

# **NEW HOME MAINTENANCE MANUAL**

**Put your dream home in  
the hands of a builder  
you can trust.**







# **THIS IS WHERE YOUR HOUSE BECOMES A HOME**

Congratulations. You've got your own piece of the American Dream. A new home means a lot of things. It's a place to come home and relax. It's a roof over your family's head. It's an expression of the things that are most important to you. And it's freedom to live life on your own terms.

Of course, like any good freedom, it also comes with responsibility. And that's where this guide comes in. Here, you'll be able to easily find, record and stay on top of what you need to do to keep your new home in great condition. Whether it's plumbing, electrical, structural or anything else, your questions can be answered here.

It's a great feeling to take care of your house. That's how it truly becomes a home you can be proud of.

## **MOVING IN**

Moving in is both exciting and stressful. There's so much promise ahead, and so much unpacking to do.

## **BEFORE THE MOVE**

Walk through the home before closing and make sure you're satisfied with its condition. As it's a new home, there should be no outstanding repair issues. If there are, note them on the walkthrough list provided in the back of this manual and let your Builder know.

## **AFTER THE MOVE**

Make sure you have your 2-10 HBW Service Request forms handy. They're the paper trail you need when something needs repair.



## BEFORE THE MOVE

### GET READY

By the time you get to moving and unpacking, it's easy to feel overwhelmed and buried. That's why it's important to take care of what you can before the actual move.

### GET SET

Utilities and services should be cancelled and all companies you normally do business with should be notified that your address is changing. Collect all of your mail for a few months prior to the move so you can see who sends you mail regularly.

### GO

Make sure you have plenty of boxes, and start with the most complex rooms in the house (like the kitchen).

## UTILITY CHECKLIST

- Power
- Water
- Gas
- Telephone
- Security
- Cable/Satellite
- Trash
- Internet
- Garage Door

*\*Where applicable*

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### BUSINESSES TO NOTIFY:

- Employment
- Post Office
- Insurance
- Credit Card
- Social Security
- Health and Benefits
- Investments
- Magazines
- Professional Organizations

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## TIPS FOR A SUCCESSFUL HOUSEWARMING

**Give a tour to your guests.** After all, the party is all about viewing your new home.

**Food.** It's best to serve non-messy finger foods as your guests will be wanting to tour your house and stand around and mingle.

**Don't worry about decorating.** Your new house is the main event and you don't want to distract from it.



## AFTER THE MOVE

### YOU'RE ON THE HOME STRETCH TO A HAPPY HOME.

But there's still work to be done. Here's a list:

#### PREP YOUR HOME

Now's the perfect time to do a few things:

- Store your instruction manuals, warranties, insurance documents and this guidebook in a safe, easy-to-find place.
- For important documents, such as birth certificates, social security papers, or car titles, consider a safe deposit box.
- Mail in all manufacturer warranties on new appliances.
- Get a fire extinguisher for each floor of the home, as well as the kitchen and garage.
- Locate the main water and gas shut-off valves.
- Locate the electrical service panel and shut-off switch.
- Get to know your appliances and how they work.
- Install contact paper in cabinets and drawers.
- Install protector pads on furniture legs.
- Apply grout sealer to ceramic tile.
- Get a first-aid kit and place in an easy to access location.

## CONNECT TO THE COMMUNITY

### MANY HAPPY HOMES TOGETHER MAKE A HAPPY COMMUNITY. GET TO KNOW YOURS.

- Change the address on your driver's license.
- Register to vote if you're in a new jurisdiction.
- Identify your HOA and their requirements.
- Register your kids for school. Apply for a homestead exemption with your local county tax office if applicable.
- Meet the new neighbors.
- Offer your old boxes to someone who's moving.
- Start thinking about a happy-home warming party.

## EASY, MESS-FREE CAPRESE SKEWERS

**INGREDIENTS:** 1 pint cherry tomatoes, red or yellow

1 bunch basil leaves (about 18-30 leaves, the big ones can be cut in half)

8 ounces fresh mozzarella cheese

Slice the cherry tomatoes in half so you end up with two half-basketball pieces. Slice the mozzarella into bite-sized chunks. Slide a piece of mozzarella onto the toothpick. Fold a basil leaf in half or thirds and nestle it up next to the mozzarella (large leaves can be cut into halves or even thirds). Slide a tomato onto the bottom of the skewer, cut side down. Move the mozzarella and basil down to meet the tomato if needed. You want the flat side of the tomato to be right at the end of the toothpick so it stands up straight. Place all the finished skewers on a paper plate or tray. Drizzle lightly with balsamic vinegar and transfer to a platter to serve.

Balsamic vinegar, for drizzling

2-3 dozen long toothpicks/skewers



# HOME MAINTENANCE CATALOG

## A HAPPY HOME HAS PROPER CHECK-UPS.

Keeping your home in tip-top condition can sometimes challenge your best organizational skills. With this worksheet, you can track maintenance when it's done and keep tabs on your home's health.

BUSINESSES TO NOTIFY	DATE / DESCRIPTION	DATE / DESCRIPTION	DATE / DESCRIPTION
Air Conditioning			
Heating			
Intercom*			
Security*			
Septic*			
Water Well Mechanical*			

*\*Where applicable*

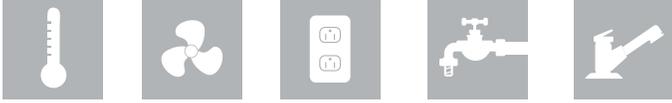
APPLIANCES	MANUFACTURER	MODEL	SERIAL NUMBER
Microwave			
Clothes Dryer			
Cooktop			
Dishwasher			
Doorbell			
Fans (Attic/Ceiling/Exhaust)			
Fire/Smoke Alarm			
Garage Door Opener			
Oven			
Plumbing Fixtures			
Range			
Refrigerator			
Trash Compactor			
Water Heater			

## CONTRACTOR CATALOG - CONSIDER THIS YOUR HAPPY HOME SUPPORT TEAM.

Looking for a contractor doesn't have to be a guessing game. When you find a good one, list them here:

Air Conditioning \_\_\_\_\_ Security \_\_\_\_\_  
 Heating \_\_\_\_\_ Septic \_\_\_\_\_  
 Intercom \_\_\_\_\_ Water Well Mechanical \_\_\_\_\_

# MAINTENANCE TIPS



**IT FEELS GOOD TO TAKE CARE OF YOUR OWN.**

## **HEATING SYSTEM**

Check filters every month. Replace in accordance with manufacturer's recommendations, generally every month for lower priced filters and up to three months for higher performance filters. You may need to change filters more frequently if you have pets, smoking, or other activities that generate dust.

Have your mechanical system annually serviced. Consider having your ductwork professionally cleaned by a company meeting the standards set by the National Air Duct Cleaners Association or equivalent.

Blower units making excessive noise should be brought to the attention of a licensed technician.

Clean and dust the radiators and heating vents and inspect the radiators for any signs of leakage.

Bleed air from your radiators at the start of each heating system. While the system is running, and starting at the top floor, open each bleed value slightly. Close it when water starts to escape through the valve.

Check the exhaust pipe on your gas furnace for any loose connections. Call the gas company immediately if you detect a gas smell. Keep your outdoor condensing unit clean and free of debris.

## **AIR CONDITIONING SYSTEM**

Check filters every month and replace as necessary.

Keep your outdoor condensing unit debris free.

Have your system annually serviced before each air conditioning season.

## **ELECTRICAL SYSTEM**

To prevent loss of power, do not overload any one circuit in your home.

Don't use light bulbs of a higher wattage than a fixture allows. Consider energy saving bulbs that are ENERGY STAR qualified.

Periodically test ground fault interrupter outlets by pushing the test button to trip the circuit. If the reset button doesn't pop up consult a qualified electrician. Do not plug freezers or other appliances that require large amounts of power into GFI switches.

## **PLUMBING SYSTEM**

A simple plunger may solve many of your clogging problems; do not flush any paper products down a toilet other than toilet paper.

Check any of your exposed plumbing lines for corrosion or leaks.

In the event you are experiencing extremely cold weather, allowing a faucet to drip slowly will help avoid a freezing water line.

Check water heater for signs of leaking/corrosion.

Inspect the bottom of your water heater; drain pan or floor for signs of rust or water staining.

Drain and flush your water heater every year by attaching a common garden hose to the drain valve at the bottom of the heater.

You can add to the life of your electric water heater by removing the heating elements and soaking them in vinegar to remove any corrosion or sediment build up.

## **FAUCETS**

A dripping faucet may be repaired by simply replacing an o-ring or vinyl gasket.

Clean and remove any hard water or mineral deposits with vinegar to avoid a slow water flow.

# PRE-CLOSING QUALITY ASSURANCE CHECKLIST

P - ITEM PASSES

R - ITEM NEEDS TO BE REPAIRED

N/A - ITEM NOT APPLICABLE

ROOMS/ITEM	P	NR	N/A
<b>LIVING AREA - ENTRY</b>			
Front Door			
Walls			
Ceiling			
Floor Cover			
Windows			
HVAC System			
Trim			
Electric			
• Outlets			
• Switches			
• Fixtures			
Closet			
• Doors			
• Walls			
• Floor Cover			
<b>LIVING ROOM - MAIN</b>			
Walls			
Ceiling			
Floor Cover			
Windows			
HVAC System			
Trim			
Electric			
• Outlets			
• Switches			
• Fixtures			
Closet			
• Doors			
• Walls			
• Floor Cover			
Fireplace			
Wood Beams			
<b>LIVING ROOM - DEN</b>			
Walls			
Ceiling			
Floor Cover			
Windows			
HVAC System			
Trim			
Electric			
• Outlets			
• Switches			
• Fixtures			
Closet			
• Doors			
• Walls			
• Floor Cover			
Fireplace			
Door			
<b>LIVING AREA - DIN / ROOM</b>			
Walls			
Ceiling			
Floor Cover			

ROOMS/ITEM	P	NR	N/A
<b>LIVING AREA - DIN / ROOM (CONT)</b>			
Windows			
HVAC System			
Trim			
Electric			
• Outlets			
• Switches			
• Fixtures			
Closet			
• Doors			
• Walls			
• Floor Cover			
Fire Place			
Wood Beams			
<b>KITCHEN</b>			
Walls			
Ceiling			
Floor Cover			
Windows			
HVAC System			
Trim			
Electric			
• Outlets			
• Switches			
• Fixtures			
Closet			
• Doors			
• Walls			
• Floor Cover			
Fireplace			
Door			
Plumbing			
• Drains			
• Waterlines			
Cabinets			
Drawers			
Escutcheons			
<b>MASTER BEDROOM</b>			
Walls			
Ceiling			
Floor Cover			
Windows			
HVAC System			
Trim			
Electric			
• Outlets			
• Switches			
• Fixtures			
Closet			
• Doors			
• Walls			
• Floor Cover			
Fireplace			
Door			

ROOMS/ITEM	P	NR	N/A
<b>MASTER BEDROOM (CONT)</b>			
Wood Beams			
<b>MASTER BATHROOM</b>			
Walls			
Ceiling			
Floor Cover			
Windows			
HVAC System			
Trim			
Electric			
• Outlets			
• Switches			
• Fixtures			
Plumbing			
• Drains			
• Waterlines			
Cabinets			
Drawers			
Doors			
Escutcheons			
Grout			
Shower/Tub			
Linen Closet			
• Doors			
• Walls			
• Floor Cover			
<b>BEDROOM - #2</b>			
Walls			
Ceiling			
Floor Cover			
Windows			
HVAC System			
Trim			
Electric			
• Outlets			
• Switches			
• Fixtures			
Closet			
• Doors			
• Walls			
• Floor Cover			
Door			
<b>BEDROOM - #3</b>			
Walls			
Ceiling			
Floor Cover			
Windows			
HVAC System			
Trim			
Electric			
• Outlets			
• Switches			
• Fixtures			
Closet			

# PRE-CLOSING QUALITY ASSURANCE CHECKLIST

**P** - ITEM PASSES

**R** - ITEM NEEDS TO BE REPAIRED

**N/A** - ITEM NOT APPLICABLE

ROOMS/ITEM	P	NR	N/A
<b>BEDROOM - #3 (CONT)</b>			
• Doors			
• Walls			
• Floor Cover			
Door			
<b>BEDROOM - #4</b>			
Walls			
Ceiling			
Floor Cover			
Windows			
HVAC System			
Trim			
Electric			
• Outlets			
• Switches			
• Fixtures			
Closet			
• Doors			
• Walls			
• Floor Cover			
Door			
<b>BATHROOM - #2</b>			
Walls			
Ceiling			
Floor cover			
Windows			
HVAC system			
Trim			
Electric			
• Outlets			
• Switches			
• Fixtures			
Plumbing			
• Drains			
• Waterlines			
Cabinets			
Drawers			
Escutcheons			
Grout			
Shower/Tub			
Linen Closet			
• Doors			
• Walls			
• Floor Cover			
<b>BATHROOM - #3</b>			
Walls			
Ceiling			
Floor cover			
Windows			
HVAC system			
Trim			
Electric			
• Outlets			
• Switches			

ROOMS/ITEM	P	NR	N/A
<b>BATHROOM - #3 (CONT)</b>			
• Fixtures			
Plumbing			
• Drains			
• Waterlines			
Cabinets			
Drawers			
Escutcheons			
Grout			
Shower/Tub			
Linen Closet			
• Doors			
• Walls			
• Floor Cover			
<b>BEDROOM HALL</b>			
Walls			
Ceiling			
Floor Cover			
Windows			
HVAC System			
Trim			
Electric			
• Outlets			
• Switches			
• Fixtures			
Closet			
• Doors			
• Walls			
• Floor Cover			
Fireplace			
Door			
<b>UTILITY ROOM</b>			
Walls			
Ceiling			
Floor Cover			
Windows			
HVAC System			
Trim			
Electric			
• 110 Outlets			
• 220 Outlet			
• Switches			
• Fixtures			
Closet			
Doors			
Walls			
Floor Cover			
Drns. & Conn.			
Gas			
Doors			
Cab & Shelv			
HwH			
Walls			
Ceiling			

ROOMS/ITEM	P	NR	N/A
<b>GARAGE</b>			
Slab			
Windows			
Gas			
Doors			
HwH			
Electric			
• 110 Outlets			
• 220 Outlet			
• Switches			
• Fixtures			
<b>EXTERIOR</b>			
Elevation Correct			
Paint			
Cornice			
Gutters			
Spl Blbs			
Shingles			
Vent Pipe			
Roof Jacks			
Brick			
Planting			
Grading			
Clean Outs			
Suk Ut Lns			
Chimney			
Extra Grading			
Water Meter			
Electric Meter			
Tele Cond			
O/S Door			
Electric			
Doorbell			
Porch Light			
Patio Light			
Other Light			
A/C Unit			
A/C Drain			
O/S Faucet			

Quality Assured By

Immediate Supervisor/Quality Control

Manager

Sales Consultant/Presenter

Date

Homebuyer

# WARRANTY ORIENTATION



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Date

---

Lot

Block

Subdivision

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Street Address

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Homebuyer's Name

*My Builder or Agent has conducted a pre-closing orientation walkthrough and has explained each of the items listed below. During the course of this review, I listed items as noted on the pre-closing checklist. With the exception of the items listed on the pre-closing checklist, I am satisfied with the materials and workmanship in my home, and I consider my home to be acceptably completed.*

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Signed

Landscaping: ***Has been reviewed with me, and is not a warrantable item.***

---

Signed

Driveway, walks, patio and other excluded items: ***Have been reviewed with me and are not warrantable items.***

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Signed

Grading and Swales: ***Have been reviewed with me, and I understand my responsibilities under the warranty.***

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Homebuyer(s)

Date

---

Address



# 30-DAY WARRANTY SERVICE REQUEST

**WARRANTABLE ITEMS YOU BELIEVE THE BUILDER IS RESPONSIBLE FOR AND ARE NOT HOMEOWNER MAINTENANCE ITEMS.**

\_\_\_\_\_  
Today's Date

\_\_\_\_\_  
Owner's Name

\_\_\_\_\_  
Address

\_\_\_\_\_  
Home Phone

\_\_\_\_\_  
Work Phone

\_\_\_\_\_  
Your Closing Date

Access to your home (Check one)

You will be home for scheduled appointment

We have a key for access

---

ITEMS NEEDING REPAIR	WARRANTY ITEM	NORMAL HOMEOWNER MAINTENANCE	TO BE INVESTIGATED
BE SPECIFIC	(BOX TO BE CHECKED BY INSPECTOR)		
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

\_\_\_\_\_  
Please sign when work is complete

\_\_\_\_\_  
Attention: **Warranty Service Department**

\_\_\_\_\_  
Builder Name

\_\_\_\_\_  
Address

\_\_\_\_\_  
Date

# 11-MONTH WARRANTY SERVICE REQUEST

**WARRANTABLE ITEMS YOU BELIEVE THE BUILDER IS RESPONSIBLE FOR AND ARE NOT HOMEOWNER MAINTENANCE ITEMS.**

\_\_\_\_\_  
Today's Date

\_\_\_\_\_  
Owner's Name

\_\_\_\_\_  
Address

\_\_\_\_\_  
Home Phone

\_\_\_\_\_  
Work Phone

\_\_\_\_\_  
Your Closing Date

Access to your home (Check one)

You will be home for scheduled appointment

We have a key for access

ITEMS NEEDING REPAIR	WARRANTY ITEM	NORMAL HOMEOWNER MAINTENANCE	TO BE INVESTIGATED
BE SPECIFIC	(BOX TO BE CHECKED BY INSPECTOR)		
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

\_\_\_\_\_  
Please sign when work is complete

\_\_\_\_\_  
Attention: **Warranty Service Department**

\_\_\_\_\_  
Builder Name

\_\_\_\_\_  
Address

\_\_\_\_\_  
Date



For more information about our  
New Home Warranty program,  
call 855.429.2109  
or visit [2-10.com](http://2-10.com)