low.

BlackPine Communities Limited Warranty Guidelines.

BlackPine Communities will install insulation to meet or exceed the building codes applicable at the time of construction and outlined as part of your purchase agreement.

IRONWORK

Homeowner Use and Maintenance Guidelines.

Decorative exterior ironwork, such as balconies, corbels, shutter brackets and awnings, will be subject to rusting as the exterior finish weathers and deteriorates naturally over time. Periodically, it must be touched up with an oil-based black paint using either a spray can or brush, especially at attachment points – nuts and bolts, and welds. If allowed to rust, the ironwork may cause streaking on the exterior wall below it.

BlackPine Communities Limited Warranty Guidelines.

BlackPine Communities will install ironwork in a finished condition at the time of construction and outlined as part of your purchase agreement.

LANDSCAPING

VERY IMPORTANT - Homeowner Use and Maintenance Guidelines.

Providing complete details on landscape design is beyond the scope of this manual. Many excellent books, videos, and computer software programs are available that offer this information. Local nurseries and landscape professionals can also assist you.

In planning your landscaping, think of proportion, texture, color, mature size, maintenance needs, soft and hard surfaces, lighting, fencing, edging, and water requirements. A beautiful yard requires considerable planning and regular attention. Most homeowners take years to achieve the yard they want.

Planning to install items in stages can spread the cost and work over several seasons. Whatever the source of your design, plan to install the basic components of your landscaping as soon after closing as the weather permits. In addition to meeting your homeowner association requirements to landscape in a timely manner, well-designed landscaping prevents erosion and protects the foundation of your home.

Additions.

Before installing patio additions or other permanent improvements, consider soil conditions in the design and engineering of your addition.

Backfill.

We construct the foundation of your home beginning with an excavation into the earth. When the foundation walls are complete, the area surrounding them is backfilled. Soil in this area is not as compact 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. Avoid this through proper installation of landscaping and good maintenance of drainage.

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

Keep downspout extensions in the down position to channel roof runoff away from the foundation area of your home. Routine inspection of downspouts, backfill areas, and other drainage components is an excellent maintenance habit. **See also Grading and Drainage.**

Bark or Rock Beds.

Do not allow edging around decorative rock or bark beds to dam the free flow of water away from the home. You can use a nonwoven landscape fabric between the soil and rock or bark to restrict weed growth while still permitting normal evaporation of ground moisture.

Erosion.

Until your yard is established and stable, erosion will be a potential concern. Heavy rain or roof runoff can erode soil. The sooner you restore the grade to its original condition; the less damage will occur.

Erosion is of special concern in drainage swales. If swales become filled with soil runoff, they may not drain the rest of the yard, causing further problems. Correcting erosion is your responsibility. You may need to protect newly planted seed with erosion matting or reseed to establish grass in swales. It can take several years to fully establish your lawn in such challenging areas.

Five (5') Foot Landscape Buffer.

Place no plants or grass of any type or sprinkler heads within 5 feet of your home. This will protect the soil around the foundation from soaking water and expanding, which could lead to expensive repairs on the foundation.

Freezing.

Protect backflow preventers, irrigation valves, and exposed piping from impact, UV exposure, corrosion, and landscaping damage. At higher elevations where freezing is possible, add suitable insulation as recommended by a licensed plumber or irrigation professional.

Hired Contractors.

You are responsible for changes to the drainage pattern made by any landscape, concrete, deck, or pool contractor. Discuss drainage with any company you hire to do an installation in your yard. Do not permit them to tie into existing drainage pipes without approval from BlackPine Communities.

Natural Areas.

During construction, we remove construction debris from natural areas. Removing dead wood, tree limbs, fallen trees, or other natural items is your responsibility.

Planning.

Locate plants and irrigation heads out of the way of pedestrian or bicycle traffic and car bumpers. When planting groups of trees, or a single tree, allow space for efficient mowing and growth. Group plants with similar water, sun, and space requirements together.

Plant Selection.

Plant selection should be made with regard to your local climate. Favor native over exotic species. Consider ultimate size, shape, and growth of the species. **See also Property Lines.**

Requirements.

Check with your local building department and homeowners' association before designing, installing, or changing landscaping for any regulations that they require you to follow.

Seeded Lawns.

If lawn seeding is part of your home purchase, consider this just the first step in establishing your yard. Remember that the forces of nature are far stronger than grass seed. You will need to "over-seed" at some point, perhaps more than once. Heavy storms can cause washouts and erosion that you will need to correct. It generally takes at least three growing seasons to establish a good lawn, longer if weather conditions are difficult or if you do not have the time to devote to lawn care.

Before over-seeding, remember to fill any slight depressions with a light layer of topsoil. Minimize traffic of all kinds on newly seeded areas and avoid weed killer for at least 120 days. Keep the seed moist, not wet.

Sod.

Newly placed sod requires extra water for several weeks. Try and water in the cool part of the day (ideally just before sunrise) at regular intervals for the first three weeks. Be aware that new sod and the extra watering it requires can sometimes create drainage concerns (in your yard or your neighbor's) that will disappear when the yard is established and requires normal watering.

Soil Mix.

Provide good soil mixes with sufficient organic material. Use mulch at least 3 inches deep to hold soil moisture and to help prevent weeds and soil compaction.

In areas with high clay content, prepare the soil before installing your grass. First cover the soil with 2 inches of sand and 1 inch of manure that is treated and odorless. Rototill this into the soil to a depth of 6 inches (rototill parallel to the swales). Whether you use seed or sod, this preparation helps your lawn to retain moisture and require less water. Installing a lawn over hard soil permits water to run off with little or no penetration and your lawn will derive minimal benefit from watering or rain.

Apply appropriate fertilizer and weed and pest controls as needed for optimal growth. Investigate organic compounds for additional protection of the environment.

Sprinkler System.

If BlackPine Communities included a sprinkler system with your home, we will arrange to have the installer demonstrate the system and make final adjustments shortly after you move in. The installer will note and correct any deficiencies in the system at the same time. Whether we install your sprinkler, or you install it yourself, keep these points in mind.

You are responsible for routine cleaning and adjustment of irrigation heads and emitters, monitoring for leaks, and adjusting watering schedules for Hawai'i rainfall, trade winds, sun exposure, and seasonal conditions. Prevent overspray or ponding against the home, walls, or other improvements.

Conduct weekly operational checks to ensure proper performance of the system. Direct sprinkler heads away from the home. Trickle, or bubbler-type, irrigation systems are not recommended for use adjacent to your home.

Automatic timers permit you to water at optimum times whether you are at home, away, awake, or asleep. The amount of water provided to each zone can be accurately and consistently controlled and easily adjusted with a timed system. Check the system after a power outage and keep a battery in place if your system offers that as a backup.

Stones.

The soil in your area may have stones and rocks. Removing these naturally occurring elements is a maintenance activity. If BlackPine Communities install seed or sod, large rocks will be picked up and surface raking performed. You will need to provide continued attention to this condition as you care for your yard.

Trees.

BlackPine Communities values trees as one of the features that make up an attractive community and add value to the homes we build. We take steps to protect and preserve existing trees in the area of your home. In spite of our efforts, existing trees located on construction sites can suffer damage from construction activities, which manifest months after the completion of construction. Damage to existing trees can be caused by such things as compaction of soil in the root zone, changing patterns of water flow on the lot, disturbing the root system, and removing other trees to make room for the home. The newly exposed tree may react to conditions it is unaccustomed to. Caring for existing trees, including pruning dead branches or removing these trees altogether is your responsibility.

Water trees and landscaping according to species needs, rainfall, soil drainage, and irrigation conditions. Avoid overwatering and prevent irrigation from continuously wetting foundations, siding, rock walls, or paved areas.

Mulch around trees and avoid tilling or planting flower beds around trees. This is especially important while trees are recovering from the construction process.

Trees and other plant materials that exist on the lot when construction begins and are not part of any landscaping installed by BlackPine Communities are excluded from warranty coverage.

Utility Lines.

A slight depression may develop in the front lawn along the line of the utility trench. To correct this, roll back the sod, spread topsoil underneath to level the area, and then relay the sod.

Before any significant digging, confirm the location of buried service leads by calling your local utility “location services” agency. In most cases, wires and pipes run in a straight line from the main service to the public point of supply/service. **See also Easements.**

Waiting to Landscape.

If you leave ground un-landscaped, it erodes. Correcting erosion that occurs after closing is your responsibility.

Weeds.

Weeds will appear in your new lawn whether seed or sod is used. Left un-landscaped, your yard will quickly begin to show weeds. When soil is disturbed, dormant seeds come to the surface and germinate. The best control is a healthy lawn, achieved through regular care and attention.

“Xeriscaping®”.

BlackPine Communities recommends careful consideration of landscape design and selection of planting materials to minimize the demands of your yard on water supplies. Detailed information about Xeriscaping® is available from 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.

BlackPine Communities Limited Warranty.

Landscape materials like plants and trees are warranted for 30 days. If a plant or tree does not survive the initial 30 days after Closing, BlackPine Communities will replace them at no cost. After 30 days, BlackPine Communities will not replace dead plants or trees unless it is determined that a drip line was not placed in the proper location. Landscaping is an important part of homeowner maintenance. Please check your drip system for proper watering during the first 30 days. Also, please check that the timer is always on.

LUXURY VINYL PLANK FLOORING (“LVP”)

Homeowner Use and Maintenance Guidelines.

The type and frequency of foot traffic on your luxury vinyl floor will determine the frequency of maintenance needed. Regular attention to a simple maintenance program should include:

- Removing dirt and grit by sweeping or dust mopping as needed.
- Wiping up spills as quickly as possible.
- Avoiding exposure to direct sunlight for prolonged periods of time.

Cleaning.

Consult the manufacturer for cleaning recommendations. Use only non-abrasive cleaners.

Moisture.

LVP flooring has become popular in part because of its resistance to water. While the planks themselves may be waterproof and impervious to moisture, that does not mean that they will prevent moisture from getting through the joints and into your subfloor, where it can do damage over time. It’s important to clean up spills and to avoid situations where an area is constantly wet, such as at a pet’s watering bowl or next to a shower or tub. Don’t leave damp items sitting on the floor, make sure that the area has the opportunity to dry out thoroughly.

Furniture.

To protect your flooring from indentations that can result from stationary furniture and appliances, floor protectors under the furniture should be used to distribute the weight load. Chair pads should be used under desk chairs to prevent damage from castor wheels. Note that latex or rubber mats can cause yellowing or discoloration. Protectors will allow chairs to move easily over the floor without scratching or denting. Regularly clean the protectors to remove any grit that may have accumulated. Always protect floors when moving furniture or heavy objects to prevent permanent scratches or tears. Never push, pull or drag heavy furniture or objects across the floor. Always lift and carry items or use furniture sliders.

Heat.

Vinyl Plank flooring is durable and resistant to water, stains and scuffs; however, it is very easily damaged from extreme heat. Take care to keep hot objects from flooring, such as hot pans, curling irons, etc. These will cause irreparable damage. Do not steam clean vinyl flooring. Keep motors on appliances, such as refrigerators, free from dust so as not to build up excessive heat near flooring. Limit direct sunlight exposure as much as possible.

Mats and Area Rugs.

Use protective mats at the exterior doors to help prevent sand and grit from getting on the floor. Gritty sand can cause permanent scratches. Use proper rug pads designed for LVP flooring underneath area rugs. Using improper rug pads can cause yellowing and discoloration of the floor surface.

Shoes.

Keep high heels in good repair. Heels that have lost their protective cap (thus exposing the fastening nail) will exert over 8,000 pounds of pressure per square inch on the floor. That's enough to damage hardened concrete; it will damage Vinyl flooring.

Spills.

Wipe up all spills promptly and thoroughly with a damp cloth or mop, washing with a non-abrasive/mild detergent when needed.

Sun Exposure.

Exposure to direct sunlight over time will both discolor and warp LVP flooring which will cause irreparable damage. To preserve the beauty of your LVP floors, install and use window coverings in these areas, particularly near glass doors that can act as a magnifying glass

Temperature.

Vinyl Plank Flooring is susceptible to extreme changes in temperature. Use your home's HVAC system to keep a relatively stable temperature (usually between 65-85 degrees). Excessive prolonged heat to the surface can cause peaking, while excessive cold temperatures can make flooring brittle or stiff.

Traffic Paths.

A dulling of the finish in heavy traffic areas is likely.

Warping.

Warping will occur if the floor repeatedly becomes wet or is thoroughly soaked even once. Slight warping around heat vents, in direct sunlight or heat-producing appliances is also possible.

Wax.

Waxing is not required or recommended for vinyl plank flooring. Check manufacturer's instructions for specific products that can be used on your LVP flooring if you desire to further polish or clean your floors.

BlackPine Communities Limited Warranty Guidelines.

During the orientation we will confirm that LVP floors are in acceptable condition. We will correct any noticeable defects listed during the orientation. You are responsible for routine care and maintenance of your LVP floors thereafter.

LVP is a floating floor, meaning it is not glued or attached to the subfloor. Vinyl expands and contracts with temperature changes and therefore cannot be attached at any point. As a result of this, there occasionally will be movement and/or deflection in your floor. Industry standard allows for 1/8" over 10 feet in any direction of deflection, movement or slope. This is not a warrantable condition.

Within the first year, BlackPine will cover delamination, peaking or detached/damaged seams due to improper installation (such as insufficient gapping around doorways or at perimeter walls) or manufacturer defect.

Damage caused by negligence, normal wear and tear, misuse or improper care and maintenance will not be covered.

MILDEW

Homeowner Use and Maintenance Guidelines.

Mildew is a fungus that spreads through the air in microscopic spores. They love moisture and feed on surfaces or dirt. On siding, they look like a layer of dirt. To determine whether you are dealing with mildew or dirt, wipe the surface with a cloth or sponge dampened with bleach. If the bleach causes the surface to lose its dark appearance, you are most likely seeing mildew.

Cleaning mildew from your home is your responsibility. Solutions that remove mildew are available from local paint or home improvement stores. Wear protective eyewear and rubber gloves for this task; the chemicals that remove mildew are unfriendly to humans.

BlackPine Communities Limited Warranty Guidelines.

We will remove any mildew noted during the orientation. BlackPine Communities' warranty excludes mildew.

MIRRORS

Homeowner Use and Maintenance Guidelines.

To clean your mirrors, use any reliable liquid glass cleaner or polisher available at most hardware or grocery stores. Avoid acidic cleaners and splashing water under the mirror; either can cause the silvering to deteriorate. Acidic cleaners are usually those that contain ammonia or vinegar. Avoid getting glass cleaners on plumbing fixtures as some formulas can deteriorate the finish.

BlackPine Communities Limited Warranty Guidelines.

We will confirm that all mirrors are in acceptable condition during the orientation. BlackPine Communities will correct scratches, chips, or other damage to mirrors noted during the orientation.

Any scratches, chips, or other damage to mirrors noted after the orientation will not be covered by warranty.

PAINT AND STAIN

Homeowner Use and Maintenance Guidelines.

Because of changes in the material composition used to make paint - such as the elimination of lead to make paints safer - painted surfaces must be washed gently using mild soap and as little water as possible. Avoid abrasive cleaners, scouring pads, or scrub brushes. Flat paints show washing marks more easily than gloss paints do. Often better results come from touching up rather than washing the paint.

Colors.

Your selection sheets are your record of the paint and stain color names, numbers, and brands in your home.

Exterior.

Regular attention will preserve the beauty and value of your home. Check the painted and stained surfaces of your home's exterior annually. Repaint before much chipping or wearing away of the original finish occurs; this will save the cost of extensive surface preparation.

Plan on refinishing the exterior surface of your home approximately every two to three years or as often as your paint manufacturer suggests for your area and climate. Climatic conditions control the chemical structure of the paint used on the exterior. Over time, this finish will fade and dull a bit. Depending on the exposure to weather of each surface, the paint on some parts of your home may begin to show signs of deterioration sooner than others.

When you repaint the exterior of your home, begin by resetting popped nails and removing blistered or peeling portions of paint with a wire brush or putty knife. Sand, spot with primer, and then paint the entire area. Use quality exterior paint formulated for local climate conditions.

Avoid having sprinklers spray water on the exterior walls of your home. This will cause blistering, peeling, splintering, and other damage to the home.

Severe Weather.

Hail and wind can cause a great deal of damage in a severe storm, so inspect the house after such weather. Promptly report damage caused by severe weather to your insurance company.

Touch-Up.

When doing paint touch-ups, use a small brush, applying paint only to the damaged spot. Touch-up 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 cleaning with a mild soap and water mixture or a reliable cleaning product.

We provide samples of each paint color used on your home. Store these with the lids tightly in place and in a location where they are not subjected to extreme temperatures.

Wall Cracks.

We suggest that you wait until after the first heating season to repair drywall cracks or other separations due to shrinkage. **See also Drywall.**

BlackPine Communities Limited Warranty Guidelines.

During your orientation we will confirm that all painted surfaces are in acceptable condition. BlackPine Communities will touch up paint as indicated on the orientation list. You are responsible for all subsequent touch-up; except painting we perform as part of another warranty repair.

Cracking.

As it ages, exterior wood trim will develop minor cracks and raised grain. Much of this will occur during the first year. Raised grain permits moisture to get under the paint and can result in peeling. This is not a defect in materials or workmanship. Paint maintenance of wood trim and gutters is your responsibility.

Fading.

Expect fading of exterior paint or stain or stucco color caused by the effects of sun and weather. BlackPine Communities limited warranty excludes this occurrence.

Touch-Up Visible.

Paint touch-up is visible under certain lighting conditions. This occurrence is not covered by warranty.

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 wood grain visible on painted trim. BlackPine Communities does not provide corrections for this condition.

Related Warranty Repairs.

If a drywall repair is needed during the First-Year warranty period (such as blisters in tape) or other warranty-based repairs (such as a plumbing leak), BlackPine Communities 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. You are responsible for custom paint colors or wallpaper that has been applied subsequent to closing. The effects of time on paint and wallpaper, as well as possible dye lot variations, mean touch-up may not match the surrounding area.

Window separating from Drywall.

Because the window frame and the adjacent drywall and painted surface on the inside of your home are made of dissimilar materials, they will expand and contract at a different rate, which will sometimes cause the window frame to separate from the adjacent drywall surface. This is a normal phenomenon and is not covered under warranty. Apply caulking and paint around windows when they separate from the adjacent drywall.

PESTS AND WILDLIFE

Homeowner Use and Maintenance Guidelines.

Insects such as ants, spiders, wasps, and bees, and animal life such as woodpeckers, squirrels, mice, and snakes, may fail to recognize that your home belongs to you. Addressing concerns involving these pests and wildlife is the responsibility of the homeowner. Informational resources include, among others, the state wildlife service, animal control authorities, the county extension service, pest control professionals, Internet, and public library.

PLUMBING

Homeowner Use and Maintenance Guidelines - VERY IMPORTANT.

Your plumbing system has many parts, most of which require little maintenance. Proper cleaning, occasional minor attention, and preventive care will assure many years of good service from this system.

Aerators.

Even though your plumbing lines have been flushed to remove dirt and foreign matter, small amounts of minerals may enter the line. Aerators on the faucets strain much of this from your water. Minerals caught in these aerators may cause the faucets to drip because washers wear more rapidly when they come in contact with foreign matter. **See also Dripping Faucet.**

Basement Construction.

If you alter an enclosed storage, crawlspace, garage, or utility area, do not obstruct plumbing, ventilation, drainage, or required access. Use appropriately licensed professionals and obtain permits when required.

Cleaning.

Follow manufacturer's directions for cleaning fixtures. Avoid abrasive cleansers. They remove the shiny finish and leave behind a porous surface that is difficult to keep clean. Clean plumbing fixtures with a soft sponge and soapy water (a nonabrasive cleaner or a liquid detergent is usually recommended by manufacturers). Then polish the fixtures with a dry cloth to prevent water spots.

Clogs.

The main causes of toilet clogs are domestic items such as disposable diapers, excessive amounts of toilet paper, sanitary supplies, Q-tips, dental floss, and children's toys. Improper garbage disposal usage also causes many plumbing clogs. Always use plenty of cold water when running the disposal. Do not pour grease down the disposal.

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

Clean a plunger drain stopper - usually found in bathroom sinks - by loosening the nut under the sink at the back, pulling out the rod attached to the plunger, and lifting the stopper. Clean and return the mechanism to its original position.

Dripping Faucet.

You can repair a dripping faucet by shutting off the water at the valve directly under the sink, then removing the faucet stem, changing the washer, and reinstalling the faucet stem. The shower head is repaired the same way. Replace the washer with another of the same type and size. You can minimize the frequency of this repair by remembering not to turn faucets off with excessive force. (Please note that some manufacturers do not use rubber washers.)

Extended Absence.

If you plan to be away for an extended period, you should drain your water supply lines. To do this, shut off the main supply line and open the faucets to relieve pressure in the lines. You may also wish to shut off the water heater. Do this by turning off the cold-water supply valve on top and the gas control at the bottom. Drain the tank by running a hose from the spigot on the bottom out the garage. If you leave the tank full, keep the pilot on and set the temperature to its lowest or "vacation" setting.

Check manufacturer's directions for additional hints and instructions. **See also Extended Absence checklist.**

Fiberglass Fixtures.

For normal cleaning use a nonabrasive bathroom cleanser and sponge or nylon cleaning pad. Avoid steel wool, scrapers, and scouring pads.

Freezing Pipes.

Freezing is uncommon in most Hawai'i residential areas but can occur at higher elevations. Where freezing conditions are reasonably foreseeable, protect exposed piping and follow local utility, manufacturer, and licensed-plumber recommendations. In most Hawai'i locations, the more common concerns are UV degradation, corrosion, physical damage, leaks, and maintaining accessible shut-off valves.

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. Use an ordinary hair dryer to thaw pipes that are frozen. Never use an open flame.

Jetted Tubs.

If your home includes a jetted tub, follow manufacturer directions for its use and care. Never operate the jets unless the water level is at least one inch above the jets. Be cautious about using the tub if you are pregnant or have heart disease or high blood pressure; discuss the use of the tub with your doctor. Tie or pin long hair to keep it away from the jets where it might become tangled—a potentially dangerous event.

Clean and disinfect the system every one to two months, depending on usage. To do this, fill the tub with lukewarm water and add one cup of liquid chlorine bleach. Run the jets for 10 to 15 minutes, drain and fill again. Run for 10 minutes with plain water, drain. Avoid abrasive cleansers.

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 Flush Toilets.

We want to draw your attention to a water-saving regulation that went into effect in 1993, which prohibits the manufacture of toilets that use more than 1.6 gallons of water per flush. In the search for a balance among comfort, convenience, and sensible use of natural resources, the government conducted several studies. The 1.6-gallon toilet turned out to be the size that overall, consistently saves water.

As a result of implementing this standard, flushing twice is occasionally necessary to completely empty the toilet bowl. Even though you flush twice on occasion, rest assured that overall, you are saving water and we have complied with the law. Similarly, flow restrictors are manufactured into most faucets, and all shower heads cannot be removed. We apologize for any inconvenience this may cause.

Low Pressure.

Occasional cleaning of the aerators on your faucets (normally every three to four months) will allow proper flow of water. The water department controls the overall water pressure.

Main Shut-Off - VERY IMPORTANT.

The water supply to your home can be shut off entirely in two locations. The first is at the water meter near the street and the second is at the home, usually near the garage on the exterior wall. We will point both out during your orientation. BlackPine Communities recommends you thoroughly insulate all around the outside water meter during cold weather to prevent freezing. BlackPine Communities is not responsible for your water meter freezing; you must deal directly with the water utility.

Marble or Manufactured Marble.

Marble and manufactured marble will not chip as readily as porcelain enamel but can be damaged by a sharp blow. Avoid abrasive cleansers or razor blades on manufactured marble, both damage the surface. Always mix hot and cold water at manufactured marble sinks; running only hot water can damage the sink.

Outside Faucets.

Exterior faucets and hose connections should be inspected periodically for leaks, corrosion, UV deterioration, and physical damage. Disconnect hoses when appropriate to avoid continuous pressure and promptly repair leaking fittings.

Porcelain.

You can damage porcelain enamel with a sharp blow from a heavy object or by scratching. Do not stand in the bathtub wearing shoes unless you have placed a protective layer of newspaper over the bottom of the tub. If you splatter paint onto the porcelain enamel surfaces during redecorating, wipe it up immediately. If a spot dries before you notice it, 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, adjust 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, resulting in running water.

“Shut-Offs”.

Your main water “shut-off” is located near your meter. You use this “shut-off” for major water emergencies such as a water line break or when you install a sprinkler system or build an addition to your home. Each toilet has a “shut-off” on the water line under the tank. Hot and cold “shut-offs” for each sink are on the water lines under the sink.

Sprinklers.

You should routinely inspect sprinkler heads and provide seasonal service to maintain proper functioning. **See also Landscaping/Sprinkler.**

Stainless Steel.

Clean stainless-steel sinks with soap and water to preserve their luster. Avoid using abrasive cleaners or steel wool pads; these will damage the finish. Prevent bleach from coming into prolonged contact with the sink as it can pit the surface. An occasional cleaning with a good stainless-steel cleaner will enhance the finish. Rub in the direction of the polish or grain lines and dry the sink to prevent water spots.

Avoid leaving produce on a stainless-steel surface, since prolonged contact with produce can stain the finish. Also avoid using the sink as a cutting board; sharp knives will gouge the finish.

Local water conditions affect the appearance of stainless steel. A white film can develop on the sink if you have over-softened water or water with a high concentration of minerals. In hard water areas, a brown surface stain can form, appearing like rust.

Tank Care.

Avoid exposing the toilet to blows from sharp or heavy objects, which 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.

Water Filter or Softener.

If you install either a water filter or a water softener, carefully read the manufacturer's literature and warranty for your specific model.

If your home includes a septic system, prior to installing a water softener, discuss with the vendor whether the system you are considering will adversely affect your septic system.

See also Septic System.

TROUBLESHOOTING TIPS – PLUMBING

▪ **No Water Anywhere in the Home:**

Before calling for service, check to confirm that the:

- Main shut off on the meter inside your home is open.
- Main shut off at the street is open.
- Individual “shut-offs” for each water-using item are open.

▪ **No Hot Water:**

See Water Heater Label for instructions.

▪ **Leak Involving One Sink, Tub, or Toilet:**

- Check caulking and grout.
- Confirm shower door or tub enclosure was properly closed.
- Check drain connections beneath, tighten any loose nuts
- Turn the water supply off to that item.
- Use other facilities in your home and report problems on the next business day.

▪ **Leak Involving a Main Line:**

- Turn water off at the meter in your home.
- Call emergency number for service.

▪ **Back Up at One Toilet:**

If only one toilet is affected, corrections occur during normal business hours.

- Shut off the water supply to the toilet involved.
- Use a plunger to clear the blockage.
- Use a snake to clear the blockage.
- If you've been in your home fewer than 30 days, contact BlackPine Communities or the plumber listed on your Emergency Phone Numbers sheet.

- If you've been in your home for over 30 days, contact a router service.
- **Sewer Back Up Affecting Entire Home:**
 - If you've been in your home fewer than 30 days, contact BlackPine Communities or the plumber listed on your Emergency Phone Numbers sheet.
 - If you've been in your home for over 30 days, contact a router service.
 - Remove personal belongings to a safe location. If items are soiled, contact your homeowner insurance company.

Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

BlackPine Communities 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 freely.

P-Traps.

A P-Trap is a "U" shaped pipe that runs from any drain in your house out to the main sewer lines of your house. As part of regular homeowner maintenance, these p-traps should be cleaned once every 6 months by pouring a cap full of Clorox-bleach down every drain in your house (sinks, overflows, etc.). This will ensure that the water that sits in these "U" shaped pipes will stay clean and prevent sulfur or mildew smells in your house.

Clogged Drain.

BlackPine Communities 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.

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

Exterior Faucets.

BlackPine Communities 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.

Freezing is uncommon in most Hawai'i residential areas but can occur at higher elevations. Where freezing conditions are reasonably foreseeable, protect exposed piping and follow local utility, manufacturer, and licensed-plumber recommendations. In most Hawai'i locations, the more common concerns are UV degradation, corrosion, physical damage, leaks, and maintaining accessible shut-off valves.

Leaks.

BlackPine Communities will repair leaks in the plumbing system during the Two Year plumbing warranty period. If a plumbing leak caused by a warranted item results in drywall or floor covering damage, BlackPine Communities will repair or replace items that were part of the home as originally purchased. We do not adjust 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 some noise in the pipes. This is normal and requires no repair. BlackPine Communities will repair persistent water hammer during the Two-Year plumbing warranty period. Expect temperatures to vary if water is used in more than one location in the home at the exact same time.

Supply.

BlackPine Communities will correct construction conditions, during the Two-Year warranty period, 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.

PROPERTY BOUNDARIES

Homeowner Use and Maintenance Guidelines.

As part of your contract, you received a plot plan that shows your lot and the location of your home on the lot. To construct the home, BlackPine Communities established the property boundaries and corners with a surveyor. During construction, some of the property pins that mark the lot corners of the property may be affected or covered up by grading, excavation, installation 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. **See also Easements.**

RAILINGS

Homeowner Use and Maintenance Guidelines.

Stained or wrought iron railings in your home require little maintenance beyond occasional dusting or polishing. Protect railings from sharp objects or moisture. Cover them during move-in so large pieces of furniture do not cause dents or scratches.

Stained railings will show variation in the way the wood grain took the stain. Some designs show seams where pieces of wood came together to form the railing.

BlackPine Communities Limited Warranty Guidelines.

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

ROCK WALLS AND IRON GATES AND FENCING

Depending on the community in which your home is located, rock walls or a perimeter wall may be included with your home, it may be an optional item, or it may be an item you consider adding after your move-in. When BlackPine Communities installs rock walls as part of your new home, we confirm its good condition during your orientation. All types of fencing require some routine attention.

Homeowner Association Design Review.

If you choose to add fencing after moving into your new home, keep in mind the need to obtain approval from the Design Review Committee or Covenants, Codes and Restrictions (CCR's) of your

homeowner's association. Specific requirements about style, height, and position on the lot are described in the current design review guidelines which you can obtain from a committee member. Special requirements apply to homes on corner lots where drivers must have adequate visibility. Additionally, in some communities, zoning laws may impact private fencing. Your responsibilities include checking on such details.

BlackPine Communities recommends that you engage the services of professionals to install your fence or rock wall. Be certain to inform a fence installer or rock wall contractor of all design review requirements. **See also Property Boundaries.**

Variation.

The height and location of BlackPine Communities installed fences will vary with lot size, topography, and shape. BlackPine Communities must meet the requirements of the Design Review process just as any homeowner would.

Wood Fences.

Over time, the lumber used for wood fencing will crack, warp, and split. Unless extreme, these conditions require no action on your part. As the wood ages and shrinks, nails may come loose and require attention. Also check the posts and any gates twice a year and tighten hardware or make needed adjustments. Wood fences that have been stained or painted will require re-finishing on an annual or bi-annual basis depending upon your location to limit fading and deterioration of the finish

Wrought Iron Fencing.

Wrought iron is subject to rusting, if it is not maintained. Use touch-up paint on any scratches or chips. Inspect the fence twice a year and touch-up as needed, then plan to repaint the entire fence every one to two years to keep it looking its best.

As with wood fencing, prevent sprinklers from spraying your wrought iron fence or rails. Check monthly to confirm that water does not stand around the fence posts. Make corrections to drainage as needed to prevent this.

BlackPine Communities Limited Warranty.

If fencing or a rock wall is part of your home purchase, we will confirm the acceptable condition of the fence and/or rock wall during your orientation. Minor movement, settling, and hairline cracks are normal and are not considered warrantable. This includes cracks on the top surface or within the veneer, if applicable. BlackPine Communities will review reported concerns to determine if they are covered under the Limited Warranty. Damage caused by weather, landscaping, drainage, homeowner modifications, lack of maintenance, or other conditions outside of BlackPine Communities' control is not covered. Damage caused by severe weather should be referred to your homeowner's insurance provider.

ROOF

Homeowner Use and Maintenance Guidelines.

The shingles and metal roofing on your roof do not require any treatment or sealer. Concrete tile can break if walked on, and metal roofing can be scratched, dented, or damaged by improper foot traffic. The less activity your roof experiences (i.e., the less walking on top of your roof), the less likely it is that problems will occur.

With flat roofs, it is important to inspect the roof annually and check that the penetrations and crickets are sealed properly. We strongly recommend that you consult a roofing contractor for the appropriate materials and maintenance of your roof.

Clean Gutters.

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

Leaks.

If a leak occurs, try to identify the general location. This will help the roofing professional locate the area requiring repair once the roof is dry. If applicable, be sure to keep the roof area under solar panels clear of debris and bird nests. Bird droppings can create water dams that could lead to water leaks.

Limit Walking.

Limit walking on your roof. Your weight and movement can loosen, crack, dent, scratch, or otherwise damage roofing materials and may result in leaks. Never walk on a wet roof, as roofing materials can be extremely slippery.

Metal Roofs.

Metal roofs require minimal maintenance but should be visually inspected periodically. Keep the roof, gutters, and drainage areas clear of leaves and debris.

Metal roofing may experience normal changes in appearance over time, including fading, discoloration, minor surface variations, and movement caused by temperature changes.

Avoid walking on metal roofing whenever possible. Foot traffic may scratch, dent, or damage the roofing material. Do not drill, fasten, or attach items directly to the metal roof without consulting a qualified roofing professional.

Severe Weather.

After severe storms, visually inspect the roof for damage. Damage caused by severe weather should be reported to your homeowner insurance company.

Flat Roofs - VERY IMPORTANT.

The nature of flat roofs requires more maintenance than a pitched roof. We strongly recommend that you inspect your flat roof annually for debris, broken or worn penetration sealing, worn crickets, and any objects that can dam the flow of water. We also strongly recommend that you consult a roofing contractor every two years to perform thorough maintenance. It is very important to prevent the buildup of debris on your flat roof and it should be cleaned annually at a minimum, and monthly if your home is in an area with trees that are higher than your rooftop.

The low-slope, or flat area of your roof, may be covered with TPO (Thermoplastic Polyolefin). TPO is a single-membrane roofing product applied in sheets with heat-welded seams. It is not designed for regular foot traffic or abrasion, so it is important to follow these guidelines to help maintain your roof.

Flat Roof Access.

The rooftop access hatch is intended for maintenance only. The roof is not designed to be used for any other purpose. Do not store items on your roof.

Flat Roof Maintenance and Use.

- Limit walking on your roof to necessary maintenance and use soft-soled shoes without sharp treads or edges.
- Do not use your roof as a patio. Chairs, furniture, or other objects may damage the TPO.
- Do not smoke on your roof. Embers from cigarettes or matches may damage the TPO.
- Clear leaves and other debris regularly to prevent clogged scuppers and allow water to properly drain from the roof.

Inclement Weather.

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

BlackPine Communities Limited Warranty Guidelines.

BlackPine Communities will repair covered roof leaks during the Two-Year Roofing Warranty Period. Damage caused by severe weather, homeowner activity, lack of maintenance, modifications, foot traffic, or other conditions outside of BlackPine Communities' control is excluded from warranty coverage. Roof repairs can only be performed when conditions allow the roof to be safely accessed and repaired.

ROOFTOP PATIO

Your rooftop patio (if applicable) has been designed to function as a backyard patio, with the ability to support people, furniture, barbecues and lightweight planters and pots. It can support up to 80-lbs./square foot of distributed weight. It has not been designed to support exceptionally heavy objects, and care should be taken to follow these guidelines. Failure to do so will void the structural warranty on your rooftop patio:

- Limit the total number of people on your rooftop at any one time to 20.
- Do not put a hot tub, pool or any other container on your rooftop holding more than 40 gallons of water.
- Do not use planter boxes holding more than 1 foot of lightweight soil.
- The rooftop patio has been designed with the minimum slope needed for water to drain to the scupper. There will be some water retention or puddling along the drainage line; this is normal.
- Any decking installed over the rooftop patio surface must be raised on pedestals with rubber feet that will not abrade the surface and will allow normal drainage. DO NOT install decking directly on top of the deck surface, even unattached.
- Keep your rooftop patio surface clean. Piles of leaves can retain moisture and cause damage to the surface. Any decking system must allow the regular removal of sections to clean any debris buildup that occurs under the deck.
- Do not keep water-retaining coverings, such as carpet or mats, on your rooftop patio during wet weather. The surface of the rooftop patio must be allowed to drain and dry to prevent damage.
- Ensure that planter boxes or pots can drain easily. Soil can hold a tremendous amount of water and if not drained, can become extremely heavy.

- Keep in mind that your rooftop patio serves as your roof and protects the living space below from water. Do not penetrate the deck surface with screws or nails as this will compromise the water-proof layers and void the warranty on your roof.
- Should you decide to incorporate any shade or decorative structure into your Rooftop Patio, bear in mind that it may require approval from the HOA and city Planning Department as well as a permit and inspections from the city Building Department.
- Keep rooftop patio drains (scuppers) free and clear from any debris or objects.

BlackPine Communities Limited Warranty Guidelines.

BlackPine Communities will repair rooftop patio leaks during the Two-Year roofing warranty period other than those caused by severe weather, such as hail damage, or some action you have taken, such as penetrating the roof. Rooftop patio repairs are made only when the roof is dry.

ROUGH CARPENTRY

All lumber products will dry and settle, especially during the first year of a new home. Some settling will not be severe enough to require a repair. The following guidelines will be used for repairing settling with rough carpentry.

BlackPine Communities Limited Warranty Guidelines.

- Some floor and stair squeaks are unavoidable. Although BlackPine Communities does not warrant against floor squeaks, a reasonable effort will be made to correct them within the First Year.
- Floors will 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 BlackPine Communities will take no action for this occurrence.
- Plywood Sub-Floors will be level to within 1/4 inch within any 32-inch distance as measured perpendicular to any ridge or indentation. BlackPine Communities will correct floor slope issues within the First Year.
- BlackPine Communities will correct walls that are out of plumb more than 3/8 inch in a 32-inch vertical measurement, or walls that are bowed more than 1/4 inch in any 32-inch measurement within the First Year.
- Roof sheathing will naturally have variation. BlackPine Communities will correct a 1/4 inch unevenness across the rafters within 2 feet.
- A cracked or broken truss will be inspected by a truss engineer, and corrections will be taken according to their recommendations.

SHOWER DOORS OR TUB ENCLOSURES

Homeowner Use and Maintenance Guidelines.

Shower doors and tub enclosures require minimal care. Using a squeegee to remove water after a bath or shower will keep mineral residue and soap film to a minimum. A coating of wax can also help prevent build-up of minerals and soap. Use cleaning products suggested by the manufacturer to avoid any damage to the trim and hardware. Avoid hanging wet towels on corners of doors; the weight can pull the door out of alignment and cause it to swell from the moisture. Check and touch-up caulking on an as-needed basis.

BlackPine Communities Limited Warranty Guidelines.

During your orientation we will confirm the good condition of all shower doors and tub enclosures. BlackPine Communities warrants that shower doors and tub enclosures will function according to manufacturer specifications in the First Year.

SHOWERS

TILE SHOWERS AND TUBS—VERY IMPORTANT.

Tile Surrounds and Shower Pans are a custom feature that BlackPine Communities uses often. These installations are done by licensed professionals. BlackPine Communities takes extra care to ensure that the installations are done correctly. It is very important that routine maintenance be performed on Tile Surrounds and Shower Floors (Shower Pan).

Tile Surrounds.

The key to a quality installation of a tile surround is to keep water from getting to the wood framing. BlackPine Communities monitors current industry standards and best practices for waterproofing. We require our trades to use the best and most effective waterproofing methods available for shower surrounds. The tile is set with quality materials and then grouted. Tiny weep holes are left where the tile meets the top of the tub. These holes allow water to escape from behind the tile installation and to drain into the tub. Routine observation of the weep holes is important to ensure that they are unobstructed and uncovered. In addition, a water-resistant grout sealer is recommended to be applied yearly to the grout joints of all showers and tub surrounds. This provides an extra layer of protection to ensure water does not get to the wood framing. BlackPine Communities recommends Aqua Mix Grout Sealer, which is a water-based, water-resistant grout sealer. It is important to follow all the instructions on the label when applying the grout sealer. Follow the recommendations of the product to determine how often you will need to re-seal the grout joints. After using the shower or tub, it is recommended to turn on the exhaust fan in your bathroom for a minimum of 30 minutes. The exhaust fan will help take the moisture out of the bathroom. Over time, excessive moisture can cause problems and can be expensive to fix.

E-stone (Engineered Stone) shower surrounds.

E-stone shower surrounds are a solid surface surround made from a blend of crushed stone, resins and pigments. They offer a durable and stylish alternative to tile surrounds or fiberglass inserts. These surfaces mimic the look and feel of materials like marble or granite while providing greater resistance to stains, scratches and mold growth and offering far fewer grout lines than typical tiled surrounds. Despite their added benefits there are general maintenance items for you to perform on your e-stone surround:

- **Regular cleaning:** Wipe down surround after each use with a soft cloth or squeegee to avoid water spots and/or soap scum. Clean up shampoo, conditioner or body wash spills to prevent staining. Use only a mild, non-abrasive cleaner formulated for stone surfaces.
- **Avoid Sharp/abrasive objects:** While e-stone is resistant to scratches, avoid using sharp objects or abrasive cleaners or scouring pads that could scratch the surface.

- **Seal Seams:** While solid surface e-stone has far fewer seams/grout lines than traditional tiled surrounds, the few seams they have still require you to monitor them and maintain them if any gaps occur over time. Periodically inspect and seal seams to prevent mold and mildew growth. Use a silicone-based sealer/caulking and follow manufacturer's application instructions.

Shower Floors (Shower Pan).

BlackPine Communities often build custom shower floors instead of using the traditional fiberglass shower pan. This adds value to the home, but it does require more maintenance than the traditional fiberglass shower pan. The Tile Shower Floor requires very critical installation, and BlackPine Communities employs professionally licensed installers to perform this work. A water-resistant grout sealer is recommended to be applied to the grout joints of all showers and tub surrounds. This provides an extra layer of protection to ensure water does not get to the wood framing. BlackPine Communities recommends Aqua Mix Grout Sealer, which is a water-based, water-resistant grout sealer. It is important to follow all of the instructions on the label when applying the grout sealer. Follow the recommendations of the product to determine how often you will need to re-seal the grout joints. The exhaust fan should be turned on for at least 30 minutes following the use of the shower that has a Tiled Shower Floor.

Summary of Maintenance Tips for Tile Floors, Grout, Tile Walls, and Shower Floors:

- Cracks in grout and caulking are normal and are Homeowner Maintenance
- Clean Tile regularly using approved cleaning agents.
- Seal Grout of Shower Wall Tile and Shower Floor Tile annually with a water-based, water-resistant grout sealer. Follow the directions carefully on the label of the product.
- Turn on Exhaust Fan in bathroom for a minimum of 30 minutes after each shower.

BlackPine Communities Limited Warranty Guidelines.

During the orientation we confirmed that tile and grout areas are in acceptable condition. Take your time to examine all ceramic tiles, e-stone surrounds, shower pans and grout joints during the New Home Orientation. We will repair or replace cracked, badly chipped, or loose tiles and cracked grout joints noted at that time. After occupancy, it is the responsibility of the homeowner to repair cracks in grout joints, seams at e-stone and cracked or chipped tiles. BlackPine Communities are not responsible for variations in color or discontinued patterns. New grout may vary in color from the original.

SIDING

Homeowner Use and Maintenance Guidelines.

Siding expands and contracts in response to changes in humidity and temperature. Slight waves are visible in siding under moist weather conditions; shrinkage and separations will be more noticeable under dry conditions. These behaviors cannot be eliminated.

NOTE: Siding is installed according to the manufacturer's recommendations. Many siding manufacturers recommend no caulking at certain joints, so depending upon the type of siding used on your home, there may be areas where no caulking is present.

Wood and Wood Products.

Wood or wood-product siding and trim will require routine refinishing and maintenance. The timing will vary with climatic conditions. Caulking between siding and trim will occasionally crack and weather over time. You must maintain caulking and paint to minimize moisture entry into the siding. Note that some paint colors will require more maintenance than others and some sides of the home may show signs of wear sooner based on their exposure to the elements. Some wood siding and trim, such as cedar, is subject to more cracking, warping and splitting and will require more maintenance attention.

Composite Siding.

Composite siding will occasionally require cleaning. Start at the top to avoid streaking and use a cleaning product recommended by your siding manufacturer. Follow directions carefully.

Cement Based Products.

Cement based siding will require repainting and caulking just as wood products do. See also Paint and Wood Trim.

BlackPine Communities Limited Warranty Guidelines.

BlackPine Communities warrant all siding to be free of defects in material and workmanship. We will confirm the good condition of the siding during your orientation. Subsequent damage, warping or splitting to the siding or trim will be your responsibility to repair.

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

We will correct any separation at joints or where siding meets another material if the separation allows water to enter the home. BlackPine Communities will correct delaminating siding.

Skylights.

Skylights are a very attractive way to brighten and liven up your new home. Skylights do require periodic maintenance. BlackPine Communities recommends that you hire a roofing contractor to ensure that the seal around the skylights is still in working condition every two years. This can be part of the regular biannual roofing maintenance where the roofing contractor checks that all penetrations are still properly sealed.

SMOKE DETECTORS.

Homeowner Use and Maintenance Guidelines.

Read the manufacturer's manual for detailed information on the care of your smoke detectors.

Battery.

If a smoke detector makes a chirping sound that is a sign that the battery needs to be replaced. Follow manufacturer instructions for installing a new battery.

Locations.

Smoke detectors are installed in accordance with building codes, which dictate locations. BlackPine Communities cannot omit any smoke detector, and you should not remove or disable any smoke detector.

BlackPine Communities Limited Warranty Guidelines.

BlackPine Communities 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.

SOLAR (PHOTOVOLTAIC) SYSTEM

Homeowner Use and Maintenance Guidelines.

If your home was built after 2019, you may have a solar system, also known as a residential solar photovoltaic (PV) system, installed on your roof. This system is designed to harness solar energy to generate electricity for a household. Solar panels installed on your roof capture sunlight and convert it into DC (direct current) electricity using photovoltaic cells. The DC electricity produced by the solar panels is converted into AC (alternating current) electricity by an inverter, making it compatible with household appliances and the grid. Your system is equipped with microinverters, which are located under each solar panel.

Regular Cleaning.

Dust, debris, and bird droppings can reduce the efficiency of solar panels. Homeowners should periodically clean their panels with a soft brush or hire a professional service.

Inverter Maintenance.

Check the inverter regularly for any error codes or malfunctions. Ensure it is properly ventilated and clean around it to prevent overheating.

Inspections.

Schedule professional inspections to assess the overall health of your solar system. They can identify potential issues with wiring, connections, or panel damage.

Tree Trimming.

Trim trees or branches that may cast shadows on your solar panels, as shading can significantly reduce their efficiency.

Monitoring.

Continuously monitor your system's performance. If you notice a significant drop in output, investigate the cause.

Storm and Weather Checks.

After severe storms or extreme weather events, inspect your solar panels for damage, loose connections, or debris buildup.

Electrical Safety.

Be cautious when working near the system's electrical components. If you suspect any electrical issues, contact a licensed electrician.

BlackPine Communities Limited Warranty Guidelines.

Any alteration to the solar system by anyone other than the manufacturer or the installer will automatically void the warranty. BlackPine Communities will repair rooftop leaks caused by improper installation of the solar system during the Two-Year roofing warranty period. Rooftop

repairs are made only when the roof is dry. Photovoltaic System One-Year Warranty. The Solar Installation company will provide a warranty on the photovoltaic system for parts and labor for one year.

STAIRS

Homeowner Use and Maintenance Guidelines.

No known method of installation prevents all vibration or squeaks in a staircase. A shrinkage crack will develop where the stairs meet the wall. When this occurs, apply a thin bead of latex caulk and, when dry, touch up with paint.

BlackPine Communities Limited Warranty Guidelines.

Although BlackPine Communities does not warrant against stair vibration and squeaks, a reasonable effort will be made to correct them within the First Year.

STUCCO

Homeowner Use and Maintenance Guidelines.

Stucco is a brittle cement product that is subject to expansion and contraction. Minor hairline cracks will develop in the outer layer of stucco. This is normal and does not reduce the function of the stucco in any way. Painting over hairline cracks helps to seal and hide them, this is homeowner maintenance.

Drainage.

To ensure proper drainage, keep dirt and concrete flatwork a minimum of 3 inches below the stucco screed (mesh underneath final coat of stucco). Do not pour concrete or masonry over the stucco screed or right up to the foundation.

Efflorescence.

The white, powdery substance that sometimes accumulates on stucco surfaces is called efflorescence. This is a natural phenomenon and cannot be prevented. In some cases, you can remove it by scrubbing with a stiff brush and vinegar. Consult your home center or hardware store for commercial products to remove efflorescence.

Sprinklers.

Since stucco is not a water barrier, avoid spraying water from irrigation or watering systems on stucco surfaces to avoid possible leaks. Check or monitor the spray from the lawn and plant irrigation system frequently to make certain that water is not spraying or accumulating on stucco surfaces.

BlackPine Communities Limited Warranty Guidelines.

One time during the First-Year warranty period, BlackPine Communities will repair stucco cracks that are in excess of 1/8". The repair will not exactly match the surrounding area. BlackPine Communities does not guarantee that the repair will be an exact match of the existing stucco color. If you desire a perfect color match, that is your responsibility. If more than 75% of an area is affected by the repair, BlackPine Communities will repaint or resurface the entire area.

SUMP PUMP

Homeowner Use and Maintenance Guidelines.

If conditions on your lot made it appropriate, the foundation design includes a perimeter drain and sump pump. The perimeter drain runs around the foundation to gather water and channel it to the sump pit, or crock. When the water reaches a certain level, the pump comes on and pumps the water out of your home. Read and follow the manufacturer's directions for use and care of your sump pump.

Continuous Operation.

The pump may run often or even continuously during a heavy storm or long periods of rain. This is normal under such conditions.

Discharge.

Know where the discharge for your sump pump system is and keep the end of the drain clear of debris so that water can flow out easily.

Power Supply.

If your home includes a sump or drainage pump, it depends on electrical power and routine maintenance. During outages or severe storms, the pump may not operate. Keep inlets clear, test the pump periodically, and consider an appropriate backup system if recommended for your site. Consult your homeowner's insurance carrier regarding water-intrusion coverage.

Roof Water.

Ensure that roof water drains quickly away from the home to avoid circulating it through your sump pump. Keep downspout extensions or splash blocks in place to channel water away from your home.

Routine Check.

Periodically check to confirm the pump is plugged in, the circuit breaker is on and that the pump operates. To check the operation of your sump pump, pour five gallons of water into the sump pump crock (hole). The pump should come on and pump the water out. Follow this procedure once a year.

Trees and Shrubs.

Avoid planting trees or shrubs with aggressive root growth patterns near your home's foundation. The roots can make their way into the perimeter drain and eventually clog the system.

BlackPine Communities 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.

TRIM CARPENTRY

Shrinkage of wood trim occurs during the first two years or longer, depending on temperature and humidity. All lumber is more vulnerable to shrinkage during periods of significant temperature or humidity change. Maintaining a moderate and stable temperature helps to minimize the effects of shrinkage. Wood shrinkage can result in separation at joints of trim pieces. You can usually correct this with caulking and touch-up painting.

Shrinkage may also cause a piece of trim to pull away from the wall. If this occurs, drive in another nail close to, but not exactly in, the existing nail hole. 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. Again, you can correct this condition by removing the old nails and re-nailing. You may prefer to wait until after the first heating season to make any needed repairs at one time when redecorating.

See also Expansion and Contraction.

BlackPine Communities First Year 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. BlackPine Communities will correct readily noticeable construction damage such as chips and gouges listed during the orientation. The following issues will be repaired during the First Year:

- Gaps between molding joints or between adjacent surfaces and molding that exceed 3/16" in width will be repaired by caulking.
- A crack or split in the trim will be filled, sanded, and painted.
- Molding that becomes loose will be re-nailed, the nail holes filled and then repainted.

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.

VENTILATION

Homes today are built more tightly than ever. This saves energy dollars but creates a potential concern. Condensation, cooking odors, indoor pollutants, radon, and carbon monoxide may all accumulate. We provide mechanical and passive methods for ventilating homes. Your attention to ventilation is important to health and safety. Building codes require attic and crawl space vents to minimize accumulation of moisture.

Attic Vents.

Attic ventilation occurs through vents in the soffit (the underside of the overhangs) or on gable ends. Wind-driven rain sometimes enters the attic through these vents. Do not cover them to prevent this. Instead, cover the insulation in front of the vent. When you do this, precipitation that blows in safely evaporates and ventilation can still occur. We also have shingle vents on the roof.

Crawl Space Vents.

Homes with crawl spaces must maintain the ventilation and moisture-control configuration shown in the approved design. Do not block vents or drainage paths. Hawai'i humidity, wind-driven rain, termites, and salt exposure make periodic inspection especially important.

Daily Habits - VERY IMPORTANT.

Your daily habits can help keep your home well ventilated:

- Do not cover or interfere with required combustion-air, ventilation, or HVAC openings for any installed equipment.
- Develop the habit of running the hood fan when you are cooking.
- Likewise with bath fans when bathrooms are in use. It is a good idea to run the exhaust fans in the bathrooms for 30 minutes following any shower.
- Air your house by opening windows for a time when the weather permits.

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

BlackPine Communities Limited Warranty Guidelines.

BlackPine Communities warranty guidelines for active components (for example, exhaust fans) are discussed under the appropriate headings - such as electrical systems, heating system, etc.

VENTILATION - HRV/ERV SYSTEMS

Homeowner Use and Maintenance Guidelines.

If your home was built after 2018, it may include an HRV (Heat Recovery Ventilator) or ERV (Energy Recovery Ventilator) system. These are ventilation systems designed to replace stale indoor air with fresh outdoor air that has gone through a heat exchanger to warm or cool the outdoor air, depending upon the conditions. Typically, an HRV or ERV will be located in your attic and will have a control plate in your laundry room. The system can be run constantly, or intermittently, depending upon how tightly sealed you keep your home and other considerations, such as odors.

Filter.

Change your Air Filter Every 2-3 Months, depending on use. The filter will be located at the unit, normally in the attic. Schedule annual maintenance with a reputable contractor.

BlackPine Communities Limited Warranty Guidelines.

Refer to the manufacturer's limited warranty for information regarding coverage of the HRV or ERV. One Year Warranty - BlackPine Communities will warranty your HRV or ERV ventilation system for parts and labor for one year.

WATER HEATERS

Electric Water Heater:

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

Drain Tank.

Review and follow manufacturer's timetable and instructions for draining several gallons of water from the bottom of the water heater. This reduces the build-up of sediment and chemical deposits from the water, prolonging the life of the tank and saving energy dollars.

TROUBLESHOOTING TIPS: NO HOT WATER

Before calling for service, check to confirm that the:

- Breaker is not tripped and power is running to the unit
- Temperature setting is not on "vacation" or too low.
- The water supply valve is open.
- Some units have a reset button. Press it to see if that restores functionality.

Refer to the manufacturer's literature for specific locations of these items and possibly other troubleshooting tips. Even if the trouble shooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

Gas Water Heater:

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

Condensation.

Condensation inside your new water heater may drip onto the burner flame. This causes no harm and, in most cases, will disappear in a short period 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 reduces the build-up of sediment and chemical deposits from the water, prolonging the life of the tank and saving energy dollars.

Pilot.

Please follow the manufacturers' instructions to light the pilot.

Safety.

Vacuum the area around a gas-fired water heater to prevent dust from interfering with proper flame combustion. Avoid using the top of a heater as a storage shelf.

Temperature.

See manufacturers' instructions regarding the recommended thermostat setting.

Higher settings can result in wasted energy dollars and increase the danger of injury from scalding. Hot water will take longer to arrive at sinks, tubs, and showers that are farther from the water heater.

Heat Pump Water Heater:

Carefully read and follow the manufacturer's care and maintenance instructions for your specific model of water heater.

Heat pump water heaters are more energy efficient than conventional gas or electric water heaters. They pull heat from the surrounding air and transfer that heat to the tank's water using a refrigerant loop. A heat pump water heater can save you money and reduce your home's carbon footprint. Below are some maintenance tips to get the most out of your heat pump water heater.

Drain Tank.

Review and follow manufacturer's timetable and instructions for draining several gallons of water from the bottom of the water heater. This reduces the build-up of sediment and chemical deposits from the water, prolonging the life of the tank and saving energy dollars.

Change Filter.

Heat pump water heaters have an air filter. It can typically be removed from the top of the unit. Check the filter every few months or whenever your unit alerts to clean the filter. Before removing the filter, press the power button to place the water heater in Standby Mode and turn-off power to the water heater at the circuit breaker/fuse box. To clean the filter, wash it using a mild detergent and water. Make sure the filter is dry before placing it back in the water heater.

BlackPine Communities Limited Warranty Guidelines.

Refer to the manufacturer's limited warranty for information regarding coverage of the water heater. **See also Plumbing.**

WINDOWS, SCREENS, AND SLIDING GLASS DOORS

Contact a glass company for re-glazing of any windows that break. Glass is difficult to install without special tools.

Acrylic Block.

Clean during moderate temperatures with only a mild soap and warm water using a sponge or soft cloth and dry with a towel. Avoid abrasive cleaners, commercial glass cleaner, razors, brushes, or scrubbing devices of any kind. Minor scratches can often be minimized by rubbing a mild automotive polish.

Vinyl.

Clean vinyl surfaces with warm, clear water. Do not use powdered cleaner. After each cleaning, apply silicone lubricant. Clean glass as needed with vinegar and water, a commercial glass cleaner, or the product recommended by the window manufacturer.

Condensation.

Condensation on interior window and frame surfaces can result from Hawai'i's naturally high humidity, indoor moisture generation, air-conditioning temperature differences, and inadequate ventilation. Use exhaust fans, maintain HVAC/ventilation systems, and manage indoor humidity. Condensation caused by lifestyle or ambient humidity is not, by itself, evidence of a construction defect.

Sills.

Window sills in your home are made of wood, wood product, man-made marble, or marble. The most common maintenance activity is dusting. Twice a year, check caulking and touch-up as needed. Protect your window sills from moisture. If you arrange plants on a sill, include a plastic tray under the pot.

Sliding Glass Doors.

Sliding glass doors are made with tempered glass which is more difficult to break than ordinary glass. If broken, tempered glass breaks into small circular pieces rather than large splinters which can easily cause injury.

Keep sliding door tracks clean for smooth operation and to prevent damage to the door frame. In many cases, a simple vacuum hose will remove dirt and obstructions from the frame. Silicone lubricants work well for these tracks. Acquaint yourself with the operation of sliding door hardware for maximum security.

Under certain lighting conditions, door glass may be hard to see. If you keep the screen fully closed when the glass door is open, your family will be accustomed to opening something before going through. You may want to apply a decal to the glass door to make it readily visible.

Sticking Windows.

Most sliding windows (both vertical and horizontal) are designed for a 10-pound pull. If sticking occurs or excessive pressure is required to open or close a window, apply a silicone lubricant. This is available at hardware stores. Avoid petroleum-based products. Due to normal settling, some of the latches on your windows may operate smoother than others. This is normal. BlackPine Communities assures that all windows will latch at the New Home Orientation.

Tinting.

Applying tinting or foil lining to dual pane windows can result in broken windows due to heat build-up. Some manufacturers void their warranty on the windows if you apply tinting or foil lining. Contact the manufacturer to check on their current policy before you apply such coatings.

Weep Holes.

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.

BlackPine Communities Limited Warranty Guidelines.

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

Condensation.

Condensation on interior window and frame surfaces can result from Hawai'i's naturally high humidity, indoor moisture generation, air-conditioning temperature differences, and inadequate ventilation. Use exhaust fans, maintain HVAC/ventilation systems, and manage indoor humidity. Condensation caused by lifestyle or ambient humidity is not, by itself, evidence of a construction defect.

Infiltration.

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

Scratches.

BlackPine Communities 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. BlackPine Communities will replace windows that have scratches readily visible from a distance of 4 feet. BlackPine Communities does not replace windows that have scratches visible only under certain lighting conditions.

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. **See also Ventilation.**

WOOD FENCING

Homeowner Use and Maintenance Guidelines.

When BlackPine Communities installs wood fencing and/or gates as part of your new home, we confirm they are in good condition during your orientation. All types of fencing require some routine attention. Over time, the lumber used for wood fencing will crack, warp, and split. Unless extreme, these conditions require no action on your part.

As wood ages and shrinks, nails may come loose and require attention. Also check the posts and any gates twice a year and tighten hardware or make needed adjustments. Take caution to prevent sprinklers from spraying your fence or rails. Check monthly to confirm that water does not stand around the fence posts. Make corrections to drainage as needed to prevent this or alert your HOA if they maintain the irrigation in that specific area.

Homeowner Association Design Review.

If you choose to add fencing after moving into your new home, keep in mind the need to obtain approval from the Design Review Committee or Covenants, Codes and Restrictions (CCR's) of your homeowner's association. Specific requirements about style, height, and position on the lot are described in the current design review guidelines which you can obtain from a committee member. Special requirements apply to homes on corner lots where drivers must have adequate visibility. Additionally, in some communities, zoning laws may impact private fencing. Your responsibilities include checking on such details.

BlackPine Communities recommends that you engage the services of professionals to install your fence. Be certain to inform a fence installer of all design review requirements. **See also Property Boundaries.**

Variation.

The height and location of BlackPine Communities installed fences will vary with lot size, topography, and shape. BlackPine Communities must meet the requirements of the Design Review process just as any homeowner would.

BlackPine Communities Limited Warranty.

If fencing is part of your home purchase, we will confirm the acceptable condition of the fence during your orientation. We will make both cosmetic and structural fixes if needed at that time. During the first-year warranty period, BlackPine Communities will correct fence posts that become loose due to improper installation. BlackPine does not guarantee that gates won't sag over time but will make a reasonable effort to adjust gates one time within the first year to better close. Adjustments after that will be up to you. After the orientation, warped, cracked or split wood fencing is considered home owner maintenance. Damage caused to fencing by severe weather should be referred to your homeowner insurance company and is specifically excluded from warranty coverage.

CUSTOMER CARE DOCUMENTS

- **BlackPine – Limited Warranty & Performance Guidelines.**
- **NAHB – Residential Construction Performance Guidelines.**

Both of these manuals can be downloaded by going to the following link on the BlackPine Communities website:

BlackPineCommunities.com/customer-care