



Maintenance Tips

Drywall Cracks

As your home dries and settles, minor drywall cracks will appear. Put a small amount of white, interior, paintable, latex caulking on your finger and fill in the crack. Wipe the excess off the wall lightly with a damp sponge. Let the caulking dry, and then paint the crack with your touch up paint kit. Be sure to look at your deco sheet for the proper color of paint.

Appliances

Your appliances are covered under a manufacturer's independent service plan for one year. Be sure to mail in the applicable warranty information to the manufacturer as soon as possible. Without that information, the manufacturer will be unable to assist you.

Dishwasher

The first time you run your dishwasher, stay and watch it through the entire cycle. If any leaks appear, shut it off and mop up any water immediately, then call our Customer Service Department at (425) 635-3932.

Windows

Use a mild detergent and water to clean vinyl window frames and occasionally vacuum the glide track. Windows with the mark "Tempered Glass" are very susceptible to scratches and gentle care is recommended. Most vinyl windows have tracks which collect dirt and debris resulting in blockage of the "weep holes". Weep holes are slots cut into the frame which drain water out/off the tracks. Toothpicks or pipe cleaners are typically used to clean these drains. For more details or service please contact your window manufacturing representative.

Plumbing

Do not use drop-in toilet cleaners. These products will damage your toilet. They adversely affect the plastic and rubber components. Only one use of these cleaners can lead to parts' failure. This kind of failure or damage is not covered under the 2-10 Home Buyers Warranty.

Low Flow Toilets

Since July 1st, 1993, the Washington Water Conservation Act has mandated that 1.6 gallon toilets be used in all new construction. These toilets conserve water when flushed, as only 1.6 gallons of water is used to remove the waste. The toilets that most of us grew up with were the 3 to 5 gallon toilets, which allowed more water volume when the toilets were flushed. Due to the low water volume, the low flow toilets can have clogging problems. The clogging does not indicate that the toilets are installed incorrectly or that they are inadequate. Therefore, a clogged toilet is not covered.*

Here are a few things you can do to prevent and/or take care of possible clogging.

- Do not use heavy toilet paper as it does not flush as easily as thinner paper.
- Hold the handle down to the count of three. This will allow approximately 1 extra gallon of water to assist in removing the waste.
- If the toilet does get clogged, use a plunger or toilet auger to aid in flushing the toilet.

*Note: Do not hesitate to contact Customer Service if you notice either of the following:

- There may be additional problems if drains as well as the toilet are backing up.
- If the toilet backs up immediately upon moving into your new home, it could be construction debris in the lines and may require an auger to clear the lines.

Always try to use a plunger first before calling for service. **Caution:** Excessive use of a plunger may cause the toilet's seal or wax-ring to loosen and therefore leak.

Tub/Tile Caulking

At least twice a year, visual inspections of the caulking joints around plumbing fixtures should be made. Inspect the following:

- Bath Tub/Shower - Caulk joints along the edge of the tub/shower units (floors and walls). This is a homeowner maintenance item and we will not repair damage to floors due to lack of maintenance.
- Tile Wall Recesses - Joints at vertical and horizontal wall transitions.
- Backsplashes - Joints between counter tops and wood/tile trim.
- Plumbing Fixtures - Sink and tub valves are sealed around the perimeter to prevent seepage under the finished surfaces.

Surface Care

Plastic Laminates

Basic Care:

Plastic laminates are easy....most cleaning can be done with warm soapy water and a sponge, or with a household ammoniated liquid detergent. Abrasive cleaners should not be used.

Do not set hot pans on plastic laminates. This may either scorch the laminate or create a bubble in its surface. Scorches are a permanent damage. Bubbles can be repaired by a qualified installer.

Stains:

Plastic laminates are susceptible to staining from a wide variety of foods. Although the stain may persist for several days, repeated cleaning with all-purpose cleaning agents will usually remove such stains.

Vinyl Floors

Furniture and appliances may cause indentations in your new floor unless proper rest, glides or casters are used. Metal caps and furniture rests with small, narrow load bearing surfaces should be replaced with wide protective load bearing devices.

When moving heavy furniture or appliances place plywood or hardboard panels on the new floor and walk the objects across the panels. Carpet samples or remnants can also be used. Never slide furniture or appliances on a vinyl floor. No vinyl will withstand this abuse and may tear or wrinkle.

Routine Maintenance:

Although vinyl flooring wearlayers are designed to withstand routine household wear, they will lose their brilliant shine if they are repeatedly subjected to sand and dirt- especially in heavily traveled areas. Frequent sweeping will prevent abrasive action and help prolong your floor's built-in-shine. Use the Manufacturers recommended floor cleaning products.

Sweeping:

Surface dirt can be easily removed with a broom, vacuum cleaner, or damp mop.

Washing:

Use a sponge mop and vinyl floor cleaner, following package directions. Do not flood the floor. Loosen ground-in dirt with a soft brush. Do not use scouring powder or other abrasive materials, which may harm the surface.

Waxing:

Vinyl floor surfaces need no waxing. If luster diminishes in heavy traffic areas, wash floor as recommended, and buff with a lamb's wool pad.

Accidental Spill and Stain Removal:

No floor is completely stain proof. Certain spills and smears can be especially harmful – solvent type shoe polish, hair waving and dying solutions, lipstick, wax crayons, furniture oils and polishes, animal excretions and others. Wipe up all spills quickly before they set.

Stain removal:

Household chlorine bleach will effectively remove some stains. For tough stains cover the area overnight with a clean white cloth soaked with bleach. Cover the cloth with plastic wrap and seal the edges with tape to prevent evaporation.

Rust and Grass – Use a 10% solution of oxalic acid (available at most drug stores) to reduce or remove stains. Handle acid with proper methods.

Cigarette burns – No resilient floor is cigarette proof. Careful use of fine steel wool or cleanser will usually remove the scorch.

Preventive Measures:

Asphalt and tar – Driveways are a special hazard to resilient floors of all types. Asphalt and tar deposits on shoes may discolor a vinyl floor, especially in hot weather. A non-staining mat placed near entrances will help remove deposits on shoes. Also, a coating of vinyl floor finish may help protect the flooring. If it becomes discolored, the finish can be removed and the flooring recoated.

Tears, cuts and indentations – Tears, cuts and indentations may result from high heels, rocks embedded in shoes, dropping sharp objects, unprotected chair or table legs, or children's toys. Deep burns and cuts should be repaired by a qualified flooring installer.

Mats – Some rubber-backed mats can cause the floor to discolor in time. We recommend the use of a mat or rug that does not have a rubber or latex backing.

Protecting Your Floor From Sunlight – To fully protect your floor, full length drapes are recommended at such large openings as sliding glass doors. Draw the drapes closed during peak sunlight hours.

Ceramic Tile

Basic Care:

Ceramic tile is one product in your home that requires very little care; it is one of the easiest surfaces to keep clean. Most dirt will not even adhere to tile. NOTE: Standing water can deteriorate tile and especially grout. We recommend that standing water always be removed.

Regular Cleaning:

Glazed Tile

Walls/Countertops

Wipe with a clean, damp cloth or sponge. For stubborn soil, use either a window cleaning agent or an all-purpose liquid cleaner.

Floors

Mop on a mild solution of soapless detergent in water. Rinse thoroughly.

Unglazed Tile

Walls/Countertops

Wipe with a clean, damp cloth or sponge. Use a diluted solution of soapless detergent for stubborn dirt.

Floors

Mop on a mild solution of soapless detergent in water. Rinse thoroughly.

Wet Areas:

Glazed Tile

Walls/Countertops

Use all-purpose cleaner on a soft cloth or sponge; wet down and allow to stand for 5 minutes; rinse well.

Floors

Use a soft cloth or sponge with an all-purpose cleaner or medium-strong solution of soapless detergent. Use bleach if danger of fungal growth (athlete's foot). Rinse well.

Unglazed Tile

Walls/Countertops

Use a sponge with a strong solution of all-purpose cleaner; wet down; allow to stand 5 minutes; rinse well.

Floors

Scrub with an all-purpose cleaner of medium solution of soapless detergent. Use bleach if danger of fungal growth (athlete's foot). Rinse well.

Silicone Caulk:

At areas where vinyl or ceramic tile adjoins the tub or shower receptor, silicone caulking, like all other caulking, used in your new home can become loose subject to shrinkage, setting or other movement. With respect to areas subjected to water the caulking must be regularly checked and re-applied as necessary. Failure to do this can cause extensive damage to wood subfloors.

Stain Removal:

Organic or inorganic dyes
Iodine
Mercurochrome

Water stains, soap buildup
Coffee, tea, food colors, fruit juices, lipstick

Use:

Chlorine bleach-the sooner the better
Ammonia
Hydrogen peroxide, chlorine bleach, or
chlorinated (bleaching) scouring powder
Ammonia, cleaner, and vinegar
Soapless detergent solution, or all-purpose
cleaning liquid; then chlorine bleach

Sealing:

The grout in your home is not sealed; grout sealants are available for Homeowner application which may help to preserve grout color additives and help to repel surface moisture.

Scratching:

Most tile used on countertops and vanities are glazed matte gloss and resist scratching. If you have a high gloss finish be aware that the surface is subject to scratching.

Grout:

Normal setting will cause some cracking of the grout, particularly in corners and edges. This condition should be taken care of promptly. A siliconized acrylic caulking can be purchased to repair initial cracks and to insure proper maintenance of the grout. Efflorescence (whitening of the grout) is caused by soluble salts in gray cement-based materials setting, or from grouting materials floating to the top. Clean with a grout and tile cleaner and rinse well for several days after cleaning.

Crazing:

Crazing is the effect of fine surface lines appearing on glazed tile. Crazing is caused by aging, heating, and cooling and is considered a natural process.

Shading:

Shading is characteristic to ceramic tile and may even occur within matched lots.

Carpet – Dreamweaver, by Engineered Floors, LLC

PureColor® Polyester

Lifetime Stain Resistance Limited Warranty
Lifetime Fade Resistance Limited Warranty
Lifetime Pet Stains Resistance Limited Warranty
15-Year Soil Resistance Limited Warranty
15-Year Abrasive Wear Resistance Limited Warranty
15-Year Texture Retention Limited Warranty
15-Year Manufacturing Defects Limited Warranty

Basic Care:

Here are some suggestions to make your carpet maintenance program easier.

To reduce soiling problems, we recommend absorbent area rugs at all walk-off areas (where traffic transfers from hardwood, vinyl, or tile flooring to carpeting). The walk-off rug must have a soft, non-abrasive backing, and may be placed either on the hard surface floor or on the carpet.

For longer carpet life, vacuum regularly with a Carpet and Rug Institute Seal of Approval vacuum cleaner.

Always attend to accidents and spills immediately by blotting the spill with a damp, white absorbent towel. The manufacturer recommends professional cleaning every 12-18 months using deep cleaning extraction by a Carpet and Rug Institute Seal of approval professional.

Carpet Care:

<http://www.engineeredfloorsllc.com/DreamWeaver/Warranty/DreamWeaver.pdf>

For more information on maintenance, care/cleaning and the limited warranty of your Dreamweaver carpet, please refer to the manufacturer's website listed above. There will also be instructions for specific stain removal as recommended by the Carpet and Rug Institute or visit **www.carpet-rug.org** for more information.

Hardwood Floors – Engineered Hardwood, by Kentwood

Basic Protection:

All floors need care to look their best. Sweep or vacuum your hardwood floor regularly to keep it free of dust, grit and other abrasive materials. Protect your new floors by using felt protector pads on the feet of all furniture and accessories.

Never allow: Furniture/chairs to be pulled across the floor.
High heels or shoes with rocks embedded
Children's toys on floors, if they could scratch
or dent the surface.

Hardwood Conditions:

The beauty of hardwood floors is that they are a natural product. As such, they are subject to various normal conditions which are not covered:

Condition

Swelling/Expansion

Cause

Seasonal changes in humidity allows wood to take on moisture and therefore swell. In some cases this may cause a washboard effect.

Shrinking/Contraction

Heat and dry weather draws the moisture from wood, causing it to shrink. This may cause cracks between the seams.

These conditions of hardwood floors may continue for the life of the floor as the wood slowly adjusts to its atmospheric environment.

Hardwood flooring will naturally undergo a change in color as it adjusts to ambient light conditions. The degree of color change varies by species. To ensure a uniform change, it is recommended that you do not place area rugs on the new floor for sixty days after installation. Thereafter, periodic re-arrangement of furniture and area rugs will help your flooring color evenly.

Care:

<https://kentwoodfloors.com/us/sites/default/files/literature/TKCGenWtty.pdf>

For more information on maintenance, care/cleaning and limited warranty of your engineered hardwood floors, please refer to the manufacturer's website listed above.

Never wet mop your hardwood floor when cleaning. For thorough cleaning, use THERAPY BY KENTWOOD spray cleanser and follow the product instructions. Never use any household cleaners, oils, soaps, waxes or any abrasive materials or scouring agents.

Quartz by Cambria

To properly care for your solid surface Quartz countertops, following is a two page “Approved Cleaners Statement” from the Cambria manufacturer.



C A M B R I A®

Approved Cleaners Statement

Thank you for your request for additional information regarding the care of your Cambria. Maintaining your Cambria is easy. Simply wash with a soft cotton cloth and warm water, use a mild soap if desired. If you have dried spills and desire to use a cleaner, Cambria recommends you use one of the following products:

Arm & Hammer Clean Shower
Clorox Anywhere (Hard Surfaces)
Clorox Disinfecting Kitchen Cleaner
Clorox Wipes Bleach Free Lemon Fresh
EcoPure EP64 Neutral pH Multi-Use Cleaner
EcoPure EP67 Heavy Duty Industrial
Formula 409 Orange Power Daily Kitchen Cleaner
Goo Gone
Lysol Disinfecting Wipes
Lysol Antibacterial Kitchen Cleaner with Citrus Scent
Lysol Island Breeze Disinfectant
Lysol Food Surface Sanitizer

Lysol IC
Lysol Sanitizing Wipes
Method – Go Naked Wipes
Simple Green D Pro 3 Cleaner
Simple Green Extreme Clean
Simple Green Lemon Fresh
Windex
Windex Multi-Surface Cleaner with Vinegar
Windex Lime Action Multi Surface
Denatured/Isopropyl (rubbing) alcohol
Saniten N-313

Please avoid selecting a variation of the product listed above, as most brands have multiple variations of product types; some variations may include chemicals or additives that could damage your Cambria. See page 2 for a list of additional cleaners and soaps that are available for use with your Cambria Product.

Additional information:

Desert collection designs may require more frequent attention from finger prints or other spills; Simple Green D Pro 3 and/or denatured/isopropyl (rubbing) alcohol work very well in this situation.

DO NOT use abrasive or strong alkaline or acid (high or low pH) cleaners. DO NOT use or expose Cambria to bleach, oven cleaners, Comet®, Soft Scrub®, SOS®, products with pumice, batteries, paint removers, furniture strippers, tarnish or silver cleaners. DO NOT use abrasive or harsh scrub pads. DO NOT apply any sealers, penetrants or topical treatments to Cambria under any circumstances. Such products will wear off and cause the gloss to appear dull or inconsistent. Contact Cambria for further information by calling 1-866-Cambria or visiting our website at CambriaUSA.com.

We appreciate you being a Cambria customer and look forward to helping you in the future. If you have any additional questions, please visit CambriaUSA.com, or call toll free to speak to one of our Cambria Customer Care representatives at 1-866-CAMBRIA (226-2742).



C A M B R I A[®]

Approved Cleaners Statement

If you desire to use a different cleaner than listed above, Cambria recommends you use one of the following products:

CitraSolv Natural Cleaner & Degreaser	Mrs. Meyer's Clean Day Countertop Spray
De Vere C-Clear Glass Cleaner	Pledge Multi Surface Cleaner
Easy Off BAM Power Cleaner De-Greaser	Quartz Brite Daily Cleaner
Ecover All Purpose Cleaner	Scrubbing Bubbles Antibacterial Bathroom Wipes
Fabuloso Multi Purpose Cleaner	Seaside Naturals – All Purpose Cleaner
Glance Glass Cleaner	Seaside Naturals – Glass Cleaner
Goof Off	Shaklee Get Clean Basic H2 Cleaning Concentrate
Hertel Biodegradable Cream	Shaklee Get Clean Basic H2 Wipes
Homelife ultra concentrated mountain stream plus bleach alternative	Shaklee Get Clean Germ Off Disinfection Wipes
Joy Ultra Concentrate Antibacterial	Super Sani Cloth Germicidal Disposable Wipe
J.R. Watkins All Purpose Cleaner	Tough Guy Germicidal Cleaner
J.R. Watkins All Purpose Wipes	Wine Away Red Wine Stain Remover
Method – Peppermint Vanilla Countertop cleaner	Wine B' Gone Wine Stain Remover
Miracle Counter Kleen	
Mr. Clean Extra Power Soap Scum Blaster Bathroom Cleaner	
Mr. Clean Power Multi-Surfaces Wipes Disinfection Lemon Scent	

For hand or dish soap cleaners, Cambria recommends you use one of the following products:

Ajax Dish Liquid Triple Action Orange	Mrs. Meyer's Clean Day Dish Soap
Dawn Direct Foam Dishwashing Foam	Mrs. Meyer's Clean Day Hand Soap
Dawn Ultra Antibacterial Dishwashing Liquid	Palmolive Ultra Concentrate
Dawn Ultra Concentrated Dishwashing Liquid	Palmolive Ultra Antibacterial Dish Liquid
Dial Complete Antibacterial Foaming Hand Wash	Seventh Generation Lavender Floral and Mint Natural Dish Liquid
Ecover Dishwashing Liquid	Shaklee Get Clean Dish Wash
Gojo Lotion Cream Soap	Simplicity Hypoallergenic Non-toxic Liquid Dish Soap
J.R. Watkins Dish Soap	
J.R. Watkins Hand Soap	
Life Brand Mandarin Pomelo Antibacterial Hand Soap	

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