

Pioneer Homes

Consistent Quality ... Always

LIMITED WARRANTY & MANUAL

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INTRODUCTION

Congratulations on the purchase of your new home. We are proud of our workmanship and wish you many years of enjoyment. This is probably one of the largest, most important investments you'll make and we want to make the transition into your home as smooth as possible.

In order to assist you, we have prepared this manual full of useful information about your new home. It includes many important items you should know regarding homeownership and valuable suggestions for home care and maintenance. As a new homeowner, maintenance is required to ensure the longevity of your house. Treat it as an investment.

This manual also covers the scope and coverage of our Limited Warranty. Our warranty policies and procedures are clearly outlined for your reference. The material in this document is designed to answer many of the questions you may have regarding what Pioneer Homes will fix or repair if a problem arises. The Limited Warranty relates only to covered defects and is not an insurance policy or maintenance agreement. It also does not cover any person or entity other than the original purchaser of the home and is not transferrable.

Please read this manual in its entirety. Your new home orientation and final walkthrough will be your opportunity to inspect and sign off on all cosmetic items.

For continued satisfaction, our Warranty Department is available to assist with issues or concerns regarding your new home for one year following your closing date.

Please note: Pioneer Homes reserves the right to terminate this warranty for failure to follow our warranty claims procedures or for any abusive behavior towards our staff or trade contractors.

THIS MANUAL CONTAINS:

1. Orientation & Final Walkthrough Instructions
2. Warranty Claims Procedure
3. One-Year Limited Warranty
4. Warranty Overview outlining specific items not covered under warranty
5. Warranty Coverage including homeowner maintenance responsibilities
6. Resources including frequently asked questions, homeowner maintenance checklists, and a notes page for your orientation and final walkthrough

It is your responsibility to read and understand this Limited Warranty and Manual. We understand buying a new home is a busy time, so keep this document for future reference.

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ORIENTATION & FINAL WALKTHROUGH

Orientation is the day you are formally introduced to your new home. A Pioneer Homes representative will explain all features and benefits of the home, allowing you to thoroughly inspect each item prior to closing.

Plan on one to two hours to complete your orientation. If you are represented by a real estate agent, you may include them in this process if you wish. During this time, you'll be familiarized with the location, purpose, operation, and maintenance of installed equipment. Warranty information for your appliances and other household items will be discussed during this time as well.

Please read this manual prior to orientation and final walkthrough so you have a better idea of what to expect and what items will require your attention. In particular, you should inspect the cabinets, countertops, windows, appliances, and flooring for cosmetic defects.

Visible cosmetic defects such as scratches, cracks, or chips not listed during orientation and final walkthrough will not be covered by this warranty.

Lighting Fixtures

Light bulbs are not warranted after closing. We will repair or replace defective bulbs only if noted prior to closing.

Plumbing Fixture & Countertops

Carefully inspect all plumbing fixtures and countertops. Damaged or chipped fixtures and countertops will only be repaired or replaced if noted prior to closing.

Glass Doors, Windows, Mirrors & Screens

Your windows and screens have been inspected and tested by a technician at the close of the construction process. Glass, windows, screens, and mirrors are not covered for breakage or damage after closing. Carefully inspect and test each item for defects. Damaged items will be repaired or replaced if noted.

Flooring

Check all flooring for dings, dents, stains, or scratches during orientation. These items will only be repaired if noted before closing.

Other Items

Inspect all siding, walls, gutters, downspouts, driveways, and patios for damage. Damage to these items will be repaired if addressed prior to closing. Please note that cracks in concrete are expected and considered normal. Normal cracks are not considered defective and will not be repaired.

For your convenience, we have included a page at the end of this manual to document your findings.

WARRANTY CLAIMS PROCEDURES

Customer satisfaction is important to Pioneer Homes. We take pride in our product and want to be sure your new home is a source of enjoyment to you for many years to come. To ensure prompt and efficient customer service from Pioneer Homes, please read and become familiar with the following procedures.

We ask that Buyers submit a Warranty Service Request at 30-day, 6-month, and/or 11-month intervals if there are any non-emergency items to address during those time periods. You are not required to submit a Warranty Service Request at each time period, but may elect to save all items for one period.

Please note: Pioneer Homes reserves the right to terminate this warranty for failure to follow our warranty claims procedures or for any abusive behavior towards our staff or trade contractors.

Refer to the Warranty Overview and Warranty Coverage for details on all systems and items in your home.

FOR NON-EMERGENCY REPAIRS:

1. All requests for repairs **must be made in writing**. Verbally advising any of our staff or trade contractors will not protect your rights, nor will it guarantee the item in question will be inspected and/or repaired.
 - a. Email: Warranty@PioneerHomes4u.com
 - b. Mail: 719 1st Street S, Nampa ID 83651
 - c. Fax: 208-468-9369
2. Include a photo of the item(s) needing to be addressed, if possible.
3. Pioneer Homes will investigate all requests within a reasonable period of time. If the problem is covered under the Limited Warranty, we will forward the request to the appropriate trade contractor for action.
4. It is the responsibility of each trade contractor to make arrangements with the Buyer to correct the issue. If the trade contractor does not contact you within a reasonable period of time, please contact us.
5. If the defect is covered under this Limited Warranty, we will repair or replace the item at no charge to Buyer. All work will be done by Pioneer Home or by trade contractors or suppliers chosen by Pioneer Homes. The choice between repair and replacement belongs to Pioneer Homes.

FOR EMERGENCY REPAIRS:

Emergency repairs are reserved for those issues where imminent danger or damage can occur. If this is the case, contact the appropriate emergency number on your trade contractor list and then contact Pioneer Homes in writing to report the issue. **In the case of fire, safety, or medical emergencies, please call 911.**

Examples of Emergencies:

- Total stoppage of the plumbing system. Please note that toilet overflows or stoppages caused by Buyer use or foreign objects are not warranted by Pioneer Homes. Please call the emergency number for the plumbing company listed on your trade contractor list and notify Pioneer Homes in writing the next business day.
- Severe water leaks requiring all water service to be shut off to avoid serious damage to the home. Take immediate steps to turn off the water main until you can contact a representative. In the case of a sink or toilet leak, the water supply line to the affected fixture can be turned off instead. Water control valves for sinks are located under the cabinet towards the rear and toilet supply lines are located behind the toilet near the floor. Main water shut off is typically located in a crawl space or in a closet location. Please call the emergency number for the plumbing company listed on your trade contractor list and notify Pioneer Homes in writing the next business day.
- Total loss of hot water. Check the breaker to the water heater and the pilot light (if applicable). Please call the emergency number for the plumbing company listed on your trade contractor list and notify Pioneer Homes in writing the next business day.
- Total electrical failure, if restricted to just your home. Check the main breaker to your home, located in the garage on an exterior wall. In the event of a widespread electrical outage in the subdivision, contact your local electric company.
- Total loss of heat during cold weather. Please call the emergency number for the heating and cooling company listed on your trade contractor list and notify Pioneer Homes in writing the next business day.
- Total loss of air conditioning during extreme heat conditions (99 degrees or more). Please call the emergency number for the heating and cooling company listed on your trade contractor list and notify Pioneer Homes in writing the next business day.

ONE-YEAR LIMITED WARRANTY

Pioneer Homes warranties all of their homes for a period of one year from the date of closing. This includes structural, electrical, heating, air conditioning, and plumbing systems, along with defects in workmanship. Please remember your Limited Warranty does not cover maintenance or cosmetic items and it is your responsibility for the upkeep of your home. Pioneer Homes follows warranty standards as established by the industry and National Association of Home Builders and cannot be held liable for any acts of God. Any damage caused after closing or occupancy will not be warrantable by Pioneer Homes.

Pioneer Homes cannot be held liable for loss of warranty coverage by a manufacturer going out of business. If defective products are covered by warranty after the one-year period, Buyer may be responsible for the cost of labor to repair items.

1. Coverage (Excluding Consumer Products)

- a. Pioneer Homes provides a one-year Limited Warranty to the original owner (Buyer) of the property (Home) beginning on the closing date and may not be assigned to any subsequent owner of the Home.
- b. Closing date is defined as the date the sale of the Home after funding is received by Pioneer Homes from Buyer or Buyer's lender and the Deed of Trust or similar document is filed and recorded with the appropriate government entity.
- c. Expiration of Limited Warranty is defined as the period of one (1) year following the closing on the Home, beginning on the date of closing or Buyer occupancy, whichever is sooner.
- d. All materials used during the construction of the Home are new unless specified otherwise.
- e. Materials and products provided by suppliers are warranted by Pioneer Homes only to the extent that manufacturers of those materials and products provide a warranty. In the event Buyer encounters a defect in a manufactured material or product, Pioneer Homes shall assist Buyer in securing a repair or replacement pursuant to the manufacturer's warranty.

2. Coverage on Consumer Products Only

- a. Consumer products mean all appliances, equipment, or other tangible personal property normally used for personal, family, or household purposes.
- b. Consumer products are warranted by Pioneer Homes only to the extent that the suppliers or manufacturers of those products provide a warranty. In the event Buyer encounters a defect in a consumer product, Pioneer Homes shall assist Buyer in securing a repair or replacement pursuant to the manufacturer's warranty.
- c. Pioneer Homes hereby assigns all rights under manufacturer's warranties for consumer products to Buyer upon closing of Home.
- d. Defects in items covered by manufacturer's warranties are excluded from coverage in this Limited Warranty and Buyer should follow procedures outlined in specific manufacturer's warranties if defects appear.

3. Pioneer Homes Obligations

- a. Pioneer Homes agrees to correct all work performed which proves to be defective in material and/or workmanship within a period of one year from the date of closing.

- b. Once notified a covered deficiency exists, Pioneer Homes agrees to correct deficiencies within a reasonable period of time, subject to schedules and workload of trade contractors.
- c. Warranty work performed by Pioneer Homes or their assign does not extend the Limited Warranty.
- d. The Limited Warranty is void if a person or entity other than Pioneer Homes or their trade contractors performs any work within the scope of this Limited Warranty.
- e. Pioneer Homes will provide all available written and/or electronic warranties and equipment manuals to Buyer.
- f. Pioneer Homes is not obligated to make repairs to items falling under Buyer maintenance and responsibilities.
- g. No employee, trade contractor, or agent of Pioneer Homes has the authority to verbally change or alter the terms of this Limited Warranty.

4. Buyer Obligations

- a. Buyer is responsible for reviewing and understanding this Limited Warranty.
- b. Buyer must provide normal and regular maintenance to the Home in accordance with this Limited Warranty along with the warranties of consumer products.
- c. Buyer must notify Pioneer Homes in writing of the existence of any defect or deficiency prior to the expiration of the warranty period. Buyer further agrees no legal action may be brought against Pioneer Homes or their assigns for failure to remedy or repair any defect about which Pioneer Homes has not received timely notice in writing. Any unresolved, unasserted, or undiscovered claims or cause of action are waived if not reported prior to the expiration of the Limited Warranty.
- d. Buyer must provide reasonable access during normal business hours to Pioneer Homes or their trade contractors to inspect the reported defect and, if necessary, take corrective action.
- e. In the event Pioneer Homes repairs, replaces, or pays for any defect covered by this Limited Warranty for which the Buyer is covered by insurance or manufacturer warranty, the Buyer must assign the proceeds of such insurance or warranty to Pioneer Homes for the cost of such repair or replacement.

5. Exclusions to Limited Warranty

- a. Defects in any item or workmanship not provided by Pioneer Homes or their trade contractors. This includes:
 - i. Any defects in work done or items installed by Buyer or trade contractors and suppliers hired by Buyer.
 - ii. Any defects in pre-approved work performed by the Buyer or trade contractor hired by Buyer on a home being built for them by Pioneer Homes (also known as "sweat equity").
- b. Any defect caused or worsened by negligence, improper maintenance, lack of maintenance, improper use or action, willful or malicious acts by any party other than Pioneer Homes, its assigns, employees, or trade contractors.
- c. Normal wear and tear of the Home or consumer products.
- d. Loss or damage caused by acts of God, including but not limited to fire, explosion, smoke, water escape, changes in the level of underground water tables, glass breakage, windstorm, hail, lightning, falling trees or limbs, aircraft, vehicles, flood, volcanos, and earthquakes.

- e. Loss or damage caused by or resulting from soil movement for which compensation is provided by legislation or covered by insurance.
- f. Loss or damage caused by termites, other insects, birds, vermin, rodents, or other wild or domestic animals.
- g. Damage caused by mold or other agents that may be associated with defects to include, but not limited to, property damage, personal injury, loss of income, emotional distress, death, loss of use, loss of value, and adverse health effects.
- h. Any defect or damage caused by changes to grading or drainage patterns or by excessive watering of landscaping on Buyer's property or from adjacent properties.
- i. Any defect or conditions which do not cause actual loss or damage including, but not limited to, uninhabitability or health risks associated with electromagnetic fields, radon gas, formaldehyde, organic growth, or other pollutants or contaminants or the presence of hazardous or toxic materials.
- j. Any damage to the extent it is caused or made worse by anyone for failure to comply with the requirements of this Limited Warranty other than Pioneer Homes, its assigns, employees, or trade contractors.
- k. Any defect or damage covered by a manufacturer's warranty as defined in Section 2 of this Limited Warranty.
- l. Loss of warranty coverage through the manufacturer if manufacturer goes out of business.
- m. Any defect that is the result of common characteristics of the materials. These defects include, but are not limited to, warping of wood, fading of paint, cracking concrete, stucco, or other masonry, and drying or cracking of caulking and weather stripping.
- n. Any damage resulting from condensation, expansion, or contraction of materials.

WARRANTY OVERVIEW

The following is a specific list of items NOT WARRANTED by Pioneer Homes. The coverage on these specific items are often misunderstood and will NOT be covered under this Limited Warranty. Refer to Warranty Coverage for additional information and a comprehensive listing other covered and non-covered items and systems of your home.

Buyer Initials	SPECIFIC ITEMS
___ / ___	<p>Ground Settling & Concrete Products:</p> <ul style="list-style-type: none"> Your home will settle during the first year and you may notice some settlement cracks. Cracks normally appear in the floor, drywall, and any concrete area such as driveway, garage, foundation, walkways, stoops, and patios and will not impair the use of your home. Cracks less than ¼ inch in width for foundation, 3/16-inch for interior concrete, ¼-inch for crawl space walls, and 1/8-inch for stucco are not considered excessive. These cracks are not covered under your warranty and are considered to be maintenance items. Please refer to the packet of information regarding concrete care and maintenance. Stains caused by water, animals, salt, chemicals, oil, mechanical implements, or others are not covered under warranty. NOTE: Do NOT use de-icing salt and chemicals on your concrete. Any damage caused by these chemicals is not covered under warranty.
___ / ___	<p>Caulking:</p> <ul style="list-style-type: none"> All caulking, both interior and exterior, has been completed by Pioneer Homes. After closing, caulking is considered a maintenance item and any damage from water, moisture seepage, or other similar issues caused by lack of maintenance are the responsibility of the Buyer. NOTE: High temperatures may cause glazing and caulking to harden or fail prematurely. This is not a defect.
___ / ___	<p>Paint:</p> <ul style="list-style-type: none"> Paint used during construction of your home has been left for you to do touch ups, if needed. Any touch ups not noted during final walkthrough are your responsibility. This includes move-in nicks, scratches, and other imperfections.
___ / ___	<p>Countertops:</p> <ul style="list-style-type: none"> Marble, granite, quartz, solid surface, and laminate tops may show some markings from the manufacturing process and is not considered defective. Countertops can also sustain damage from sharp objects, heat, or abrasives. Any damage not noted at walkthrough will not be covered. Claims of defects related to color or pattern are not covered.

<p>— / —</p>	<p>Wood Products:</p> <ul style="list-style-type: none"> • Your cabinets in the kitchen, bathrooms, and laundry room are made of wood and are either stained or painted. Cosmetic damages can occur and are not covered. • Standing water or repeated exposure to water will damage or warp the wood and is not covered. • A difference in stain color due to naturally occurring variances in wood is not covered. • Any damage to hardwood floors not noted during final walkthrough will not be covered by Pioneer Homes. Color and texture variances of hardwood are not warrantable. • NOTE: Any water damage caused by Buyer use is not covered.
<p>— / —</p>	<p>Sheetrock:</p> <ul style="list-style-type: none"> • Cosmetic cracking of drywall around window and door openings, drywall seams, metal corner bead edges, and exposed nails is expected to occur in every new home to some extent. Cosmetic flaws of this nature are not a sign of structural problems or defective workmanship. • Pioneer Homes does not cover drywall cracking or exposed nails which occur as a result of natural settlement of the home.
<p>— / —</p>	<p>Landscape & Drainage:</p> <ul style="list-style-type: none"> • Once installed, your sod, trees, and shrubs need care and attention to flourish. All shrubs, plants, trees, and sod shall be alive at the time of closing. Pioneer Homes does not cover any landscape items that die after closing. • It is important to maintain the established drainage of your home properly. Be aware that unplanted yards can wash out with one rainfall. Occasionally, your yard may experience small washouts or small sinkholes. These are all Buyer maintenance items and are not warrantable. • Pioneer Homes is not responsible for any movement in the land due to erosion or weather and survival of existing landscaping cannot be guaranteed. • NOTE: Proper lawn and landscape care are the Buyer's responsibility after closing.
<p>— / —</p>	<p>Windows:</p> <ul style="list-style-type: none"> • Condensation may form on your windows when the outside temperature is colder than the inside. This is not indicative of a faulty window. • Cracked or malfunctioning windows or screens not noted on the final walkthrough are not covered unless due to faulty installation.
<p>— / —</p>	<p>Stone/Brick:</p> <ul style="list-style-type: none"> • It is normal for stone or brick to show mortar stains, have color variations between the product display and the installed product, and have cracks or chips. These are not considered a defect in the product. Repeated cleaning may actually damage the finish, so be gentle if cleaning is needed. • Cracks visible within 20 feet or smaller than ¼-inch are not considered

	excessive.
— / —	<p>Floors:</p> <ul style="list-style-type: none"> • It is characteristic of both single and multi-level homes to hear some noise while walking and should be expected. Totally squeak-proof floors cannot be guaranteed because it is practically impossible to eliminate all squeaks during all seasons. • Flooring can be damaged easily by sharp or heavy items. Pressure caused by chairs, tables, high heel shoes, and especially appliance installation such as refrigerators, washers and dryers can tear, scratch, cut, or indent your flooring surfaces. Damage caused to flooring after closing and/or occupancy is not covered under warranty. • Do not use more water than necessary to make your mop slightly damp when cleaning any flooring. Do not use steam mops. Heat and moisture can damage your flooring and subflooring. • NOTE: Take care not to drop or drag sharp and heavy objects across the floors.
— / —	<p>Water Damage:</p> <ul style="list-style-type: none"> • It is your responsibility to maintain the integrity of your home, including preventing damage caused by water. This includes overspray from sinks, showers or bathtubs, standing water, splashing, damage to caulking or seams, frozen pipes, improper cleaning methods, or other abuse. • For homes with frameless glass shower doors, these are not water tight and water may splash outside of the shower area. Wipe any excess water immediately to avoid damage. • NOTE: These items are not covered under warranty.
— / —	<p>Plumbing & Septic Systems (if applicable):</p> <ul style="list-style-type: none"> • Clogged toilets, sinks, or other plumbing systems caused by regular use or abuse are not covered under warranty. • Septic systems must be maintained according to manufacturer's recommendations and the U.S. Environmental Protection Agency. • NOTE: Defects caused by no or lack of maintenance are not covered under warranty.
— / —	<p>Cosmetic Items: Any cosmetic items not noted on the final walkthrough or discovered after closing are not covered under warranty. This includes:</p> <ul style="list-style-type: none"> • Damaged flooring • Mirrors and glass • Windows and screens • Chipped or scratched countertops • Chipped or scratched tubs, tile, or shower inserts • Chipped or cracked concrete • Lighting and covers • Walls, paint, or drywall • Switch and electrical covers

___ / ___	<p>Mechanical Issues:</p> <ul style="list-style-type: none"> Any mechanical issues of the home's systems determined to be due to neglect or abuse will be the responsibility of the Buyer.
___ / ___	<p>Neglect and Abuse:</p> <ul style="list-style-type: none"> Any damage found to be caused by neglect and abuse will not be covered. This includes, but not limited to, frozen water lines from not closing foundation vents and/or not detaching hoses from hose bib.
___ / ___	<p>Force Majeure:</p> <ul style="list-style-type: none"> Damage caused by acts of God, fire, flood, storms, nature, frost heaves, ice dams, malicious injury, or reasons of like nature not the fault of Pioneer Homes are not covered under warranty. Pioneer Homes advises all Buyers to discuss homeowner coverage with their insurance representative.

PLEASE NOTE:

- If Pioneer Homes sends a contractor to your home and the issue is found to be a result of Buyer negligence or abuse, it will be the Buyer's responsibility to pay for the service call and any work subsequently completed by the contractor.
- Pioneer Homes is not a maintenance company. It is the Buyer's responsibility to maintain the home. Please see the Homeowner Responsibility sections within the Warranty Coverage. Examples of homeowner maintenance and cosmetic items include but are not limited to:

Plumbing

Clogged toilets
Clogged garbage disposal
Clogged tub/shower/sink drains
Blown elements in hot water heater

HVAC

Damaged vents
Damaged ductwork
Dirty filters
Damaged/modified dryer vents
Damaged exterior vents/dampers
Clogged condensate lines
Blocked vents/dampers

Roof

Damaged shingles
Damaged gutters
Clogged/dirty gutters
Gutters needing to be caulked or sealed

Miscellaneous Items

Window swelling/missing screws
Interior doors/exterior door swelling
Landscaping and sod
Cabinets and countertops
Damage to any flooring
Hardware damage or missing screws
Light bulb replacement
Smoke detector battery replacement

Please note: Pioneer Homes reserves the right to terminate this warranty for failure to follow our warranty claims procedures or for any abusive behavior towards our staff or trade contractors.

Buyer acknowledges receipt of Pioneer Homes One-Year Limited Warranty and Manual and has reviewed and initialed off on the NOT WARRANTABLE items listed above.

Buyer _____ Date _____

Buyer _____ Date _____

Pioneer Homes _____ Date _____

WARRANTY COVERAGE

SITE WORK

WARRANTY:

Pioneer Homes has established the necessary grades and swales as required by applicable local building codes. Partial or full landscaping comes with each home and is in accordance with applicable local building codes and neighborhood CC&Rs. Landscaping is “as is” and is not covered under warranty. This includes lawn, seed, shrubs, trees, and planter areas.

- Standing water or ponds of water shall not remain for extended periods in the immediate area of the house after a rain. No grading determination shall be made while frost or snow is on the ground or while the ground is saturated.
- Pioneer Homes is not responsible for soil erosion due to acts of God, nature, or other conditions beyond our control. Pioneer Homes provides a starter yard. It is the Buyer’s responsibility to water, cultivate, fertilize, and maintain the yard, shrubs, and trees.
- Pioneer Homes warrants a minimum slope away from the home and will grade the lot to allow water to drain as far away from the home as possible, typically to the property line or street, within the limits of practicality.
- For lots with no rear landscaping, fine grading is completed prior to closing and ready for planning by the Buyer. Upon closing, all soil conditions are final. Weather and weeds will quickly deteriorate the fine grading and will not be covered under warranty. Pioneer Homes accepts no responsibility for damage due to Buyer changes to approved grading and drainage after closing.

Landscaping

- Landscape maintenance is a Buyer responsibility which includes watering, adjusting sprinklers for adequate coverage, sprinkler maintenance, weed management, insect/pest control, and mowing/pruning on a regular basis. Pioneer Homes does not accept responsibility for the care, maintenance, or condition of the landscaping after closing.
- Changes to the landscaping causing water to pool or collect around the foundation or retaining walls may void the warranty for any structural damage due to erosion or expansion. This includes placing planter boxes or planting shrubbery too close to the home, sloping the ground surface towards the home, failing to adjust sprinklers so they do not hit the house, or overwatering the yard.
- If applicable, do not block swales (shallow ditches around the home to move water away from the house) or allow them to become clogged with debris.
- The automatic sprinkler system has been designed for maximum coverage of the landscaping plan at the time of closing. The lot has also been carefully graded for appropriate drainage. Pioneer Homes warrants faulty equipment and installation only. Maintenance of the system is Buyer responsibility and includes blowouts, adjustments, clogged heads, and proper clock/timer settings. Pioneer Homes will come out ONE time to adjust new sprinkler systems, if needed.
- Overwatering may cause issues and damage not covered by Pioneer Homes.

- If applicable, fencing is installed for your convenience. Pioneer Homes covers defective materials and workmanship only. Any damage not noted prior to closing will not be covered. Any defect appearing to be caused by abuse will not be covered.

HOMEOWNER RESPONSIBILITY:

- Your landscape design was preapproved by your local homeowner's association (if applicable). Be sure to check the CC&Rs before making any modifications to your landscaping. Approval by the homeowner's association may be needed.
- Landscaping is "as is" and is not covered under warranty, therefore, it is your responsibility to maintain your yard. This includes the lawn, shrubs, trees, planter areas, and sprinkler system.
- Do not overwater your yard. Check with your landscaping professional or county master gardener program if you are unsure about watering times and frequency.
- Changes to the landscaping causing water to pool or collect around the foundation or retaining walls may void the warranty for any structural damage due to erosion or expansion. This includes placing planter boxes or planting shrubbery too close to the home, sloping the ground surface towards the home, failing to adjust sprinklers so they do not hit the house, or overwatering the yard.
- If applicable, do not block swales (shallow ditches around the home to move water away from the house) or allow them to become clogged with debris.

FOUNDATION, DRIVEWAY & SIDEWALKS

WARRANTY:

All concrete is subject to cracking. Due to varying soil conditions, weather, and the nature of cement products, a certain amount of cracking is unavoidable. While cracks may not be appealing to look at, they do not reduce the serviceability or structural strength. If during your warranty period you feel the foundation is exhibiting unusual or extensive cracking, please submit a Warranty Service Request. Arrangements will be made to inspect the foundation and Buyer will be advised of the findings and any recommendations.

Footing & Foundation

- Cracks less than ¼-inch in width along the concrete footing or foundation wall is considered normal and not warrantable. Cracks greater than ¼-inch in width is considered excessive and will be reviewed and sealed.

Interior Concrete Slab (if applicable)

- Concrete slabs within the home are designed to move at the control joints.
- Except where the floor is designed for drainage purposes, concrete floors in living areas with pits, depressions, or areas of unevenness with less than 3/8-inch within 32 inches is considered normal and not warrantable.
- Cracks with less than 3/16-inch width or vertical displacement are considered normal and not warrantable.

Basement & Crawl Space

- New construction walls and floors may become damp as concrete, mortar, and other materials dry. Dampness and condensation alone are not considered deficiencies. Leaks resulting in an actual trickling of water shall be repaired within the warranty period. Leaks caused by excessive watering or landscaping improperly installed by the Buyer are not warrantable.

Concrete and Flatwork, Driveways, Asphalt, & Sidewalks

- Concrete is a rigid product that will crack. To allow for expansion and contraction of concrete, relief cuts and expansion joints are included. Though Pioneer Homes warrants the structural integrity of concrete, cracking is not covered. If major cracking occurs (cracks greater than ¼-inch in width) during the warranty period due to material or installation failure, Pioneer Homes will replace or repair the deteriorated section only. Repairs may not match the existing concrete in color or texture.
- Sidewalks and other flatwork may settle. Sections of flatwork differing in height by more than ½-inch will be replaced. Sections of stoops or steps separating by more than one-inch will be replaced. Repairs may not match the existing concrete color or texture.
- If applicable, asphalt used for driveways is covered for major cracks due to material or installation failure. Asphalt gets very soft during hot weather and is subject to damage from vehicles and sharp objects. Petroleum based products such as gasoline, paint thinner, turpentine, etc., will deteriorate the asphalt. Damage caused under these conditions is not covered.
- Frost heaves, weather damage, or acts of God are not covered under this warranty.
- Use of salts or other de-icers may damage concrete. Pioneer Homes will not repair concrete damaged by de-icing or other chemicals.

HOMEOWNER RESPONSIBILITY:

Concrete & Asphalt

- Due to varying soil conditions, weather conditions, and the simple nature of any cement based product, a certain amount of cracking is unavoidable. While cracks may not be pretty, they do not necessarily reduce the serviceability or structural strength of the concrete. You may fill and seal these cracks to preserve the integrity of the concrete and prevent water or other agents from causing further deterioration.
- Use of salts or other de-icers may damage your concrete and asphalt. Damage caused by de-icing materials is not covered under warranty.
- Avoid spilling petroleum based products such as gasoline, paint thinner, turpentine, etc., as they will deteriorate the asphalt. Damage caused under these conditions is not covered.
- To avoid deterioration, applying a breathable sealer such as Dayton Weather Worker is recommended. See the concrete information packet for further information.

Foundation Vents

- Prevent freezing pipes in winter by closing foundation vents (for homes with crawl spaces) when temperatures dip to 20 degrees or colder.
- Reopen foundation vents once temperatures rise above 20 degrees for proper ventilation.

WALLS, WINDOWS & DOORS

WARRANTY:

All materials used in construction meet current building standards, as well as city and county regulatory agencies. All beams are sized to meet loading conditions and Pioneer Homes warrants against any structural defects or problems that are the result of poor structural integrity for up to one year, including adjustments to doors and windows. This does not include warped wood unless it creates a structural deficiency and will be determined on a case-by-case basis.

Walls

- All interior and exterior walls have slight variances in their finished surface. The interior face of wood-framed walls more than 3/8-inch out of plumb for any 32-inches of vertical measurement shall be repaired. Walls bowing more than 1/2-inch out of line with any 32-inch horizontal measurement or 8-foot vertical measurement shall be repaired.
- Drywall installed on lumber surfaces is subject to shrinkage. As a result, cracking from the home settling is common. Textured walls and ceilings are frequently uneven due to the nature of the application. Cracks greater than 1/16-inch are considered excessive. Pioneer Homes will repair drywall cracks ONE time only during the one-year warranty period unless they are caused by Buyer abuse or neglect. Color and texture matching cannot be guaranteed.
- Even when properly installed, caulking eventually will shrink and crack. Maintenance of caulking is the Buyer's responsibility. Improper or missing caulking shall be repaired by Pioneer Homes within the warranty period.
- Interior paint is not covered under warranty unless defects are noted before closing. Exceptions include painting that needs to be done as a result of repair work covered by Pioneer Homes. Please note that a perfect match between the original and new paint cannot be expected and Pioneer Homes is not required to paint the entire wall or room. Damage caused during or after move-in is the responsibility of the Buyer.

Windows & Screens

- Window manufacturers cover any defect in operation and design. Window technicians test and adjust each window prior to completion of the home. Pioneer Homes shall repair any deficiencies caused by improper installation, correct any issues with windows difficult to open or close, and repair any damaged windows or screens prior to closing. Any damage not reported to Pioneer Homes prior to closing is not warrantable. Product malfunction during the warranty period is covered.

Doors & Hardware

- Exterior doors will warp to some degree due to the differences in temperature and humidity between inside and outside surfaces. Pioneer Homes will adjust doors or weather stripping to keep doors operating smoothly ONE time unless performance is impacted by excessive warpage covered under manufacturer's warranty, in which case the door will be replaced. Work or painting done by the Buyer may void the warranty.
- Interior doors should be verified for proper operation and condition prior to closing. Warping in excess of 1/4-inch will be corrected or replaced to a practical extent. Doors found to have been

exposed to excessive moisture in bathroom or utility areas may not be covered under warranty. Other issues with interior doors such as cosmetic damage, rubbing, swinging by the force of gravity, not operating smoothly, or knob or latch sticking will be evaluated on a case-by-case basis. Buyer damage or abuse is not covered.

- Doorknobs, deadbolts, and locksets should operate smoothly. Pioneer Homes will adjust, repair, or replace knobs not damaged by abuse or acts of God.
- Sliding patio doors should be maintained by the Buyer to preserve proper operation. Proper operation should be verified before closing. Doors and screens not staying on track will be reviewed by Pioneer Homes on a case-by-case basis. If the defect is found to be the result of abuse or lack of maintenance, it will not be covered under warranty.

Siding & Trim

- Exterior hardboard siding, like all wood products, will expand and contract with changes in temperature and humidity. Even with proper installation, siding will tend to bow inward and outward in adjacent stud spaces. Bows exceeding ½-inch in 32 inches are considered excessive and will be replaced. Siding may also fade over time when exposed to sun or sprinklers. It is the responsibility of the Buyer to maintain the exterior paint and caulking on the siding.
- Exterior trim may have gaps between elements. Joints wider than ¼-inch shall be repaired by Pioneer Homes.
- Exterior paint and other finishes fall under Buyer maintenance due to environmental and other conditions beyond Pioneer Homes' control. If the Buyer suspects any paint, stain, or varnish is failing within the manufacturer's warranty period, contact Pioneer Homes for an assessment.

Masonry, Stone & Stucco

- Cracks in exterior masonry or veneer due to shrinkage or settlement are common and are not considered a defect. Cracks visible in excess of 20 feet or larger than ¼-inch in width are considered excessive and covered under warranty by Pioneer Homes. We are not responsible for color variations between the original and new mortar.
- Efflorescence is a white film on the surface of masonry or mortar. It is a common moisture reaction and is not considered a deficiency.
- Exterior stucco contains materials with a cement-like coating. Cracks are common and not considered a defect. Pioneer Homes will repair cracks exceeding 1/8-inch in width ONE time only. Exact color or texture match may not be attainable.

HOMEOWNER RESPONSIBILITY:

Doors & Millwork

- Interior doors and millwork are subject to cracking and warping. Some normal shrinkage may occur in the casings, baseboard joints, and stair rails. This happens as the home dries out due to temperature and humidity variations. This is not covered under warranty.
- Prevent squeaks by applying a silicone-based lubricant on the hinges.
- To help the wood in your home dry out, keep the temperature of your home at 70 degrees during the first heating season.

Drywall

- Cosmetic drywall cracking around windows, doors, seams, metal corner bead edges, and exposed nails is expected to occur to some extent in every new home. Cosmetic flaws of this nature are not a sign of structural issues or defective workmanship.
- Drywall cracks are considered part of routine maintenance and the responsibility of the homeowner. Lightly fill the crack with painter's caulking then paint. Color and texture may vary from original.

Exterior Doors

- Fiberglass doors are virtually maintenance-free. Check all entry doors for excessive visual gaps to prevent water or dust from entering your home and adjust or replacement weather stripping around doors as it becomes damaged from normal wear and tear.
- Door sweeps and thresholds are adjustable, if necessary.

Exhaust Vents

- These vents help unwanted fumes and odors vent to the outdoors.
- As needed, remove leaves and debris and check flaps for clearance. It may be necessary to remove critter nests from time to time.

Interior Paint

- Pioneer Homes typically uses Sherwin Williams for all interior paint. Because paint color changes after application, an exact match cannot be guaranteed with your touch up kit.
- Do not wash wall surfaces as this will remove the paint.
- Painting should be done for regular maintenance. Some areas and rooms may need more frequent painting due to high traffic, use, or exposure.
- Pioneer Homes does not perform paint maintenance.

Siding & Exterior Paint

- Exterior wall finishes degrade most rapidly on areas of the home with the most sun and moisture exposure. Unreasonable delays in maintenance repainting may contribute to the deterioration of both the paint and the siding.
- Keep surfaces clean from debris, dirt, and mildew.
- Annually inspect seams and joints; caulk any areas to prevent water penetration.
- Maintain gutters and downspouts to prevent water from cascading down walls.
- Direct sprinklers away from the home.

Windows & Screens

- Windows and screens should be regularly inspected and cleaned for proper operation. Visit AMSCO Windows website for recommendations:
http://www.amscowindows.com/care_maintenance/
- Small holes in the window frame called weep-holes permit rainwater to drain from the windowsill. Clogged weep-holes may allow water to run over and leak into your home, so be sure to keep these cleared of dust and debris on a regular basis.

- Be careful removing screens as they can be easily bent or torn.
- Damaged windows and screens are not covered under warranty unless noted at final walkthrough or a result of faulty installation.

ROOFS & GUTTERS

WARRANTY:

All roofing materials including shingles, shakes, and tile are covered under manufacturer's limited lifetime warranty. Pioneer Homes warrants against leaks caused by improper installation, flashing, or sealant. Excessive wind, weather, or acts of God, including but not limited to high winds or ice dams, are not covered under warranty. Consult your homeowner's insurance for weather coverage.

- Attic vents and louvers should not leak. However, infiltration of wind-driven rain and snow are not considered leaks and are not warrantable.
- Leaks should not occur under normal circumstances. It is the Buyer's responsibility to keep the roof drain, gutters, and downspouts clear of ice, snow, and debris. If a leak is caused by abnormal conditions or lack of maintenance, Pioneer Homes shall not be responsible for the repair.
- Gutters should be maintained by the Buyer to remove blockages caused by leaves or other debris. It is normal for gutters to overflow during heavy rains. If more than ½-inch of water remains in the gutter, check for blockages. If none, Pioneer Homes will evaluate the gutter for proper installation.

HOMEOWNER RESPONSIBILITY:

- Your roof shingles are manufactured by Owens Corning and come with a limited lifetime warranty. Be sure to register with the manufacturer. Pioneer Homes or our trade contractor can assist with this process.
- Even when properly installed, high winds can cause roof shingles to become dislodged or tear off. Regularly perform a visual inspection.
- Keep gutters clear by removing leaves or other debris on a seasonal basis. Check all sections to make sure they are secure and undamaged.

PLUMBING

WARRANTY:

Your plumbing system has been tested prior to passing applicable building inspections. Even though your system has been flushed out to remove dirt and other debris, a small amount of other construction-related material may come out after the first few days of regular use.

- Condensation on pipes and fixtures may occur at certain times depending on temperature and humidity and is considered normal. Leaks in pipes, faucets, valves, toilets, showers, tubs, or

other fixtures caused by defect or improper installation are covered by either the manufacturer or Pioneer Homes, depending on the issue. Contact Pioneer Homes for an assessment.

- Pioneer Homes cannot be responsible for any damage caused by frozen plumbing lines. Maintaining adequate heat within the home and closing foundation vents in extreme cold conditions are the responsibilities of the Buyer.
- Any scratches, cracks, or chips in plumbing fixtures must be reported to Pioneer Homes prior to closing or the damage will not be covered. If the Buyer believes any damage to fixtures is a result of manufacturer defect, contact Pioneer Homes for an assessment. No Buyer abuse, damage, or neglect shall be covered under this warranty.
- It is common for water pipes to emit noise due to expansion and contraction. However, noise like a pounding hammer is not common and Pioneer Homes will correct this issue within the warranty period.
- For homes with frameless glass shower doors, these are not water tight and water may splash outside of the shower area. Water damage caused by lack of maintenance is not covered under warranty.
- Pioneer Homes is not responsible for clogged sewers, fixtures, and drains due to Buyer's actions or negligence. This includes, but is not limited to:
 - Connection of a sump pump, roof drain, or water conditioner backwash into the system
 - Placement of non-biodegradable items into the system
 - Use of a food waste disposal not supplied or installed by Pioneer Homes
- Septic systems must be maintained according to manufacturer's recommendations and the U.S. Environmental Protection Agency. System maintenance recommendations can be found at <https://www.epa.gov/septic>. Pioneer Homes covers defective installation only.

HOMEOWNER RESPONSIBILITY:

General

- Leaking water or drain lines can cause damage to your home and personal belongings. Check under your sinks with the water running to ensure all connections are tight. Connections can expand and contract with temperature changes and may need to be retightened.
- In an emergency, shut off the water supply. Main shut off valves are usually located in the crawl space. Individual shut off valves for toilets or sinks are located underneath or behind the fixture.
- Noise in the pipes may be observed from time to time due to expansion or contraction from temperature changes or loose parts in the pipes. Report excessive noises to Pioneer Homes during your warranty period or contact a licensed contractor if you have any concerns.
- Each plumbing fixture has a drain trap, a J-shaped piece of pipe which holds water and is designed to prevent airborne bacteria and sewer gas from leaking into your home. All fixtures should be turned on regularly to replace evaporating water in the trap. Sewer smells coming from fixtures can be eliminated by running the water.
- Clogged drains usually happen at the drain trap. To prevent stoppage, run very hot water through drains on a regular basis. Avoid placing petroleum-based products down drains and use a plunger to clear a stoppage. Contact a licensed plumber to clear difficult stoppages to avoid causing damage to your pipes.

Bathtubs & Showers

- Always wipe up any excess water that may have splashed out of the tub or shower area after each use. Standing water may cause damage to floors and surrounding woodwork.
- Fiberglass tubs and showers need care while cleaning. Do not use abrasive cleaners, scouring pads, steel wool, or scrapers.
- Warm water and vinegar is good for regular cleaning.
- For extra sparkle, use a paste of water and baking soda, smear over surface, let stand for one hour, then rinse.
- For stubborn stains, use a non-abrasive cleaner, let stand for one hour, and then rinse with warm water.
- Remove anti-skid mats after each use to avoid harming the surface finish.
- Tarnished or discolored fixtures are not warrantable. This includes hard water deposits and improper cleaning. Use a mild, non-abrasive cleaner and dry fixtures after use.

Dishwasher

- Before using your dishwasher for the first time, run it for one cycle while empty.
- Rinse and clean dishes before loading them into the dishwasher for better efficiency.
- Clean the filter at least monthly (refer to the Owner's Manual for location of your dishwasher filter).
- The interior can be cleaned with a non-abrasive cleaner if a white, hard water film has developed.

Garbage Disposals

- Garbage disposals are permanently lubricated and self-cleaning.
- Use a steady stream of cold water and allow the unit to run long enough to thoroughly pulverize waste and flush it through.
- Do not place fibrous or hard materials such as bones, cornhusks, artichoke leaves, pea pods, potato peels, banana peels, or similar material into the disposal.
- Do not pour grease or oil down the disposal.
- Do not put lye or drain-cleaning chemicals into the disposal.
- If disposal does not start, unplug the disposal underneath the sink and press the reset button on the unit.
- An allen wrench can be used to unjam the disposal on the underside of the unit by turning the blades manually.
- Keep garbage disposal clear of silverware and dishes while the disposal is in use to avoid damage.

Sinks & Fixtures

- For homes installed with Moen products, they offer a lifetime warranty to homeowners for all parts. During the warranty period, Pioneer Homes will help coordinate any repairs or replacements necessary.
- Aerators are attachments on the faucet that adds air to the water, reducing splashing and water use. If water flow becomes slow or light, the aerator probably needs cleaning. Clean aerators on

a regular basis by unscrewing it from the faucet, remove debris, rinse washers and screens, then replace in original order. Do not close too tightly.

- Tarnished or discolored fixtures are not warrantable. This includes hard water deposits and improper cleaning. Use a mild, non-abrasive cleaner and dry fixtures after use.
- Porcelain sinks can be chipped or scratched by sharp objects, heavy blows, or abrasive cleaners and pads. Use with a non-abrasive cleaner and sponge on a regular basis.

Toilets

- Keep floats in adjustment. An unadjusted float can cause a toilet to run too much, waste water, or provide too little water for proper flushing. To adjust, remove tank lid and turn the float arm screw to move up or down. Be sure the float arm is free and not rubbing against the sides of the tank.
- To reduce the risk of overflow or blockages, do not dispose of objects other than waste and toilet paper. This includes cotton swabs, cotton balls, dental floss, diapers, feminine hygiene products, personal care products, or toys.
- Use solid toilet bowl cleaners with caution. They may clog water jets in toilet rim or damage parts in the tank.

Water Heater

- Water heaters should be checked and maintained for continued efficiency. Sediment inside the tank can cause the elements to overwork and drainage may be necessary.
- For homes with recirculating hot water pumps, ensure the pump is unplugged before turning off to avoid burning out the unit. Damage caused by improper care will not be covered.
- CAUTION: If the water heater is emptied, power and/or gas must be turned off first or the water heater will burn out.
- CAUTION: The water is extremely hot. The temperature is approximately 120 degrees and can cause burns or damage to the valves.
- Pioneer Homes recommends contacting a licensed plumber for assistance in the maintenance of your water heater. Recommended annual maintenance includes draining and flushing the water heater and replacing the anode rod.

ELECTRICAL

WARRANTY:

Your electrical system was installed by a licensed electrical contractor in accordance with local codes and inspected by the appropriate inspections department. All fixtures and wiring are covered to the extent of manufacturer's warranty or for a period of one year for defective installation.

- Circuit breakers should not be tripped by normal usage and are either a problem with some part of the electrical system or a Buyer's product connected to the system. Although defective components are possible, most electrical malfunctions are caused by consumer-owned fixtures and appliances. If disconnecting the fixtures or appliances, resetting the GFCI or AFCI, and/or resetting the breaker does not correct the situation, contact Pioneer Homes for an assessment.

- Lighting fixtures are covered from defect for a period of one year. Any chips or other cosmetic defects must be reported to Pioneer Homes prior to closing. Light bulbs and light bulb replacement are not covered under warranty.
- Ceiling fans are balanced at installation. Any further balancing after closing is the responsibility of the Buyer.
- Smoke detectors are powered by both the home's electrical system and a backup battery. Chirping is an indication the battery is weak and needs replaced by the Buyer. If the chirping continues after a new battery is installed, contact Pioneer Homes.

HOMEOWNER RESPONSIBILITY:

- **CAUTION:** Before checking any electrical item or system, be sure to unplug items in your home. Turn off main power before working on any system. Do not touch electrical switches or items while bathing or if you are wet. Do not use items with defective cords.
- The use of many large and small appliances on the same circuit may cause an overload and trip the breaker. Before resetting any breakers, disconnect all cords and appliances and check them for defects.
- If worn insulation is identified as causing the short, correct this issue at once to avoid potential fire hazards.
- Any major electric outages should be reported to the local power company.
- Any electrical issues during your warranty period should be reported to Pioneer Homes immediately.
- Arc Fault Circuit Interrupters (AFCI) are installed in bedrooms for your protection. They are not located in every room but if you lose power in a bedroom, check others for an AFCI outlet. Reset the outlet by pressing the Reset button. If the outlet fails to reset, contact a licensed electrician.
- Ground Fault Interrupters (GFI) have been wired to receptacles in the bathrooms, garage, kitchen, and outside locations to eliminate the possibility of electric shock. The most common causes for GFI trips are faulty hair dryers, shavers, motors, vacuums, power tools, or other small personal appliances. Reset the outlet by pressing the Reset button. If the GFI is located on the electrical panel, move the breaker to the OFF position, then back to ON. If the outlet fails to reset, contact a licensed electrician.
- Note: Garage GFIs are sensitive and may not be designed to handle the load of an additional refrigerator or freezer. Please check prior to placing your garage appliances.

Lighting

- Clean bulbs and fixtures on a regular basis.
- Use only the appropriate wattage in replacement bulbs. Bulb replacements are not covered under warranty.

Smoke Detectors

- Smoke detectors are directly wired into the home and also have a battery backup.
- Test smoke detectors and replace the batteries a minimum of once per year to ensure proper operation. To test, firmly depress the light lens or button for a few seconds. A good rule of thumb is to replace all batteries at the same time every year.

- Clean the smoke detectors frequently. This can be done by vacuuming the slots on the cover to remove dust or grease.
- The smoke detector will begin chirping if the battery is low.

INTERIOR CLIMATE CONTROL

WARRANTY:

Your heating and cooling system is covered for one year against defects in materials and workmanship by Pioneer Homes. It also has an “all parts” warranty for five years from the manufacturer.

- Some air infiltration may be noticeable around exterior doors and windows, but no daylight should be visible around the frame while closed. Contact Pioneer Homes to check the weather stripping, if needed. If further insulation is desired, the Buyer may install storm windows or doors at their expense.
- Electrical outlets may allow air to flow through or around the outlet. This is not considered a defect warrantable by Pioneer Homes but the Buyer may elect to install foam insulation pads under the plates to help decrease drafts at their expense.
- Condensation may accumulate on the interior windows and is beyond the control of Pioneer Homes unless it is directly attributed to faulty installation. Condensation accumulating between the panes of glass is not considered normal and falls under the manufacturer’s warranty.
- Some noise may be experienced even with the correct installation of ductwork and registers. Unless there is unusual vibrating or excessively loud noises, HVAC noises are not warrantable.
- All heating and air conditioning units are covered by manufacturer’s warranty. Defects in installation are covered by Pioneer Homes. On extreme hot or cold days, the system may not function as accurately as desired. Keeping the furnace filters clean and replacing them every 30-60 days will help improve your system’s performance. Service trips due to dirty filters will be charged to the Buyer and may void your warranty.
- Condensate lines for the furnace will eventually clog under normal use. The Buyer is responsible for maintaining a clear condensate line. Water dripping from the condensate line is a good indication it needs to be cleaned.
- Air conditioning units should be maintained by the Buyer. Clean the grills on the exterior housing of the condenser for maximum efficiency. Refrigerant leaks and recharge are covered by Pioneer Homes unless the damage was caused by negligence or abuse.
- The thermostat has been manufactured to reasonable tolerances and sometimes need adjustment or calibration. Contact Pioneer Homes if the thermostat does not work within the one-year warranty period.

HOMEOWNER RESPONSIBILITY:

Air Conditioning

- To get the most efficiency from your system, set a comfortable temperature and leave it. Cycling the system up or down during the day actually causes the system to work harder. By leaving it at a constant temperature, the system is able to maintain a consistent temperature.
- To avoid overworking your system during hot summer months, increase the thermostat setting to 20-25 degrees cooler than the outside temperature. The A/C is doing its job when it maintains that difference.
- Keep the outdoor unit clear of debris. Remove leaves and other material as needed. Gently rinse the grill to remove dust and dirt build up.

Heating

- Do not overheat your new home for the first year as this may cause excessive shrinkage in the framing lumber and other materials. Begin with as little heat as possible and increase it gradually.
- Have the system serviced annually by a licensed contractor.

Furnace

- Dirty filters restrict the flow of air and decrease the efficiency of the entire system.
- Inspect and/or replace filters once a week for the first couple months of use as they will accumulate residual construction dust.
- Keep furnace filters clean (for washable, permanent filters) or replace every 30-60 days.
- Service trips due to dirty filters will be charged to the homeowner.
- Check the condensation line (white pipes near the bottom) on a regular basis for signs of leakage. Leaking is an indication the line is blocked and a licensed contractor should be contacted immediately to correct the problem.
- Have the furnace serviced annually by a licensed contractor.

Interior Climate

- Install window coverings such as blinds or drapes to prevent heat loss and gain within the home.
- Do not close the registers (vents) completely. Seasonal adjustments to balance the temperature are fine; closing them completely will cause the system to work less efficiently.
- Do not block registers with furniture.
- Do not turn off your system completely for an extended period of time.
- Regularly clean the interior air intake to remove dust and debris from the cover.

Ceiling Fans

- Adjust the blade direction of your ceiling fans as the seasons change to assist the circulation of air. Check the fan instructions for this feature.

INTERIOR

WARRANTY:

- Cabinets and their doors should be inspected by Buyer prior to closing for cosmetic imperfections or damage. Pioneer Homes covers cabinets and doors for the first year of occupancy that become warped or misaligned except when caused by Buyer neglect. Water damage to cabinets is not covered unless it occurs prior to closing. No chemicals should be used to clean wood cabinets.
- Countertops should be inspected by Buyer prior to closing for cosmetic imperfections or damage. Pioneer Homes covers faulty installation or product but is not liable for texture or color variations. Cracks greater than 1/32-inch in width are considered excessive.
- Tile in bathrooms, showers, flooring, or countertops should not be loose. Pioneer Homes will correct loose tiles not caused by abuse. Grout is a cement product and subject to cracking. Gaps in excess of 1/16-inch shall be repaired. Color matching cannot be guaranteed. Missing or improperly installed tiles will be corrected. Pioneer Homes reserves the right to assess claims of crooked tile.
- Deterioration of top coats (lacquers or varnish) is covered under warranty, except in the event of water or chemical damage.
- Black Soot Deposition is the blackening of a home's walls, carpet, or furnishings with an oily, soot-like film caused from burning candles. Sometimes darkened areas show up around heat vents and doorways and will not be covered under warranty.

Appliances

- All appliances included with your new home have been designed and tested by the manufacturer. Your stove, oven, disposal, dishwasher, microwave, and hood are covered under manufacturer warranty. Pioneer Homes will assist with coordinating repair in the event of a product defect or failure within the warranty period.

Fireplaces

- Fireplaces are covered for proper function and installation. Pioneer Homes is not responsible for smoke or fire damage caused by improper usage or neglect.

HOMEOWNER RESPONSIBILITY:

Appliances

- Keep your appliances clean and in good repair. Owner's manuals have been left for you and should be read for manufacturer's recommendations for use and care before using your appliances. Remember to mail in all warranty cards to the manufacturer(s).

Cabinetry

- Regularly maintain your cabinets by keeping them clean of food and water to prevent permanent damage or staining.

- Using your cooktop fan or vent will help lessen amount of steam, grease, or heat.
- Open cabinet doors and drawers adjacent to oven when using the self-cleaning option.
- Regular cleaning for stained and painted wood cabinets may be done with a solution of liquid dish soap or vinegar and warm water. Rinse with another clean cloth and dry thoroughly. Wipe spills immediately. Avoid using harsh detergents, strong soap, abrasive cleaners, or self-polishing waxes.
- Pioneer Homes does not cover any damage to cabinets caused by water or lack of maintenance.

Caulking

This regular maintenance item should be kept high on your priority list. Caulking around the plumbing fixtures helps prevent leakage and water damage.

- If caulking around the bathtub, sink, toilet, windows, baseboards, windows, or trim appear dried out or cracked, remove old caulking and apply new. Seeping moisture can cause damage to walls, floors, and countertops. Caulking material and gun can be purchased at any hardware or home improvement store.
- It is important to keep the flooring material at the base of the tub and shower tightly sealed.

Countertops

- Abrasive cleaners are not necessary on marble, granite, quartz, or laminate countertops. Use mild detergents or vinegar and water.
- Apply products specially formulated for marble, granite, or quartz to maintain gloss.
- Wipe off excess water and do not let water stand on the countertop for a period of time to avoid spotting.
- Use protective pads or trivets under items to avoid scratches or heat damage.
- Beware acidic liquids from lemons, limes, and tomatoes, which can etch the finish on the countertop.
- Do not use knives directly on countertops. Use a cutting board instead.
- Do not use your countertop as an ironing board.
- Take care in placing plants to avoid spots and stains.
- Allowing water to stand on the countertop seams will cause damage.

Dryer and Exhaust Vents

- Clean dust buildup off exhaust fans and covers in baths and laundry rooms by vacuuming or wiping with a cloth.
- Dryer vents should be detached and cleaned annually to prevent fire hazards.

Fireplaces

- Refer to the installation/owner's guide for proper use and care. This includes instructions if you have difficulty re-lighting the pilot light.
- Rather than removing the glass for cleaning, simply use the hinges and reach in to clean with a towel and glass cleaner. You can do this one to two times per year, depending on usage.

Mirrors

- Avoid abrasive cleaners or cloths on your mirrors as they can easily scratch.
- Avoid excessive moisture build up from cleaning or bathing. This can result in black blotches in the glass.
- Scratches, chips, cracks, or breaks are not covered under warranty unless noted on final walkthrough.

Pest Control

- New homes often have uninvited guests such as ants, field mice, earwigs, spiders, etc. If these are problematic for you, a pest control company should be contacted for advice.
- CAUTION: Use of pesticides and similar chemicals may be harmful to pets and young children.

Range / Microwave Hood Filter

- Grease and dust can restrict the air flow through this screen filter and reduce its effectiveness in venting odors, smoke, and steam. Remove the filter to clean it in warm, soapy water. Dry thoroughly and replace.

FLOORING

WARRANTY:

Flooring has been installed according to manufacturer's recommendations. Subfloor and framing has been installed to meet load conditions and Pioneer Homes warrants against any defects or problems that are the result of poor structural integrity for up to one year.

Flooring Materials

- Defects in flooring materials are covered under manufacturer's warranty. Exceptions include:
 - Visible carpet seams
 - Damage to any flooring not noted prior to closing
 - Gaps less than 1/8-inch in width for wood flooring
 - Cracks or gaps less than 1/16-inch in width for tile, brick, marble, or stone flooring
 - Discontinued patterns or colors for repairs
 - Improper use or inadequate maintenance
 - Water, pet, or other damage caused by abuse or improper cleaning methods
- Squeaks in stair risers or treads may occur from time to time. Pioneer Homes will attempt to correct excessive squeaking but complete elimination of squeaks is impossible.
- Flooring can be damaged easily by sharp or heavy items. Pressure caused by chairs, tables, high heel shoes, and especially appliance installation such as refrigerators, washers and dryers can tear, scratch, cut, or indent your flooring surfaces. Damage caused to flooring after closing and/or occupancy is not covered under warranty.

Wood Floor Framing

- Squeaks caused by loose subfloor are unacceptable, but totally squeak-proof floors cannot be guaranteed. Pioneer Homes will refasten any loose subfloor or take other corrective action in attempt to reduce the squeaking within reason. Flooring will not be removed or replaced.

HOMEOWNER RESPONSIBILITY:

- Flooring can be damaged easily by sharp or heavy items. Pressure caused by chairs, tables, high heel shoes, and especially appliance installation such as refrigerators, washers and dryers can tear, scratch, cut, or indent your flooring surfaces. Treat them with care.
- Do not use more water than necessary to make your mop slightly damp when cleaning any flooring. Do not use steam mops. Heat and moisture can damage your flooring and subflooring. Most flooring manufacturers recommend Bona to clean hardwoods and laminate flooring.
- Carpets need regular care to prolong its life. Vacuum frequently, take steps to reduce soil accumulation, and remove spills and dirt promptly.
- Mats and area rugs may be used to reduce traffic patterns caused by soil. However, rubber backed mats may cause permanent discoloration of your carpeting.
- Failure to perform routine maintenance will result in your carpet becoming discolored, dingy, and flattened. This can only be corrected by deep cleaning or replacement.
- Regularly inspect the floor caulking around walls and cabinets. Seal again if necessary.
- Delaminating seams on vinyl flooring can be repaired if it begins to pull up.

GARAGE

WARRANTY:

Garage Floors & Structure

- Garage floors are made of concrete and may crack. If cracks greater than ¼-inch in width or vertical displacement occur, Pioneer Homes will repair the affected area only. If the garage floor settles or separates more than one-inch from the foundation, Pioneer Homes will repair the separation. Repairs may not match the existing concrete color or texture.
- Chemicals used to de-ice public roads may cause damage to the garage floor from melting snow coming from the car. This damage is not covered under warranty.
- The framing members in the overhead area of the garage are not intended for storage support. There is no flooring structure in place and walking in this area can be hazardous. Any damage caused from using this area as storage is not covered.

Garage Doors

- Garage doors are designed to operate properly under normal use and have been installed per the manufacturer's recommendations. Pioneer Homes will correct or adjust garage doors during the warranty period unless caused by Buyer's actions or negligence.

- One automatic garage door opener is included in every new home. Pioneer Homes covers any difficulties with the garage door openers with the exception of loss, theft, or Buyer negligence or abuse.
- In the event of an outage, you may bypass the electric opener by pulling down on the cord hanging from the motor, which disengages the motor and enables the Buyer to operate the garage door manually.

HOMEOWNER RESPONSIBILITY:

Garage Floors

- To prevent damage from chemicals and other caustic materials, consider investing in epoxy coating or breathable sealer such as Dayton Weather Worker for your garage floor.
- Quickly clean any spills to prevent staining. Follow manufacturer's recommendations for safe cleaning methods.
- Regularly clean the floor to prevent dirt and debris from becoming embedded in the concrete.

Garage Doors

- Periodic maintenance is required for your garage door. This includes aligning the sensors and lubricating the moving parts of the door with a silicone-type product.
- Operate the door only when adjusted properly and clear of obstructions. Pioneer Homes cannot be responsible for damage occurring to the garage door if caused by an obstruction.
- The door operates under constant spring tension. Repairs and adjustments are hazardous and should only be performed by a qualified technician.
- Overhead garage doors are not designed to be completely weather-tight. Some intrusion of the elements can be expected.
- Automatic garage door openers are included for your convenience. Lost, stolen, or damaged openers are not covered under warranty.
- The electrical opener may be bypassed by pulled on the cord hanging down from the motor. The pull cord disengages the opener and you may operate the door manually.

FREQUENTLY ASKED QUESTIONS

When should I turn on utilities in my new home?

All utilities (power, water, sewer, gas) are shut off within one to three days after closing. Please make arrangements PRIOR to closing to have services transferred into your name on the closing date. You may need to contact each utility up to one week prior to closing to schedule service.

What about telephone, cable, and internet service?

Non-critical services such as telephone, cable, internet, or satellite television may need up to two weeks or more to schedule service. It is your responsibility to order these services for a start time after closing. No installation will be allowed prior to closing.

Do I need to change my locks when I move in?

No. We use a common key deadbolt during construction. All access is through the overhead garage door and our trade contractors never use a key to access the home during construction.

When will I get my keys?

You will receive your keys after closing from your title company or real estate agent once the closing documents have been properly recorded with the county assessor and funding is received from your mortgage lender or financial institution.

How do I reprogram the code on my garage door?

We will leave instructions on how to operate your garage door system with your openers in the home.

I have an issue that needs to be fixed. When should I request the repair?

Please keep a list of non-emergency items to submit to Pioneer Homes at 30 days, six months, and/or one year after your closing date. You may save up a list of items to be addressed during just one period if that is more convenient for you.

Can anyone make repairs on my home?

Having someone other than a Pioneer Home trade contractor address a warranty issue will **void your home warranty**. Our trade contractors understand their responsibility to repair any issues that may arise during the warranty period. If a third party performs any work that would otherwise be covered and further damage occurs, Pioneer Homes would not be able to delineate between what was done by our trade contractor and what was done by the third party.

Can I buy a replacement item and be reimbursed by Pioneer Homes?

No. If an item malfunctions, Pioneer Homes reserves the right to inspect the item and provide the replacement parts and service, if covered under warranty.

HOMEOWNER MAINTENANCE CHECKLISTS

30-60 DAY MAINTENANCE ITEMS												
Item	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Dryer Vent / Exhaust Vents												
Heating / Cooling Filter												

90-DAY / SEASONAL MAINTENANCE ITEMS				
Item	Winter	Spring	Summer	Fall
Plumbing Lines				
Range / Microwave Hood Filter				
Roof Shingles				
Windows				
Foundation Vents				
Gutters				
Ceiling Fans				
Heating / Cooling Registers				
Cooling System (A/C) Condensate Lines				
Remove Hoses & Close Hose Bibs (Fall)				
Sprinkler Blow Out (Fall)				
Close Foundation Vents (Winter)				
Open Foundation Vents (Spring)				

ANNUAL MAINTENANCE ITEMS				
Item	Winter	Spring	Summer	Fall
GFCI Outlets				
Smoke / Carbon Monoxide Detectors				
Faucet Aerators				
Caulking (Interior)				
Paint Touch Ups				
Door Hinges				
Exterior Door Weather Stripping				
Water Heater				
Heating / Cooling System				
Flooring				
Drywall Cracks				
Garage Doors				

BUYER INFORMATION

Buyer: _____
Address: _____
Phone: _____
Email: _____
Legal Description: _____
Effective Date: _____

EXCLUSIONS

The Buyer acknowledges the following items are not covered by this Warranty as they were not furnished by Pioneer Homes and were not included in the purchase price:

- | | |
|----------|----------|
| 1. _____ | 5. _____ |
| 2. _____ | 6. _____ |
| 3. _____ | 7. _____ |
| 4. _____ | 8. _____ |

ACKNOWLEDGEMENT

The Buyer acknowledges that he/she has received a copy of the Limited Warranty and Manual.

Pioneer Homes	Buyer(s)
By: _____	By: _____
Title: _____	By: _____
Date: _____	Date: _____

