

Homeowner Maintenance & Manufactured Products Guide

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Maintenance & Manufactured Products Guide

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Chapter 1 - Introduction

Dear Homeowner:

Congratulations on the purchase of your new condo! Buying a new condo is always an exciting experience. We have prepared this Homeowner Guide to help make the transition in to your condo pleasant and easy.

We provide this Homeowner Guide to assist you in maintaining and caring for your condo. We've prepared this guide as a road map, so you may better understand the proper maintenance and warranty procedures for your home.

You will find it to be a valuable tool, we hope you find this guide useful as you become acquainted with your condo and seek to understand its maintenance requirements. We also hope that this tool will be an asset in helping us establish a positive, ongoing customer service relationship.

Again, congratulations on your new condo!

Getting Started

This guide has been prepared specifically with you in mind. It is an important tool in establishing a comprehensive preventive maintenance program that ensures your condo stays in outstanding condition.

How to Use This Guide

The maintenance program provided in this guide will only be as effective as its implementation. Without a clear plan for implementing the maintenance, diligent adherence to that system, and conscientious follow-up to ensure all maintenance items are completed on schedule, proper maintenance of your condominium will not be achieved.

To ensure effective implementation of this guide we ask that you:

1. **Make maintenance a priority.** The keys to cost-effective maintenance are attending to immediate maintenance needs and implementing a comprehensive preventive maintenance program. Preventive maintenance is important for extending the life of, and maintaining the appearance of, your property. This is essential in maintaining your property value.
2. **Use the Home Maintenance Summary.** The Home Maintenance Summary contains maintenance recommendations for your condo, organized by frequency (monthly, twice per year, etc.). Refer to this table as a reminder of how often various components in your condo need to be maintained.
3. **Perform regular inspections and update your Maintenance Guide accordingly.** Regularly assess the condition of each component in your condo and update your Maintenance Guide as your condo's maintenance needs change. One of the benefits of regularly scheduled maintenance inspections is that a clearer picture of the maintenance needs results over time. As these evolve and become more distinct, update your Maintenance Guide to incorporate your condo's changing maintenance

requirements.

4. **Use professionals.** For maintenance tasks outside your expertise or ability, it is best to hire licensed professionals. Hiring vendors without proper licenses, bonding, and insurance is risky.

Icon Key

Icons draw attention to especially important information:



Note: The *Note* icon indicates important points of interest related to the current subject.



Caution: The *Caution* icon brings your attention to conditions and maintenance steps that, if not properly followed, could result in damage to your home.



Warning: The *Warning* icon alerts you to conditions that could be hazardous to you, your family, or your guests.



Cleaning: The *Cleaning* icon draws your attention to cleaning- related information and tips.



CD: The *CD* icon indicates information that is provided on an included CD-ROM.

Intent and Limitations

The intent of this guide is to identify the major physical components found in your condo, to describe the preventive maintenance recommendations for these components, and to facilitate a long and healthy relationship with your builder's customer service department.

The expert advice, preventive maintenance recommendation, and inspection program included in this guide will assist you in monitoring the condition and needs of your condo. They will also allow maintenance practices to be adjusted to obtain the best results that can be reasonably expected, given the conditions which exist in your condo and community.

Maintenance Needs. This guide was written based on normal use in average environmental and weather conditions. The maintenance needs of your condo, however, are never fully predictable. Your condo is subject to unusual weather condition, normal and abusive use, and the unexpected. The time frames with in this publication are based on industry standards and the best information currently available, however, adjustments may need to be made to compensate for either adverse or exceptional conditions. Over time, the maintenance requirements of your condo will undoubtedly change. Physical components may change as replacements are made. This is another reason to update your Maintenance Guide.

Limitations. Since it is not possible to foresee every potential maintenance need that might arise, this guide is not all encompassing and should not be considered as the sole source of information about maintenance requirements for your condo. However, used in conjunction with other industry information and expert advice available, it will provide a good basis for strategic planning.

Building Standards. Your condo was developed to meet or exceed prevailing building codes and industry standards for your community and region. Most of the primary finishes and the supporting structure are an assembly of naturally occurring materials, selected and assembled to current building standards. Because they are subject to a range of local environmental conditions unique to your site and community, variations in appearance and performance will normally occur.

Manufacturer Documentation. Familiarize yourself with the Owner's Manuals that came with the products installed in your condo. In the event of a conflict between the guidelines in this guide and those provided by the manufacturer of any component in your condo, the manufacturer's guidelines prevail.

Illustrative Photographs. Some photographs in this guide are for illustrative purposes only and are not intended to specifically represent any actual component or material in your condo. The photographs provide general examples of what industry-standard components or materials may look like, and are intended only to aid you in recognizing the components in your condo.

Homeowners Association. Your condo is located in a Condominium Association, also called a Common Interest Development. Become familiar with the restrictions and regulations associated with your CC&Rs and Association common area. Know who your Association point of contact is and the Property Manager who has been appointed to care for your community.

Benefits of Using This Guide

There are several great reasons to follow the recommendations found in this guide:

- They collectively serve as an excellent management tool in helping inspect your property and schedule maintenance.
- Conditions of your developer's warranty, and state law in some cases, require you to properly maintain your condo in order to retain your rights to have your builder correct construction deficiencies during and after the warranty period.
- Preventive maintenance saves you money, time, and helps prevent potential injury.
- Property values tend to be higher with proper maintenance.
- Implementation of the preventive maintenance program in this guide will maximize the beauty of your condo and help ensure that the life expectancy of its components is reached. By using these time-tested checks and balances, you will also greatly reduce the inconvenience when an element fails or is no longer aesthetically pleasing.

Chapter 2 - Community at a Glance

Living in a high-rise condominium community is unlike living in other types of communities. It has complex systems, unique material finishes, and homeowners living in close proximity to one another.

Be aware of the impact you as a homeowner can have on the common areas, as well as neighboring property. Homes in high-rise buildings share common walls, floors, and ceilings, and each of those contain the building's plumbing, electrical, and ventilation system components. Make sure that you not only properly use and maintain the areas you are responsible for, but exercise care in using all parts of the building.



What You Need to Know...

- **CC&Rs.** This term refers to the Covenants, Conditions, and Restrictions that govern a subdivision.
- **Architectural Review Committee.** Your Association has a Design Review Committee that is responsible for preserving the architectural integrity of the community's design. Standards have been established by the committee to achieve this goal. The intent of these standards is not to stifle the imaginative or creative wishes of the residents of the community, but to provide protective restrictions which will help to maintain both the appearance and the value of the property. These standards may apply to changes *inside* your condo. Read your CC&Rs to identify what information must be submitted to the Design Review Committee. Contact your Association's board member or Management Company for more information regarding the approval processes in place for your community.
- **Noise Transmission.** Part of living in a condominium community is respecting your neighbors. Many of the items associated with this are addressed in the Association's CC&Rs, including the penetration of common walls, floors, and ceilings. Most CC&Rs forbid the penetration of the common walls or ceilings for the installation and attachment of noise generating devices such as televisions

and speaker systems. In addition, check with your Association's Architectural Review Committee prior to making any changes to your condo, such as new flooring. Certain components in your condo have been chosen specifically to reduce noise transmission between condos.

- **Areas of Responsibility.** It is essential to be aware of the areas of maintenance responsibility within the community. The CC&Rs (also called a condominium declaration) and condominium plan are the best resources for determining who is responsible for maintaining each part of the community. The Association is typically responsible to maintain the common area and exclusive use area components, from both a fiscal and management perspective. The homeowner generally maintains and repairs the components within their condo only, and should not attempt to maintain or repair components outside of that area. There are instances where components that are used exclusively by the homeowner, such as balconies, fall within Association responsibility or are a shared responsibility. These components are integrally related to the building structure and may require specialized maintenance.
- **Fire Sprinklers.** Exercise extreme caution with activities, such as moving furniture, that may impact the fire sprinkler heads in the common areas and condos. The sprinkler heads are under constant pressure, and physical impact would result in a high-pressure flow of water and potentially serious water damage to the building.
- **Inspections, Maintenance, and Repairs.** Do not attempt to perform inspections, maintenance, or repairs on components that are outside your expertise or responsibility. Always hire qualified professionals to inspect, maintain, and repair those components and systems. Repairs are often a part of conscientious maintenance. Failing to inspect and neglecting repairs when they are necessary may result in further damage not only to the component itself, but associated components and materials. Neglected repairs may also compromise the long-term maintenance and performance of the component. *Never attempt maintenance or repairs on common area components.*
- **Report Problems and Mitigate Damage.** Be observant and report problems immediately—those inside and outside of your individual condo. Water leakage is an example of a problem that, if left unrepaired, can result in major damage

to the finishes, structure, and associated systems and components. Report water damage events (such as flooding) in individual condos to the Association, even when you are responsible for repairing the problem. Take immediate measures to mitigate damage, including emergency water removal and sanitation. Water damaged areas that are left unrepaired, even for a short time, can cause further damage and the possibility of mold or other resultant problems. *Water damage should always be evaluated to determine if areas outside of the individual condo (the condos below or beside, for example) have been affected and need attention.*

- **Resources.** There are several resources that will help you determine areas of maintenance responsibility, adhere to a conscientious maintenance program, and use your condo and community in a way that preserves the design and integrity of the building.
 - CC&Rs and Community Plan
 - Association Maintenance Guide
 - Homeowner Maintenance Guide
 - Product manufacturer documentation
 - Online product information
 - Knowledgeable professionals
 - Independent reading of high-quality maintenance publications

Chapter 3 - Preventive Maintenance

Familiarity with the basic practices needed for good condo management and maintenance is essential. Minutes spent on minor care, repairs, and adjustments can eliminate many future problems. For easy reference, we have assembled helpful tips and information that you need to know to keep your new condo functioning smoothly and looking its best.



Note: Manufactured products are items built entirely off-site. These include your appliances. The maintenance requirements for these are found in the manufacturer's documentation that came with your new condo. Always refer to the manufacturer's information and if there is a conflict with this guide, follow the manufacturer's recommendations.

Appliances

Appliances: Overview

Before operating any of the appliances in your new condo, be sure to read the manufacturer's documentation for proper operating instructions and maintenance tips. When cleaning any appliance, be careful *not* to use abrasive, caustic or other strong cleaners that may harm the stainless or enamel finishes and wear away the surface lettering on controls. Regularly inspect appliances that use water for leaks. Make repairs immediately.

Dishwasher

Refer to your dish washer owner's manual for instructions on the proper placement of dishes and the recommended water temperature for optimal cleaning. Use only detergents made specifically for use in automatic dishwashers. *Never use any soap product or foaming detergents for commercial dishwashers as they may damage your machine.* Water conditions vary widely from area to area, so you may need to experiment with different detergents until you find the one that works best for you. Use one brand for at least a week to allow it to "condition" your dishes.



Stainless Steel Dishwasher

What You Need to Know...

- **Protect Your Cabinets from Steam.** Do not open the dishwasher while it is still steaming. Over time, this can damage the finish on your cabinets.
- **Empty the Garbage Disposal.** Your dishwasher and garbage disposal use the same drain. Always empty the garbage disposal before operating the dishwasher to prevent overflowing the kitchen sink.

Recommended Maintenance Tasks	Frequency
Inspect dishwasher for water leaks. Make repairs immediately.	Quarterly

Effects of Deferred Maintenance: Failure to regularly inspect the dishwasher may result in water damage if leaks go undetected.

Garbage Disposal

Garbage disposal are permanently lubricated and self-cleaning. Use a steady flow of cold water and allow the unit to run long enough to do a thorough job of pulverizing the waste and flushing it through.



Garbage Disposal Under Kitchen Sink

What You Need to Know...

- **Use Cold Water.** Do not use hot water to flush waste, especially grease, down the garbage disposal. Hot water melts the grease, which later cools and solidifies, coating your drain pipe with grease.
- **Inspect for Leaks.** Regularly look under the sink for leaks or dampness. If there is a leak, use a pan to catch water drips until it can be repaired. Make repairs as soon as possible to prevent water damage.
- **Hand-Tighten Pipes.** Hand-tighten pipes only - do not use tools.

Restarting a Stopped Disposal

1. Turn the disposal off and unplug the unit.
2. Remove all accessible waste from the disposal.
3. Wait one minute before pushing the red reset button located on or near the bottom of the disposal. Refer to the manufacturer's documentation for location of the reset button.

4. Check the circuit breaker and reset, if necessary.
5. Plug the unit back in and turn the disposal switch to ON. If you hear a humming noise but the blades are not turning, turn off the switch and unplug the unit.
6. Use the hex key that came with the garbage disposal to free the blades from obstructions. The key fits into a slot in the bottom center of the disposal. Insert the key in the slot and turn it back and forth.
7. Plug the unit back in. Turn on the disposal switch. If the disposal fails to operate, call a qualified plumber for service. A jammed disposal is not covered under your Fit and Finish Warranty.

Recommended Maintenance Tasks	Frequency
Inspect garbage disposal for water leaks. Make repairs immediately.	Quarterly

Effects of Deferred Maintenance: Failure to regularly inspect the garbage disposal may result in water damage if leaks go undetected.

Microwave Oven

The microwave oven requires periodic cleaning and maintenance to keep it in top condition. Refer to the microwave owner's manual for specific care, use, safety, and troubleshooting information.



Microwave Oven

What You Need to Know...

- **Cleansers.** Do not use corrosive cleaning agents, such as lye-based oven cleaners, as they may damage the filters. Do not use abrasive cleansers on the oven walls.
- **Stainless Steel.** Do not use steel wool or abrasives on stainless steel, as they will scratch the surface.



WARNING: Make sure the microwave power is off before cleaning.

Recommended Maintenance Tasks	Frequency
Clean the walls, floor, inside window, metal and plastic parts, and shelves, and outside case with mild soap and water. Clean the underside of the unit oven to prevent grease build-up on the microwave and fan filter.	Regularly, with routine cleaning
Thoroughly wipe down the interior of the microwave with a solution of baking soda and water. Wash the turntable in warm, sudsy water or in a dishwasher.	Periodically
Clean the control panel and door with a damp cloth. Dry thoroughly. (Do not use cleaning sprays or abrasives on the control panel.)	Periodically
Remove and clean the reusable grease filter by soaking in hot water and detergent. Lightly brush to remove embedded dirt and grime. Rinse well and allow to dry before replacing. Replace charcoal filters (where applicable) as needed.	Periodically
Replace burned out bulbs.	As needed

Effects of Deferred Maintenance: Failure to maintain the microwave may result in a build-up of dirt and grime that is difficult to remove.

Oven and Range

Your oven and range require cleaning and maintenance to keep them in top condition. If your oven is self-cleaning or continuous-cleaning, please follow the manufacturer's instructions for cleaning.



Oven and Range Combo

What You Need to Know...

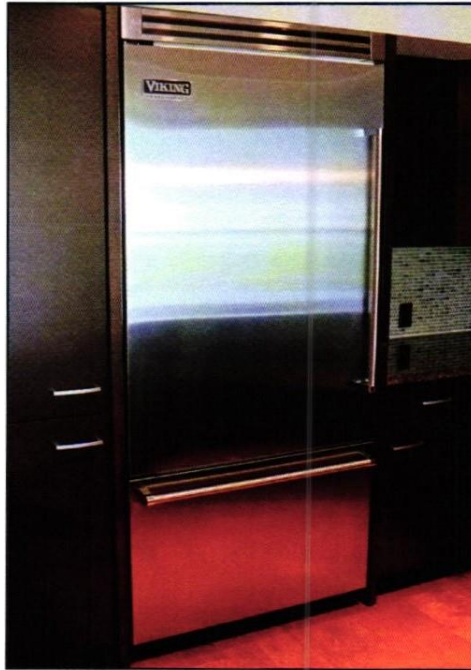
- **Self-Cleaning Feature.** When using the self-cleaning feature on the oven, please remember that chrome discolors in this cycle. Remove the broiler pan and chrome racks from the oven prior to cleaning.

Recommended Maintenance Tasks	Frequency
Clean the range and oven surfaces and cooking areas.	Regularly, after each use

Effects of Deferred Maintenance: Failure to clean your oven and range will lead to a buildup of residue that becomes increasingly difficult to remove.

Refrigerator

Keep your refrigerator and freezer clean to help reduce odors. Follow the manufacturer's instructions for the model installed in your condo; different types of finishes may have different recommended cleaning techniques. Also, if your refrigerator has an ice maker or dispenser, make sure to familiarize yourself with the manufacturer's recommendations for care and use.



Stainless Steel Refrigerator



Note: When moving the refrigerator, do not move it from side to side, as this may damage the flooring. Pull it straight out. When replacing the refrigerator to its original position, ensure that sufficient clearance is maintained according to manufacturer recommendations.



Cleaning Tips

Unplug the refrigerator before major cleaning. Clean regularly for best results.

Wipe up spills immediately and deep clean at least twice per year.

Never use abrasive cleansers or pads, such as metallic scouring pads or brushes.

Do not use chloride to clean stainless steel.

Refer to the manufacturer s documentation for more detailed cleaning and care methods and recommendations.

Interior

Clean the interior, door liner, gaskets, drawers, bins, shelves, and exterior with soap and water. For tougher build-up, use glass cleaner on glass shelves, and a solution of baking soda and water on the interior surfaces.

Exterior

Vacuum dust from the front of the toe grille and the backside of the refrigerator. Wipe with a sudsy cloth or sponge, rinse, and dry. Do not use commercial cleaners, ammonia, or alcohol to clean handles. Stainless steel models, however, *can* be safely cleaned with ammonia or stainless steel cleaners.

Stainless Steel

Use mild cleansers - abrasive cleaners or materials will scratch stainless steel. Always wipe with the grain of the steel.

Recommended Maintenance Tasks	Frequency
Clean the interior and exterior surfaces.	Regularly, with routine cleaning
Inspect water lines to the ice maker and water dispenser (if applicable) for leaks. Make repairs immediately.	Quarterly
Deep clean the interior and exterior, including the toe grille.	Twice per year
Vacuum the condenser coils.	Annually

Effects of Deferred Maintenance: Failure to maintain the refrigerator and freezer may result in an odor causing buildup of dirt and grime that is increasingly difficult to remove.

Washer and Dryer

Your washer and dryer need periodic maintenance to keep them operating at their best. Refer to your manufacturer's documentation for more detailed use and maintenance instruction.



Stacked Washer and Dryer



Note: Read your CC&Rs to understand who is responsible for exterior vent maintenance and repair. In some cases, it is the responsibility of the Association. The recommendations outlined in this section are general and may not be the responsibility of every homeowner.

What You Need to Know...

- **Dryer Vents.** Be especially diligent in your dryer vent maintenance, since both humidity and lint buildup can combine to significantly lengthen drying time (and energy usage) or potential for fire in duct. It is also helpful to keep the dryer's lint trap clean and fully in place.



Cleaning Tips

Washer

Clean the housing and control panel with hot, soapy water or a mild, non-abrasive cleaning agent. Rub dry with a soft towel. Clean the drum, detergent dispenser, and water inlet strainers as conditions indicate or per the owner's manual.

Dryer

Clean the lint filter after each use. Wipe down the housing and fascia with a soft cloth and soapy water only. Wipe the drum, door seal, and inside of the door with a damp cloth only. Clean the exhaust duct, moisture sensor, and bearing shield as needed or per your owner's manual.



WARNING: Always disconnect the appliances from the power outlet before cleaning. Never use solvents or highly flammable liquids for cleaning. Incorrect cleaning may damage the dryer. Do not spray with a water jet. Do not use scouring agents or all-purpose cleaners. Do not use steam cleaners.

Recommended Maintenance Tasks	Frequency
Inspect the water connections to the washing machine to ensure they are tight and that there are no leaks.	Quarterly
Inspect to ensure the washing machine is draining properly.	Quarterly
Check the dryer vent for strong air flow when the dryer is running. Check to ensure the vent flapper hinges work smoothly and that the area under the hood is clean. Inspect the dryer ductwork and vent to ensure the dryer is allowed to exhaust to the outside properly.	Quarterly

Recommended Maintenance Tasks (cont.)	Frequency
Check dryer vent hose for water accumulation from condensation. Pay particular attention to low spots and sagging ducts.	Quarterly
Lubricate the flapper hinge with a product such as WD- 40 or equivalent.	As needed, typically every 2 years
Have vent pipes cleaned professionally.	At least every 3 years

Effects of Deferred Maintenance: Failure to maintain your washer and dryer may result in poor and inefficient washing and drying, as well as a shortened component life. Poorly maintained dryer vents may result in the vents rusting or the dryer vent door sticking. A permanently closed vent may cause a fire or interior damage due to excess humidity. A permanently open vent can allow birds or rats to nest.

Cabinets

Wood cabinets are installed in your kitchen and bath areas. Modern cabinets are typically constructed of either natural wood or a laminate product. All cabinets require regular cleaning as well as periodic adjustment of door hinges and drawer assemblies.



Wood Kitchen Cabinets

What You Need to Know...

- **Adjust Cabinet Hardware.** Adjust the cabinet hardware to help prevent damage to the cabinets from misalignment or degradation from loose fasteners. Tighten loose screws, and keep hinges or drawer guides clean and lubricated. Certain hinge types and drawer guides incorporate adjustment screws that may need tightening or repositioning over time. Lubricate cabinet hinges with an oil-based lubricant when there is squeaking or the door does not move freely. Remove excess oil with a dry paper towel.
- **Protect from Moisture and Heat.** Do not leave damp cloths, sponges, or wet containers on surface or shelves. Avoid placing heat and steam-producing appliances in locations where they affect nearby cabinet surfaces. Do not open the dishwasher when still steaming. Do not use electric coffee makers and teapots directly under upper cabinets.

- **Protect Breadboards.** If your kitchen counters include a natural wood breadboard, it has most likely not been treated. Protect with light mineral oil and reapply as needed.
- **Do Not Overload Shelves.** Be careful not to overload upper cabinet shelves. They have been designed to hold a reasonable number of dishes, but should not be loaded to the top.



Cleaning Tips

Do not use a dish cloth to wipe the cabinet exterior, since it may contain remnants of grease or detergents which may damage the finish. Clean spills immediately.

Give special attention to areas around the sink and dishwasher. Avoid draping damp or wet dish towels over the door of the sink base cabinet. Over time, this moisture can cause permanent water damage to the door.

On sealed wood cabinets, use a damp cloth or mild soap, as necessary. Furniture cream or lemon oil will only help clean, but will not renew the wood. If the finish coating is worn and the natural wood is exposed, do not use any cleaning product until the surface is professionally refinished. Do not use abrasive, caustic, or ammonia-based cleaners. See the discussion on "Countertops" in this guide, as the countertops may require cleaners that should *not* be used on the cabinets. Natural wood surfaces (i.e., cabinets not sealed with a paint or a nonporous clear coat) can be renewed with a furniture cream or lemon oil, but avoid paste wax or spray wax. Cover minor scratches with a putty stick from a hardware store.

Recommended Maintenance Tasks	Frequency
Clean cabinet surfaces.	Regularly
Tighten hardware, adjust drawer guides, and check alignment.	Twice per year or as needed

Recommended Maintenance Tasks (cont.)	Frequency
Polish wood cabinet surfaces with furniture polish or other appropriate product in accordance with the	Annually or as needed

Effects of Deferred Maintenance: Failure to properly maintain cabinets may result in shortened life and a loss of appeal.

Caulking

Caulking refers to the material used to seal gaps, holes, and joints between surfaces, trims, and fixtures inside your condo. They will deteriorate over time from exposure, use and movement, so regular inspection and restoration of the caulking is important to maintain water and air-tightness.

Cracks in the caulking joints between tile and tub, in the shower stall corners, and at the floor, are caused by the high degree of moisture present in every bath room, as well as from the normal shrinkage of caulking material. Separation between the tub and wall tile is caused by condo settlement and by the weight of the water-filled tub.

Maintaining caulked areas is extremely important to the proper maintenance of your condo. Over time, and especially in hot or humid weather, caulking will dry and crack, no longer providing a good seal against moisture and air. Caulking and sealant are addressed here and elsewhere in your guide as they protect several important parts of your condo. They are specifically covered in the pages that cover tubs, showers, and fixtures. The maintenance of windows, doors, and trims are also covered in this guide.

What You Need to Know...

- **When to Replace Caulking.** Caulking should not be cracked, split, or incompletely adhered. If any of these conditions are identified, remove and replace the caulking.
- **Follow Instructions.** Always read and follow the manufacturer's instructions on the caulking package for proper use and storage. Use the appropriate caulking for the application.
- **What Not to Caulk.** Do not caulk window sill drains as these are intended to remain clear for drainage. Take note of what was or was not caulked as part of the original construction. Areas typically sealed include: interior joints formed by dissimilar material such as sheetrock to wood trim, tile or plastic

laminate, or the interior edge of window frames or door frames. Also seal between fixtures or electrical devices and walls, counters, or floors.

- **Proper Preparation.** As with repainting, caulking is only as effective as its preparation. Existing caulking should be removed completely and the surface cleaned per the manufacturer's recommendations.

Common Types of Interior Caulk

Silicone sealant is best for joints between smooth, nonporous materials such as tile, glass, stainless steel, and enameled fixture.

Latex or Butyl sealant is less expensive and a lower grade (often referred to a "painter's caulk"), and is more appropriate for interior and exterior non-critical "hole-filling" before painting.

These sealants are available in different colors to help match adjoining finishes. Follow the sealant manufacturers' recommendations on the package, remembering that cleaning and preparing joints and adjoining surfaces per the instructions is critical for an effective caulk joint.

Recommended Maintenance Tasks	Frequency
Inspect the caulk joints around fixtures, tub and shower areas, ceramic tile, and doors or windows on the interior where caulking was installed. Remove and replace as needed when it is split or coming off.	Monthly

Effects of Deferred Maintenance: The consequences of faulty caulking depend on the location of the caulking. Faulty water seals may result in damage to surrounding materials, structural damage, discoloration, and mold/fungus growth.

Countertops

Countertops: Overview

The countertop material incorporated into your kitchen, bath, or utility area provide durable and attractive surfaces for your cooking, bathing, and other activities. All of the materials used in counters share certain use and care recommendations, as well as additional cautions that are described in the material- specific sections of this guide.



What You Need to Know...

- **Manufacturer's Recommendations.** Review the manufacturer's specific care and use guidance for countertops. There may be specific information on harmful household substances beyond those mentioned here that should be avoided.
- **Caulking Maintenance.** Maintain caulking at backs, ends, or other joints with the appropriate caulking as discussed in the "Caulking" section of this guide. Generally, these joints are best sealed with a mildew-resistant silicone caulk.
- **Protect Counters from Hot Items.** Do not set hot pans or items directly on counters. Use trivets or other protection.
- **Clean Regularly.** Quickly clean-up liquids or other substances from

countertop surfaces. Clean with a damp, nonabrasive cloth; use other cleaners only as appropriate to the surface and as required for more stubborn cleaning. If you have a stain that will not come up simply with water, consult with a home improvement expert about products that will work on the stain.

- **Don't Sit on Counters.** Do not sit on the countertops; excessive weight can cause countertops to warp or pull away from the wall.
- **Use Cutting Boards.** Avoid cutting and chopping directly on the surface; use a cutting board.

Natural Stone Countertops

Natural stone countertops (such as granite, limestone, marble, or travertine) feature a great deal of color and veining variation and are never exactly alike. Lack of consistency of the stone and there in is not considered a flaw, but part of its natural beauty. These countertops are highly durable but may be scratched, chipped, and stained with misuse.

Follow the general countertop recommendations listed in the "Countertops: Overview" section of this guide. In addition, observe the expert advice below for natural stone.

What You Need to Know...

- **Seal the Stone.** Sealing the stone is strongly recommended in order to prevent staining. Tile and stone stores carry specific cleaning agents and sealers.
- **Acidic Liquids.** Some types of natural stone are vulnerable to damage from acidic liquids, such as citrus juices, tomato juice, and vinegar. Sealers will help protect the surfaces.
- **Consult a Professional for Repairs.** Repair chips, scratches, burns, and stains using the manufacturer-recommended techniques, or consult a professional.



Cleaning Tips

Clean with neutral cleaner or stone soap and warm water. Avoid cleansers that are abrasive or products that contain lemon, vinegar or other acids. Do not use steel wool or polish. Blot up spills immediately.

Recommended Maintenance Tasks	Frequency
Dust the surface.	Regularly

Recommended Maintenance Tasks (cont.)	Frequency
Clean the stone with a few drops of neutral cleaner or stone soap and warm water.	Regularly, after each use, when practical
Repair chips, scratches, burns, and stains using the manufacturer recommended techniques, or consult a professional.	As needed
Reseal the stone.	Every 1 - 2 years or as needed

Effects of Deferred Maintenance: Improper or neglected maintenance and care of your countertop may result in premature deterioration, loss of visual appeal, higher replacement or repair costs, water intrusion, and possible voiding of your Fit and Finish Warranty.

Electrical Systems and Safety

Electrical Systems and Safety: Overview

Your condo has a master control panel to protect the wiring and electrical equipment in your condo. The control panel includes a main shutoff that controls all incoming electrical power; it also contains circuit breakers that control separate circuits. The circuit breakers interrupt the flow of electricity in overload conditions and protect the wiring from overheating and causing fire.

Arc Fault Circuit Interrupter (AFCI)

AFCIs are sensitive circuit breakers that monitor the electrical outlet in the bedroom for unwanted arcing conditions caused by erratic current flow. They are a safety feature that could protect against fire caused by, but not limited to, wiring in the wall that are punctured from nails when hanging pictures or when electrical cords are crimped by furniture and doors. AFCI circuit breakers are typically located in the panel box containing the conventional circuit breakers.

Refer to the manufacturer's documentation for the model installed in your condo.

In the event that the recommendations in this guide conflict with the manufacturer, the manufacturer's recommendations prevail.

What You Need to Know...

- **Do Not Automatically Reset a Tripped AFCI.** AFCIs function by rapidly switching off the current when a potentially fire-causing arc is detected. When an AFCI is tripped, the source of the fault must be located and repaired before restoring service.
- **Test Your AFCIs.** Test the AFCI at least once a month. Refer to the manufacturer's documentation for the testing procedures for the model installed in your condo. Should the AFCI fail the test, immediately consult a qualified electrician to replace the AFCI.

Recommended Maintenance Tasks	Frequency
Test all AFCIs.	Monthly

Effects of Deferred Maintenance: An AFCI that fails to switch off electrical current in the event of an unwanted arcing condition can result in a fire.

Circuit Breakers

Circuit breakers are a safety feature designed to trip if there is an excessive load on a given circuit. Electrical failures are usually caused by overloading a circuit when using too many appliances at one time, a defective cord, or starting a large electric motor. Your circuit breaker box usually has a circuit directory installed on the inside cover of the box to show which appliances, outlets, or other services are connected to each breaker. If electricity fails in any part of your condo, first determine if circuit breakers in the master control panel have tripped.



Circuit Breaker Panel

What You Need to Know...

- **Use Professionals and Get Permits.** Never let anyone other than a licensed electrician repair or alter the wiring or electrical system in your condo. Some changes may require a permit.
- **Keep Access to Panels Clear.** Do not block access to the panel, and be careful when concealing interior panels with wall hangings or pictures. The panel should always be easily accessible in the event power is lost to your condo. Proper working clearances are required around and in front of electrical

switches and circuit breakers.

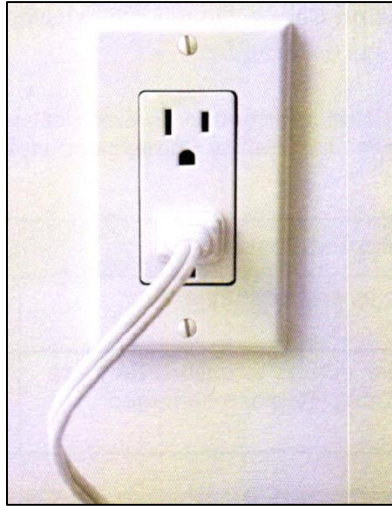
- **Keep the Panel Cover Closed.** In order to maintain the waterproof protection of exterior control panel, keep the cover closed.
- **Check the Amperage Before Replacing.** Never install a circuit breaker with a greater amperage rating than the one being replaced.
- **Learn About Fire Prevention.** Obtain fire prevention guidelines from your local fire department and take precautions necessary to prevent electrical fires.

Hints for Resetting a Tripped Circuit Breaker

1. Before you restore the current, attempt to locate the cause of the failure.
2. After locating the cause, disconnect it from the electrical source prior to resetting the breaker. If you cannot locate the cause of the failure, call a state-licensed electrician.
3. Reset the circuit breaker. First flip the breaker switch to the OFF position and then to the ON position.
4. In the event of a total loss of electrical power, contact your neighbors to determine if the problem is limited to your condo. If other homes are without power, contact the electric company.

Electrical Outlets and Switches

Electrical outlets are located in each room and around the exterior of your condo for your convenience. Switches are installed to control the permanently installed lighting in your home. Switches are also installed to control at least one electrical outlet in each room; the switched outlet is typically installed upside down to help you quickly identify it.



Electrical Outlet

What You Need to Know...

- **Unplug Small Appliances.** Do not leave small appliances plugged in when they are not in use.
- **Childproof Outlets.** Teach children that it is dangerous to touch or play with electrical outlets and wiring. As a further precaution for small children, childproof electrical outlets with covers that are available at local hardware or electrical supply stores.
- **Plug-In Completely.** Insert plugs all the way into outlets. Partially plugged in electrical cords can cause overheating of the outlet, sparks, and fire.
- **Replace Damaged or Deteriorating Outlets.** The U.S. Consumer Product Safety Commission Document #524 advises homeowners to have a qualified electrician replace receptacles that are damaged or feel hot, emit smoke or sparks, have loose fitting plugs, or those where plugged-in lamps flicker or fail to light.

- **Outlet Capacity Limits.** Do not exceed the capacity of the outlets by plugging in adaptors that add more than two receptacles per outlet. Overloading the circuit, including the use of multiple extension cords, can cause a fire.
- **Selecting Decorative Outlet Coverplates.** Whenever possible, avoid decorating the outlet coverplates with paint or wallpaper. Purchase decorative coverplates for a designer look instead. If the coverplates must be painted or wallpapered, do not interfere with the system wiring.
- **Proper Use of Extension Cords.** Do not run extension cords in concealed spaces such as under rugs or furniture.



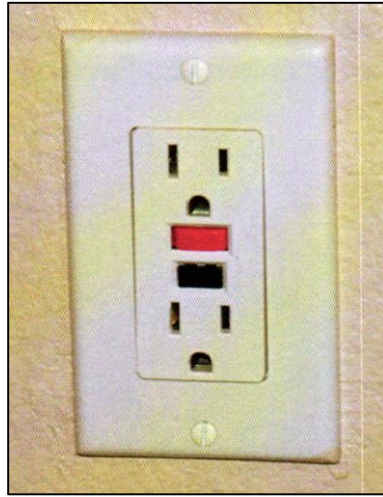
Note: For additional information on electrical outlet safety, visit the U.S. Consumer Product Safety Commission website at www.cpsc.gov.

Recommended Maintenance Tasks	Frequency
Inspect plugged-in items to ensure they are completely plugged in.	Regularly
Check interior and exterior outlets to ensure they are not damaged or deteriorating. Replace damaged outlets immediately.	Twice per year

Effects of Deferred Maintenance: Faulty electrical outlets can result in overheating, sparks, fire, or electrical shock.

Ground Fault Circuit Interrupter (GFCI)

GFCIs are very sensitive circuit breakers that are installed in the bathrooms and kitchen. They are a safety feature that could protect against electrical shock in case of ground fault conditions or an electrical overload; GFCIs function by rapidly switching off the current. If the power fails in one of these areas, it will usually be the GFCI that has tripped.



Interior GFCI

What You Need to Know...

- **Test Your GFCI.** To test the GFCIs, press the Test Button briefly until the Reset Button "pops" (breaks the circuit). If the Reset Button does not respond to the testing, press the Reset Button and start the test over. If the GFCI is working properly, the Reset Button should "pop" each time the Test Button is pressed. After the testing procedure has been completed, be sure to depress the Reset Button and leave it in this position.
- **Not for Major Appliances.** Do not use GFCI receptacles for major appliances such as refrigerators and air conditioners. These appliances create electrical surges that trip the GFCI and break the circuits.
- **Use for Power Tools.** The U.S. Consumer Product Safety Commission (CPSC) recommends the use of a GFCI with every power tool to protect against electrical shock hazards.

- **Resetting a Tripped GFCI.** Push the Reset button on the GFCI outlet to restore power. If power is not restored, determine if there is a tripped circuit breaker.

Recommended Maintenance Tasks	Frequency
Test all GFCIs.	Monthly

Effects of Deferred Maintenance: A GFCI that fails to switch off electrical current in the event of an electrical overload or ground current condition can result in serious injury from electrical shock.

Lighting

Lighting fixtures are installed throughout the interior of your condo, as well as outside exterior entrances, such as the balcony or front door. When replacing light bulbs, make sure to select bulbs with the correct size and wattage for the fixture.



Interior Light Fixture



Note: Read your CC&Rs to understand who is responsible for exterior light fixture repair. In some cases, it is partially the responsibility of the Association. The recommendations outlined in this section are comprehensive and may not be the responsibility of every homeowner.

Recommended Maintenance Tasks	Frequency
Check for and replace burned out bulbs.	Monthly
Clean the encasement of light fixtures so light can shine at full illumination. Ensure that mounting screws and plates are tight and wall plate is fully against the wall or soffit.	Quarterly

Effects of Deferred Maintenance: Failure to maintain the lighting in your condo will result in a diminished appearance as well as inconvenience.

Exterior Openings

This section details the maintenance needed on the exterior openings that are often the responsibility of a condominium owner. Check your CC&Rs to determine who is responsible for maintaining the components outside your condo.



Note: Read your CC&Rs to understand who is responsible for maintenance and repairs to the exterior openings on your condo. In some cases, it is partially or wholly the responsibility of the Association. The recommendations outlined in this section are comprehensive and may not be the responsibility of every homeowner.

Exterior Doors

The exterior doors in your condo may include a variety of door types, materials, and finishes to complement your condo's entry, openings to the balconies and utility areas. Regularly inspect the condition and operation of the doors, hardware, frames, and weather stripping to ensure that the building interior is well-protected and secure.



Typical Residential Front Door to Interior Building Hallway

What You Need to Know...

- **Refinishing.** When door refinishing or repainting is necessary, do not overlook the door edges.
- **Additions.** If you choose to add alarms or additional security devices, do not compromise the weather tightness of the door and frame.
- **Clean Gently.** Use mild household cleaners on your doors and never use abrasive chemicals on the door or hardware. Consult a professional for specific products and applications to help extend the life of your door.
- **Interior Entry.** In some condominium buildings, your front door may connect to an enclosed hallway. This door may still be your responsibility and require periodic maintenance, even though it is not exposed to the outside

elements. Refer to your community's Architectural Guidelines for requirements when repainting or replacing your exterior door.

- **Thresholds.** Door thresholds are located at the bottom of the door, and are designed to close the gap between the bottom of the door and the floor construction. Inspect regularly for water intrusion and ensure that the threshold is continuous and securely attached.



Note: Read your CC&Rs to understand who is responsible for exterior door maintenance and repair. In some cases, it is the responsibility of the Association. The recommendations outlined in this section are general and may not be the responsibility of every homeowner.

Recommended Maintenance Tasks	Frequency
When vacuuming, run the nozzle along the tracks of all sliding doors. This will help remove debris and help prevent damage to rollers. This will also allow for proper drainage during rains. Clean glass panels on glass doors.	Monthly
Inspect weather stripping to ensure it forms a tight seal against the door surface when the door is shut.	Quarterly and in hot and cold seasons
Remove the snap-in closure over the sliding door sill track to clear dirt accumulated there.	Twice per year
Inspect door finishes and touch-up as needed. (Check your CC&Rs to determine maintenance responsibility for this task.)	Twice per year
Use a spray silicone lubricant to keep your sliding hardware functioning smoothly and reduce possible friction that might cause excessive wear. Realign and adjust your sliding doors as needed.	Twice per year

Recommended Maintenance Tasks (cont.)	Frequency
Inspect the sealants located between the exterior door frame and wall finish and repair or replace when needed. (Check your CC&Rs to determine maintenance responsibility for this task.)	Annually
Repaint/ refinish painted and stained doors per the door manufacturer's recommendations. (Check your CC&Rs to determine maintenance responsibility for this task.)	Every 2-3 years or as needed
Clean and adjust the hardware if door latches, locks, and sliding door rollers are difficult to operate or if the sliding door is not sliding properly.	As needed

Effects of Deferred Maintenance: Failure to maintain the door will result in improper functioning and shorter life.

Windows

Windows are an important component in your condo's energy efficiency, beauty, and security. Windows are typically made of wood, vinyl, or aluminum, and will last longer with regular inspection and care.



Windows

What You Need to Know...

- **Do Not Seal Weep Holes.** Window frames are designed to collect water during a rainstorm and drain it out at the bottom through weep holes. It is normal to find some water within the inside track during heavy, windblown rain. Do not caulk the weep holes when caulking around the window.
- **Use Gentle Cleansers.** Do not use hydrocarbon cleaners such as gasoline, kerosene, or oil to clean vinyl windows and frames. Avoid using abrasive cleansers and scrubbers.



Cleaning Tips

Always begin with the mildest solution and test the cleaning method in a non-conspicuous location. Keep cleaning solutions away from the adjacent walls, wall finishes can be harmed by some cleansers. During routine cleaning, inspect the interior for stains that may indicate water intrusion. Pull back the carpeting at thresholds to observe the tack strip or floor sheathing for staining.

Aluminum Frames

Clean with warm soapy water. Clean stubborn stains with mineral spirits as recommended by the manufacturer. Solvents and abrasives can destroy sealants, gaskets, and finishes. Aluminum surfaces that have become dull can usually be restored with a quality car cleaner and wax.

Vinyl Frames

Use a soft cloth or sponge and mild dish soap and water. Rinse with clean water and wipe dry. For stubborn stains, refer to product information or contact the manufacturer for recommendations.

Glass and Glazing

Wash with a mild window washing solution. Clean interior glass with a premixed vinegar-based cleaning solution (1-part white vinegar to 1-part water) and a soft towel. Rinse with clear water. Avoid using ammonia or alcohol-based cleaners, as they attract moisture and dirt. Do not clean in direct sunlight.

Remove grease, oil, tape, and paint with non-abrasive cleansers. Apply cleanser with a soft cloth or towel and rub the area, taking care not to allow the cleanser or solvents to come in contact with the adjacent framing. Do not use razor blades, as they can scratch the glass and cause it to break.

Hardware

Most finishes can be cleaned with water and mild soap. Apply a thin layer of dry lubricant (such as paraffin, silicone, or graphite finish, as recommended by the hardware manufacturer) to the clean, dry surface. Avoid using oily lubricants, as they attract dust and grime. Use graphite on lock, keyways, and hinges. *Note: Vinegars, citrus-based cleaners, and paint removers can damage hardware finishes.*



Note: Read your CC&Rs to understand who is responsible for window maintenance and repair. In some cases, it is partially the responsibility of the Association. The recommendations outlined in this section are comprehensive and may not be the responsibility of every homeowner.

Recommended Maintenance Tasks	Frequency
Clean windows and frames as part of routine cleaning.	Regularly
Clean window tracks of any debris to keep the weep holes free of blockage to prevent water from leaking into your condo. Always check before rainy season.	Regularly
Lubricate window tracks with silicone or paraffin sprays, especially when you notice the window "sticking". Avoid oil, as it attracts dust and lint.	Tw ice per year
Caulk around the window to keep water out. Take care not to seal weep holes! (Check your CC&Rs to determine maintenance responsibility for this task.)	Annually, before the rainy season
Inspect sealants between the window frame and wall finish, and repair or replace when needed. (Check your CC&Rs to determine maintenance responsibility for this task.)	Annually

Effects of Deferred Maintenance: Deferred maintenance will result in diminished appearance, more difficult opening and closing of windows, and possible water intrusion.

Flooring

Flooring: Overview

The flooring in your new condo is made of materials selected for their beauty and functionality. Proper care and regular maintenance are key in maintaining the appearance and maximizing the useful life of your flooring.

Common sense guidelines apply to all flooring types, some of which are listed below. Additional recommendations are explained for each flooring type in the pages that follow.



Wood Flooring



Tile Flooring

What You Need to Know...

- **Use Doormats.** Place doormats outside all exterior doors, as dirt and other substances tracked in from outside are the primary sources of wear.
- **Clean Up Spills Immediately.** Blot up liquid with a clean, absorbent, white cloth or sponge. Remove solids with a blunt knife or scraper.
- **Protect Your Floor.** Use protective pads or pieces of plywood under heavy appliances when moving them across flooring. If appliances such as refrigerators are mounted on casters, be sure the casters are large enough to adequately spread the weight to avoid distressing the flooring.
- **Refer to the Manufacturer's Guidelines.** Please note that the following maintenance recommendations do not attempt to address all possible maintenance needs. Consult specific flooring manufacturers for guidelines regarding recommended floor care products and comprehensive stain removal instructions.

Carpeting

Carpeting wears out from foot traffic that tramples dirt and sand particles deep into the pile. Choose a vacuum with strong suction and maintain it properly (changing the bag or emptying the vacuum canister) to maximize its effectiveness in removing small, heavy grains. Dirt can discolor even carefully maintained carpet. Such apparent loss of color should not be mistaken for permanent discoloration or fading. Professional cleaning can sometimes restore the original color.

What You Need to Know...

- **Stain Removal Tips.** Refer to the manufacturer's recommendations about treating specific types of spills or stains. General purpose carpet spotter products may be used as part of spill and stain cleaning, but should be blotted up, rinsed and thoroughly blotted up again.
- **Floor Mats.** Use inside and outside entrance mats to reduce the amount of dirt that enters your condo.
- **Professional Cleaning.** Professional carpet cleaning is often the best way to restore the appearance of carpeting. However, please note that professional cleaning companies use a variety of cleaning methods, some of which are hard on the carpet and should be done as infrequently as possible.

Treatment for Common Conditions

Crushing: Vacuum regularly.

Burns: Clip burnt ends or replace carpet.

Fading: Protect from sunlight.

Shedding: Balls of fluff gradually disappear with regular vacuuming.

General Spills and Stains: First, blot liquids with a dry, white, absorbent cloth. Do not scrub. Second, blot with a cleaning solution, working from the edges toward the center of the spill. Rinse with clean water and blot until dry.

Semi-solid stains: Gently scrape with a rounded spoon and vacuum up. Do not add moisture.

Ripples: Carpet that is worn or needs to be re-stretched may develop ripples or ridges. When normal stretching occurs during the life of the carpet, re-stretch it to eliminate excessive wear.

Recommended Maintenance Tasks	Frequency
Vacuum frequently traveled areas and near outdoor entrances. Carpet cannot be vacuumed too often. A clean carpet is a long-wearing carpet.	Daily or as needed
Thoroughly vacuum all areas, even those rooms which receive very little traffic, to remove dust deposited from the air.	Weekly
Professionally clean carpeting that is too soiled to respond to routine maintenance.	Annually or as needed

Effects of Deferred Maintenance: Poor appearance and premature replacement costs may result from deferred carpet maintenance.

Ceramic Tile Floors

Ceramic tile floors are an attractive, functional, and long-lasting choice for your condo.



Cleaning Tips

Clean regularly with a vacuum, broom, or wet mop.

Remove dirt daily to prevent build-up and the potential for staining.

Neutral pH cleaners are recommended and available from tile supply stores. Do not use harsh abrasive cleaners, metal scrubbers, acids or acid based cleaners, as these can deteriorate the grout and finish.



Note: Tile grout is not typically sealed as part of the new construction, as it is necessary for grout to cure (at least a month is recommended) before sealing. Surface sealers protect against everyday wear and tear. Once the tile has cured, a professional should seal the grout joints. Sealers and waxes can save on routine cleaning.

Recommended Maintenance Tasks	Frequency
Sweep or vacuum on a regular basis to reduce grit, which can scratch and dull the floor's finish.	Daily in areas of heavy use
Clean flooring with a damp mop or a mild detergent. Wax or sealers are not necessary. Buff floors lightly to improve the shine to a high gloss.	Weekly
Inspect and, if necessary, regrout, or caulk the area between the tiles and the baseboard. Check around door thresholds, tubs, and toilets. Sealing these areas are important to prevent the water intrusion.	Annually
Seal the tile. If needed, re-finish with non-skid wax.	Annually

Recommended Maintenance Tasks (cont.)	Frequency
Examine the perimeter and high traffic areas for hollow-sounding or loose tiles, as well as cracking.	Annually

Effects of Deferred Maintenance: Poor appearance of the flooring, degradation of grout or joints, and even water intrusion and damage can result from deferred maintenance.

Natural Stone Floors

Granite, limestone, marble, and travertine are durable natural stones but may be scratched, chipped, and stained with misuse.

What You Need to Know...

- **Use Mats and Rugs.** Use non-slip mats or area rugs inside and outside entries to reduce wear resulting from tracked in sand and dirt, which can scratch the stone.
- **Repair as Needed.** Repair chips, scratches, and stains using the manufacturer-recommended techniques, or consult a professional.
- **Hints for Sealers.** It is strongly recommended that you seal your stone in order to prevent staining. There are specific cleaning agents and sealers for natural stone that are available through tile and stone stores.
- **Acidic Liquids.** Some types of natural stone are vulnerable to damage from acidic liquids, such as citrus juices, tomato juice, and vinegar. Sealers will help protect the surfaces.



Cleaning Tips

Blot up spills immediately. Sweep with a soft broom, brush, or dust mop as a part of everyday maintenance. Damp mop smooth surfaces two to three times per week after sweeping or vacuuming, in addition to more thorough wet cleaning per the manufacturer's recommendations. Soap without detergents and pH balanced cleansers are generally good choices; always rinse thoroughly with clear water.

Recommended Cleaning Products

For routine cleaning, vegetable-based natural soaps are a good choice. Stains can typically be cleaned with a detergent. Be sure to select a detergent that is appropriate for the type of stone. Consult the manufacturer or a stone retailer for specific product recommendations.



Caution: Avoid abrasive cleansers or products that contain lemon, vinegar, or other acids. Do not use steel wool, polish, or liquids containing acid or vinegar on the surface.

Treating Stubborn Stains

Stubborn stains typically require professional care. Acidic cleaners are not recommended for routine care, but may be used to remove grout haze, mineral deposits, or rust acid, and should only be used by a professional. Acidic cleaners will eventually erode the grout and make cleaning more difficult.

Recommended Maintenance Tasks	Frequency
Sweep, vacuum, and mop the surfaces. Clean more thoroughly with an appropriate cleaning product as needed. Lightly brush the grout joints to loosen debris.	2 - 3 times per week/ Daily in high traffic areas
Inspect perimeter and high traffic areas for hollow-sounding or cracked tiles. Inspect around door thresholds, tubs, and toilets. If necessary, regrout or caulk the area between the tiles and the baseboard. This is essential in preventing water intrusion.	Annually
Reseal the stone.	Every 1-2 years or as needed
Repair chips, scratches, and stains using the manufacturer-recommended techniques, or consult a professional.	As needed

Effects of Deferred Maintenance: Poor appearance of the flooring, degradation of grout or joints, and even water intrusion and damage can result from deferred maintenance.

Wood Floors

There are many types of wood products available today. Some are installed as individual boards, planks, or parquet, with many joints. Others are installed in large sheets with few joints. Some floors are secured directly to the sub floor and some are loosely laid over the sub floor. The finishes also vary: oil-modified, moisture-cured, and water-based urethanes, varnish, wax, and penetrating stain. Some are surface finishes, while others penetrate the wood.

What You Need to Know...

- **Wax Sparingly.** Do not wax the floor unless recommended for the particular product, and even then wax sparingly. Never use wax or wax-based products over surface finishes. Avoid using water-based waxes.
- **Characteristics of a Natural Product.** Wood (parquet or planks) is a natural product, and may vary slightly in grain and color. Also, during normal seasonal cycles, changes in humidity may result in expansion and contraction of the materials. This may result in small separations between planks or parquet during dryer seasons, and is to be expected.
- **Professional Service.** Contact a local flooring distributor to remove heavy stains or for refinishing.
- **Laminates.** If it is a modern laminate product, care similar to vinyl flooring may be recommended, but would not be appropriate for a traditional solid floor.
- **Minimize Wear.** Use area rugs in areas of heavy traffic to prevent excessive wear. Avoid using rubber-backed rugs. Do not drag furniture or other heavy objects across the floor without a pad. Place protector pads under all furniture legs.



Cleaning Tips

In general, cleaning is limited to sweeping with a soft bristle broom, cleaning with a vacuum cleaner soft floor attachment, and periodically cleaning with professional wood floor cleaning products. Remove dirt at joints, between boards, and at doorway thresholds or transitions to other flooring materials. Do not use ammonia or dust cleaners on wood flooring. Wipe up spills immediately!

Solid wood flooring should not be wet-mopped. It is especially susceptible to damage from water from long-term sources such as leaks and exterior doors with poor weather protection.

Acrylic Impregnated Non-Urethane Finished Floors

Consult the manufacturer for special care recommendations. Clean per the general maintenance instructions above. Follow with a low-speed buffing, using cleaning products and pads as recommended by the manufacturer. Never use wax or wax based products over surface finishes.

Varnish, Urethane, and Polyurethane Finished Floors

Consult the manufacturer for special care recommendations. Clean per the general maintenance instructions above. Clean stubborn stains using manufacturer recommended cleaning products and a soft cloth. Never use wax or wax based products over surface finishes. If, over time, the finish loses its luster, professional screening and recoating may be necessary.

Scratches: Use a touch up kit provided by the manufacturer.

Stains: Apply a recommended floor cleaner and buff.

Ink or Pet Stains: Remove floor finish; clean with steel wool and wood cleaner or mineral spirits. Wash with household vinegar. Remove grit and refinish with polyurethane.

Sealed and Wax Finished Floors

Consult the manufacturer for special care recommendations. Clean per the general maintenance instructions above. Never use wax or wax based products over surface finishes.

White Water Spots: Rub out with fine steel wool and a small amount of mineral spirits. Re-wax and buff.

Stains and Spots: Rub with #1 steel wool and re-wax. Sand lightly with fine sand paper.

Scratches: Use a commercial scratch remover to treat deep scratches. Deeper scratches may require re-waxing and buffing.

Mold or Mildew: Rub with steel wool and a wood floor cleaner.

Gum or Crayon: Scrape carefully, without scratching the surface. Apply ice to help loosen tougher stains.

Oil or Grease: Apply trisodium phosphate (TSP) or a soap that has a high lye content.



Caution: Always consult the manufacturer's recommendations or a wood flooring supplier/installer to determine the appropriate floor care products. Improper maintenance may void your warranty.

Recommended Maintenance Tasks	Frequency
Sweep or vacuum to remove loose dirt. Remove stains as needed.	Daily to weekly, depending on use
Clean with professional wood floor cleaning products. Re-wax and buff dulled or scratched waxed finishes.	Per manufacturer's recommendations

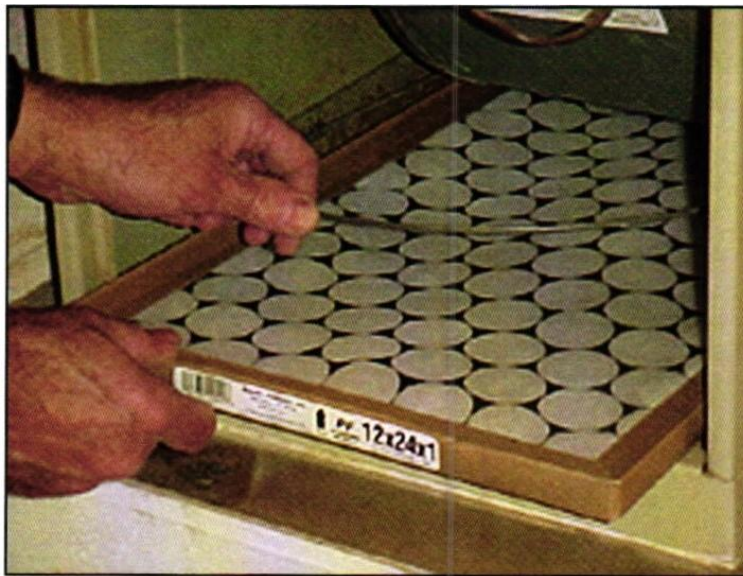
Effects of Deferred Maintenance: Incomplete maintenance can result in damage or stains, reducing the value these floors add to the condo.

Heating, Ventilation and Air Conditioning

Air Filter

Learn the location of the air filter in your heating and cooling system. The most common air filters are wall or ceiling units. Clean filters provide an even flow of clean air with in your condo. Clogged air filters can result in reduced airflow and dirty filters can also cause streaking on the walls near vents.

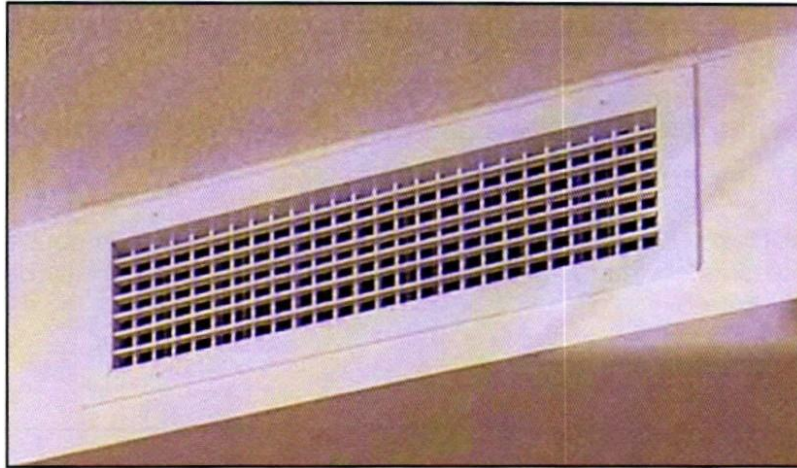
Be sure to purchase the correct filter for your unit. Some filters are so tightly meshed that they actually starve the system of air. Ensure that the new filter is properly fitted so air is properly filtered and does not bypass the system. The air filter may be located in a wall or ceiling unit. Consult the manufacturer's documentation for the type and location of the air filter used in the system.



Example of an Air Filter

Registers

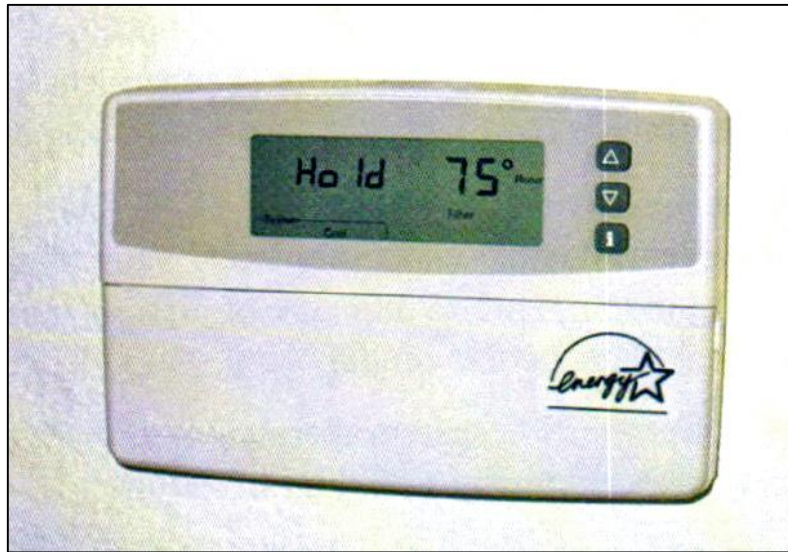
Registers (or air vents) distribute conditioned air throughout your condo. Room air returns to the heater and A/C through the return vents. For efficient airflow, keep furniture, drapes and other objects away from registers. The registers can be adjusted to provide the desired temperature for each room.



Adjustable Register

Thermostat

Your thermostat controls the HVAC system, and allows you to set the temperature at which you want your condo cooled or heated to. Set your thermostat to a setting comfortable for you and your family. To maximize energy efficiency, leave your thermostat at a constant setting to avoid energy-wasting fluctuations. Due to the demand of energy conservation, thermostats have become quite complex; familiarize yourself with the manufacturer's instructions.



Typical Programmable Thermostat

Most modern thermostats have an integrated time delay feature that prevents manually starting the system repeatedly and protects the compressor from damage.

When switching the thermostat to "ON", there is normally a delay of up to 15 minutes before the compressor will switch on.

Keep your condo at an even temperature, especially in the first year, to minimize the expansion and contraction of the building materials. Minor cracking is inevitable, but can be minimized by maintaining a temperature between 68°F - 78°F.



WARNING: If you notice a gas odor, call your gas company immediately.



Caution: Overheating, especially in the first year, can cause excessive shrinkage in framing lumber and can materially damage your condo.

What You Need to Know...

- **Be Practical.** Practical approaches, such as using window coverings, are an important part of your condo's heating and cooling system. For example, on hot days, close drapes, blinds, or shutters to block sunlight. On sunny, cold days, opening your window coverings may help heat your condo. Also, do not leave doors and windows open for significant periods of time when the HVAC system is operating.
- **Test Your System.** It is a good idea to run your system at least once before the periods of heaviest use, as it is not good for the system to be out of operation for long periods of time. Your heating system can be run at any time; however, your air conditioning system should not be run when it is very cold outdoors. Refer to your manufacturer's maintenance instructions to verify the lowest outdoor temperature at which your system can be run without damage.
- **Use Vacation Settings While Away.** If you will be away from your condo for more than a couple of days, do not completely shut off the HVAC system. The potential change in temperature and lack of airflow may cause condensation that may damage the condo.
- **Humidity Control.** Set the A/C system thermostat to the "fan-auto" setting to allow the system to perform the best dehumidification.



Caution: Never close more than 30% of the registers in your condo at one time. Reduced airflow will not only place strain on the HVAC fan unit, but can result in condensation and water damage in higher humidity rooms.

Recommended Maintenance Tasks	Frequency
Change/clean the air filter, typically monthly during high use seasons. For reusable filters, vacuum and wash with detergent and water; allow filter to air dry before replacing it.	Monthly or per manufacturer's recommendations
Clean the registers to keep them free of dust and debris.	Monthly

Effects of Deferred Maintenance: Failure to properly maintain and properly use your HVAC system may result in malfunction or premature failure. The air conditioning system cools and, to some degree, dehumidifies the air. Malfunction of the system may result in poor dehumidification and increased moisture in the condo, resulting in moisture damage to your condo or its contents.

Exhaust Fans

Exhaust fans are important for reducing the humidity and condensation in your condo. Exhaust fans may be installed in your kitchen and bathrooms. Kitchen fans are typically located in the range hood (refer to the "Appliances" section of this guide for additional information). The exhaust fans may have filters that need to be cleaned or replaced periodically. Refer to the manufacturer's documentation for information on the fans installed in your condo.



Typical Bathroom Exhaust Fan

What You Need to Know...

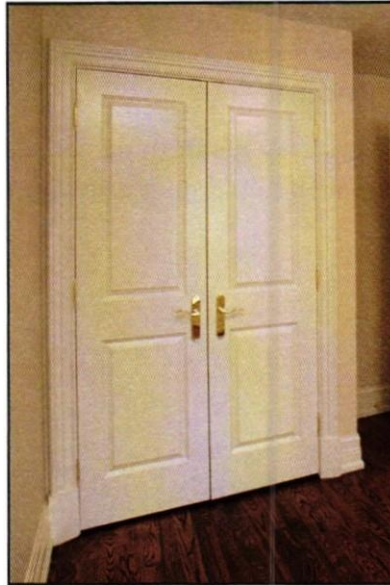
- **Use Fans While Showering.** Moisture and mildew problems can occur in any room where water vapor is present. In bathrooms, use the exhaust fan while showering in order to control indoor humidity. Proper use of the exhaust fans to control steam can help reduce the potential for mold growth in your shower and bath room.
- **Disconnect the Power Before Servicing.** When filters or filter screening is part of your exhaust fan assembly, disconnect the power before servicing.
- **Noisy Fans.** If fans become noticeably noisier over time and have otherwise been properly maintained, have them serviced by a professional.

Recommended Maintenance Tasks	Frequency
Clean reusable filters and screens with soap and water to remove dust or lint that may have accumulated.	Quarterly
Replace filters, if installed.	Per manufacturer's recommendations
If your fans have exterior exhaust vents, inspect and clean the exterior hood or vent. Ensure that the back draft damper (flap) is clear and free moving.	Annually

Effects of Deferred Maintenance: Failure to maintain exhaust fans may result in decreased efficiency and performance, a shortened useful life, and decreased air quality in your condo.

Interior Doors

Interior doors are typically made of wood or a composite material and add to the overall beauty of your condo.



Example of an Interior Wood Door

What You Need to Know...

- **Sliding and Pocket Doors.** Keep faying (closely joined) surfaces and moving parts, such as rollers, lubricated and free of dirt.
- **Avoid Slamming Doors.** Slamming doors can damage the door, door jambs, and even crack the walls. Likewise, do not allow children to hang from or swing on doors as this loosens the door hardware and causes the door to sag.
- **Hollow Doors.** Many doors are "hollow core" construction. Do not attach additional hooks or other items to the face of the door, as the hooks may pull out under excessive weight.
- **Cracks.** If cracks appear in painted door joints during the dry season, fill them with putty or caulking and refinish if needed.
- **Hinge Screws.** Heavy use of a door results in hinge screws being loosened,

allowing the door to sag. Tighten the screws as necessary. If they fail to tighten, the door or jamb wood is probably cracked or stripped at the hinge screw.

- **Sticking Doors.** The most common cause of a sticking door is the natural expansion and contraction of the lumber in the building. This sticking is due to expansion during a damp season. Avoid painting the door. When the dry season returns, the door shrinks back to normal size. Make sure that all edges of the doors are sealed and painted.

Recommended Maintenance Tasks	Frequency
Remove smudges with warm water and a mild detergent.	Regularly, with routine cleaning
Coat stained doors with lemon oil to prevent cracking. Use touch-up paint or varnish on nicks and scratches.	Monthly
Lubricate door hinges. Remove the hinge pin and rub it with a graphite tube or pencil lead. Avoid oil; it gathers dust. Lubricate door locks with a graphite lubricant. Wipe up excess with a dry paper towel.	As needed
Lubricate and clean rollers, moving parts, and faying surfaces (those closely joined) on pocket or sliding doors.	As needed
Repaint painted doors, according to wear and tear.	As needed

Effects of Deferred Maintenance: Deferred maintenance can result in premature failure of your doors and potentially higher replacement costs.

Outdoor Living Areas

Balconies

Balconies provide above-ground private patios or entry porches, and offer the additional benefit of an outdoor living area. You should be aware that your balcony may also serve as the roof protecting the structure that supports it, including any interior living or utility space that is below.



Note: Read your CC&Rs to understand who is responsible for balcony maintenance and repair. In some cases, it is partially the responsibility of the Association. The recommendations outlined in this section are comprehensive and may not be the responsibility of every homeowner.

What You Need to Know...

- **Avoid Heavy or High-Impact Use.** Your balcony surface is part of a waterproof assembly, and may incorporate an exposed type waterproof coating. Heavy or high-impact use may compromise the waterproof coating.
- **Barbecue Carefully.** Exercise caution when using a barbecue with hot coals. Do not allow the hot surfaces of the barbecue to come in contact with the balcony surface, walls, or railings.
- **Water Conservatively.** Use saucers or pot "feet" under plants and heavy

pots and water carefully, only as the plants need.

- **Do Not Install Outdoor Carpeting.** Many balcony surfaces may be damaged by the installation of outdoor carpeting or floor coverings, which retain water or react with the protective surface coatings that would otherwise be allowed to dry. Use coverings or other balcony furnishings with care not to block or restrict drainage of the balcony surface at area drains, scupper, or open edges.
- **Do Not Puncture the Walls.** Avoid installing any fixtures, hangers, or other accessories in the walls surrounding the balcony. Even if the balcony is covered, wind-blown rain may still impact it, and surfaces need to be weathertight like any other exterior area of your condo.
- **Contract a Professional.** Because of their structural importance and waterproof design, all repairs to balcony surfacing and flashing should be handled by a qualified professional.

Recommended Maintenance Tasks	Frequency
Keep the surfaces clean and free of debris.	Regularly, with routine cleaning
Inspect the surfaces for proper drainage.	Seasonally/With wet cleaning or watering
Inspect fasteners, support brackets, and mounting hardware of railings. Inspect handrail pickets, top and toe rails, and all other related components for signs of weathering and deterioration. Repair loose handrails immediately. (Check your CC&Rs to determine maintenance responsibility for this task.)	Quarterly
Inspect the surfaces for splitting, cracking, or deterioration of the coating. Check for staining of interior or exterior finishes at or adjoining the underside of the balcony that might indicate leaking of the balcony assembly. (Check your CC&Rs to determine maintenance responsibility for this task.)	Quarterly

Recommended Maintenance Tasks (cont.)	Frequency
Inspect exposed flashings at the balcony perimeter, railings, and adjoining doorways to ensure sealant at joints and laps is intact. (Check your CC&Rs to determine maintenance responsibility for this task.)	Annually in the Spring

Effects of Deferred Maintenance: Because of the highly visible nature of the balcony and its structural importance, regular preventive maintenance and thoughtful use is essential in preventing early deterioration.

Plumbing System

Your plumbing system is comprised of several different components, including pipes, shut-off valves, sinks, toilets, showers, tubs, and fixtures. All require periodic inspections and routine cleaning and maintenance.

We recommend that you become familiar with the system as soon as you move in. To prepare yourself for a potential plumbing emergency, you should locate the following shut-offs in your condo:

- The main water shut-off at your condo and at the water meter
- The gas service meter shut-off
- The hot and cold water shut-off beneath each sink and behind the toilets

In any emergency, your first step should be to turn off the water. Main shut-off valves are usually located where pipes enter the condo. If you suspect a leak within the walls of your condo, immediately turn the main shut-off valve to the OFF position and contact a plumber. A leak between the walls can severely damage the wall and the flooring. All fixtures except tubs and shower have separate shut-off valves. Know how to use these shut-off valves in case of leaks or other problem. Make sure you know where all water shut-off valves are located and mark the hot and cold shut-off valves.



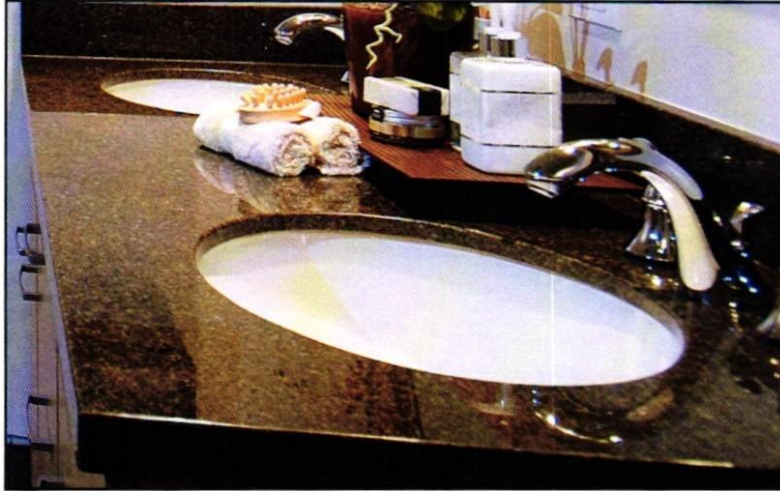
Caution: Immediately shut-off the water at the appropriate location when leaks are discovered. Remedy all water leaks from any source immediately, as they can allow mold growth and cause structural damage. These conditions are often not covered under warranty or typical homeowner's insurance policies.

Recommended Maintenance Tasks	Frequency
Inspect for leaks around toilets, sinks, showers and tubs. Listen for running water to help locate unseen leaks.	Monthly
Test the shut-off valves and replace valves as needed.	Annually

Effects of Deferred Maintenance: Failure to maintain the plumbing system can damage your condo, costing you both time and money.

Sinks and Fixtures

Your condo may have one or more types of sinks installed throughout the kitchen and bath areas. Be sure to maintain these surfaces according to the manufacturer's recommendation for your particular sinks.



Bathroom Sink



Stainless Steel Kitchen Sink

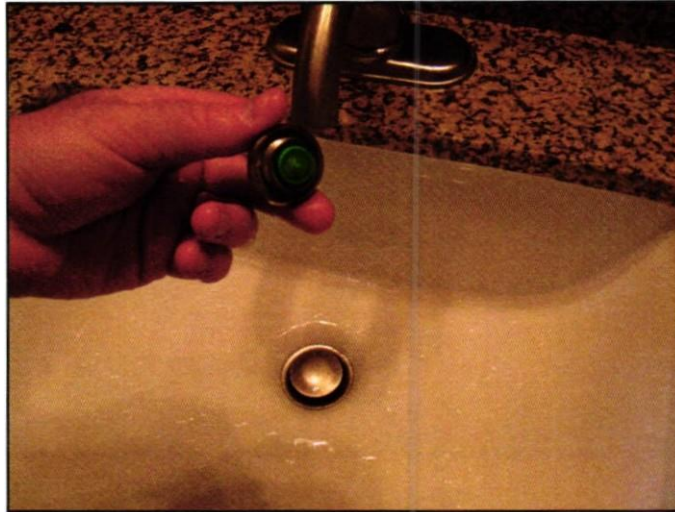


Note: To prolong the life of the faucet fixtures, do not use excessive force when turning off the faucet.

Tips for Resolving Common Issues

Aerator Blockage

If you experience restricted flow in a faucet, it is likely that the problem is a blocked aerator. Unscrew the aerator, remove the screen and rinse away the gritty sediment that is causing the blockage, then replace the aerator screen.



Remove the Aerator Screen to Repair Blockages

Chipped Porcelain Sinks

For chipped porcelain, a bottle of liquid porcelain from your local hardware store is a simple, inexpensive remedy. Follow the product directions carefully. To fill a deep chip, a second coat may be necessary.

Leaking Faucet

A leaking faucet can waste water as well as be annoying. Call a plumber to make the repair, or, if you can, make the repair yourself. Visit a local hardware store or home improvement center for parts and helpful advice. Shut off the water below the sink, remove the faucet stem, and replace the washer with the appropriate part. Reinstall the faucet stem and turn the water back on.

Slow Drainage

Bath tub, shower, and sink drains can become clogged by grease, hair, lint, or soap. We recommend that you call a plumber if you are experiencing low drainage in your bathtub, shower, or sink drains.

Clogged Traps

Clogged drain traps can be easily cleared with a plunger or similar device. We do not recommend the use of harsh chemicals to unclog stopped up drains as they may be harmful to the plumbing system and the environment.



Drain Trap

Recommended Maintenance Tasks	Frequency
Clean sinks and fixtures regularly, as part of your routine cleaning schedule.	Regularly

Effects of Deferred Maintenance: Deferred maintenance will detract from the appearance and cleanliness of your sink.

Showers and Tubs

Shower and tub enclosures are designed to provide clean, bright, durable and watertight bathing areas. The variety of finishes and fixtures incorporated in these assemblies need specific care and maintenance to maintain their finish and watertight condition.



Walls and surfaces adjoining tubs and shower pans are typically ceramic tile, natural stone, synthetic composite sheet material (e.g., Corian), or molded fiberglass units designed as one or two-piece assemblies, including the tub or shower pan.

Maintenance of the sealant at corners, junctures, and around fixture piping or enclosures is critical to the overall watertightness of the bathing area. Maintain sealant with mildew-resistant silicone sealant that is designated for bathroom use. Take care to avoid sealing joints or openings that are intended to be free to "weep" or drain (such as at the bottom of the shower valve plate or shower door sills and rims designed to drain back into the shower.) Take note of what was or was not sealed as part of the original construction. Refer to the "Caulking" section of this chapter for more information on caulking and sealants.

What You Need to Know...

- **Keep Water Confined.** Take care to confine water and wet items to the surfaces designed for wet use. Take care when using your tub and shower to prevent water from escaping the shower or tub enclosure.
- **Clean Regularly.** Avoid soap accumulation on walls and enclosure glass.
- **Keep the Tub and Shower Ledges Clear.** Avoid an excessive accumulation of bathing accessories and shampoo bottles on tub and shower ledges; these can contribute to water and soap accumulation.
- **Close the Curtain or Door.** Keep the enclosure door or curtain closed until water is sufficiently drained.
- **Do Not Let Water Stand.** Mop up any excess water that might accumulate when exiting the shower; standing water eventually cause the flooring to curl and/or stain.



Cleaning Tips

Use non-abrasive bathroom cleaners for fiberglass tub, shower pan, one-piece enclosures, and fixtures. Use a neutral pH tile cleaner for ceramic tile areas.



Caution: Make repairs immediately. Use another bathing area, if possible, until repairs are made. Failure to remedy leaking may result in mold growth and damage to finishes and framing.

Recommended Maintenance Tasks	Frequency
Clean bathroom fixtures with warm water and a mild detergent. Avoid scouring pads, abrasive cleansers, and anything that might scratch the finish. Dry completely after cleaning.	Regularly, with routine cleaning

Recommended Maintenance Tasks (cont.)	Frequency
Clean and monitor the condition of tub and shower enclosure surfaces as part of your regular housecleaning. Note any dampness or staining that might be evident on the floors or walls adjoining the shower or tub, and make repairs as needed.	Weekly and as needed
Inspect shower door seals and adjust if necessary to keep water from leaking out of the enclosure.	Monthly
Thoroughly clean ceramic tile surfaces and grout with tile cleaner and a brush. Check the condition of sealant and grout; repair as needed.	As needed (Typically monthly to quarterly)
Reseal joints at wall, tub, and receptor junctures as described above. Fill any grout joints that may have developed gaps.	Every 1-2 years and as needed

Effects of Deferred Maintenance: Failure to maintain your tub and showers may result in costly damage to adjacent finishes, deterioration of structural framing, and mold growth.

Toilets

Toilets are made of a tough vitreous material; however, they require occasional maintenance and proper cleaning.



Standard Toilet



Caution: If your toilet blocks up, try using a plunger to discharge the waste. If not, call a professional plumber.



Note: Always change wax rings when replacing the toilet or flooring. Additionally, if odors, leaks, or "rocking" is noticed, the wax ring may need replacing.

Hints for Using and Cleaning Your Toilets

Do not use toilet bowl cleaner and/or disinfectants inside your tank. These may damage the interior parts.

Do not use drain cleaners or colored tank cleaners in toilets. The harsh chemicals in these products can damage toilet seals and cause leaks.

Do not flush bulky items down the toilet.

Tips to Stop a Running Toilet

1. Inspect the shut-off ball float or clip inside the tank. The ball float or clip is probably not being lifted high enough in the tank by the water level to shut off the valve completely.
2. Bend the float ball rod down gently or lift the clip until the float stops water at the proper level. Be sure the float is free and not rubbing on the sides of the tank or other parts.
3. Check the flap at the bottom of the tank and replace it if worn.
4. Examine the flush handle mechanism. Too tight a chain between the flush handle lever and the flap will cause a leak. Sometimes leaks result around the outlet at the base of the tank under the rubber plunger.
5. If none of these adjustments correct the trouble, consult a plumber.

Recommended Maintenance Tasks	Frequency
Regularly clean toilets using a toilet bowl cleaner and a brush or cloth.	Weekly

Effects of Deferred Maintenance: Deferred maintenance to your toilet can result in decreased toilet life, clogged toilets, unpleasant odors, higher water bills, and damage to your bathroom floor.

Water Pressure Regulator

A water pressure regulator is installed on homes when required by the Uniform Building Code. It is usually installed where the water supply pipe enters the structure or condo. It is designed to automatically reduce the high incoming water pressure to a lower, more functional pressure. Water pressure can vary as much as 30%, increasing at nighttime and decreasing during the day.

Normal operating pressure is usually 50 to 60 psi (pounds per square inch). Pressure over 60 psi is considered excessive. Pressure that is too high may damage pipes and fixtures and also result in greater water usage. High pressure may also damage appliances and may cause water hammering.



Note: The Uniform Building Code requires water pressure regulators be placed at the inlet side when the mainline pressure is 80 psi or greater.

Recommended Maintenance Tasks	Frequency
Inspect for proper functioning by reading the pressure with a gauge on a faucet, downstream of the regulator. Replace regulators that cannot be adjusted using the adjustment screw.	Annually

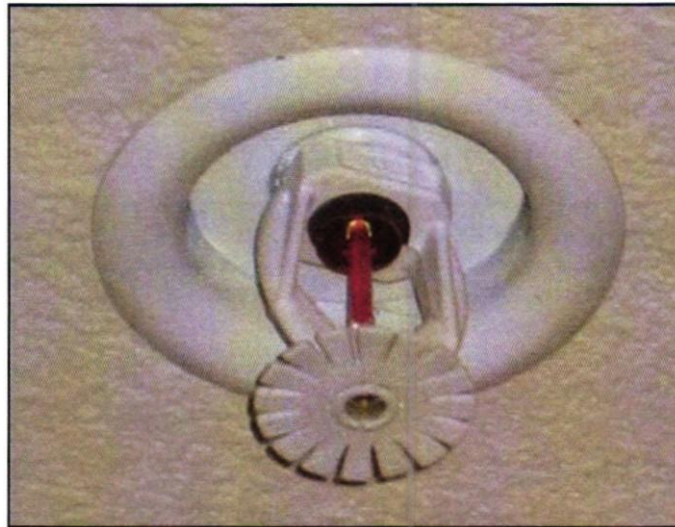
Effects of Deferred Maintenance: Failure to provide the maintenance required may result in problems and increased repair expenses.

Safety

Fire Sprinklers

The fire sprinklers are part of the community's fire protection system, and are maintained by the Homeowners Association. They should never be tampered with. Sprinkler heads are either recessed in to the ceiling or exposed at the ceiling, and automatically open to spray water when the temperature reaches a certain level.

Upon activation, the building's fire monitoring system (operated and maintained by the Association) notified the monitoring company to call the Fire Department.



Fire Sprinkler Head



WARNING: Exercise extreme caution with activities, such as moving furniture or repainting the ceilings, that may impact the fire sprinkler heads in the common areas and condos. The sprinkler heads are under constant high pressure, and physical impact would result in a high-pressure flow of water and potentially serious water damage. Never paint over the fire sprinkler heads.

What You Need to Know...

- **Never Disturb Sprinkler Heads.** Fire sprinkler heads are under extremely high water pressure at all times. Do not bump or allow any kind of contact with the sprinkler heads, since a broken or impacted head may result in serious flooding and damage.
- **Cleaning, Painting, or Replacement.** Never attempt to clean up or paint over the sprinkler heads (including recessed ceiling head covers). Sprinkler heads have factory applied protective wax or coating, so any cleaning or painting will change the sprinkler heads' sensitivity to heat/fire. Contract a properly certified firm to replace corroded, dirty, or painted sprinkler heads.
- **Storage.** All stored items must be 18 inches below the level of the fire sprinklers and deflectors.
- **Tampering.** The fire sprinkler valves, gauges, and heads in the community should never be tampered with by residents or guests. If a head breaks or leaks, report the condition to the Association immediately, as the safety of all occupants depends on this system, and serious water damage may occur if left unrepaired.

Smoke Detectors

Your smoke detectors are designed to alert you to the possible presence of smoke in your condo. The average life of the lamp in a smoke detector is six years. Your smoke detectors are hard-wired (connected to an electricity source), with a battery backup.



Smoke Detector

What You Need to Know...

- **Test Your Detectors.** Test your smoke detectors by pressing the test button on the outer cover. The alarm will sound if the detector is working properly.
- **Batteries and Lamp Replacement.** An automatic pulsing alarm is a "trouble call" that indicates the need for a lamp or battery replacement (in battery operated models). Lamps and batteries are available at local hardware stores and home centers.
- **Refer to the Manufacturer's Documentation.** Some smoke detectors are hard-wired to your condo's electrical system, while others are battery operated. Refer to the manufacturer's information to determine which type is installed in your condo, and what maintenance is necessary.
- **Do Not Move or Disable Smoke Detectors.** Smoke detectors are installed in specific locations to meet local and state building code requirements and should not be moved or painted. Never disconnect or remove the batteries from your smoke detector or leave it disabled in any way.

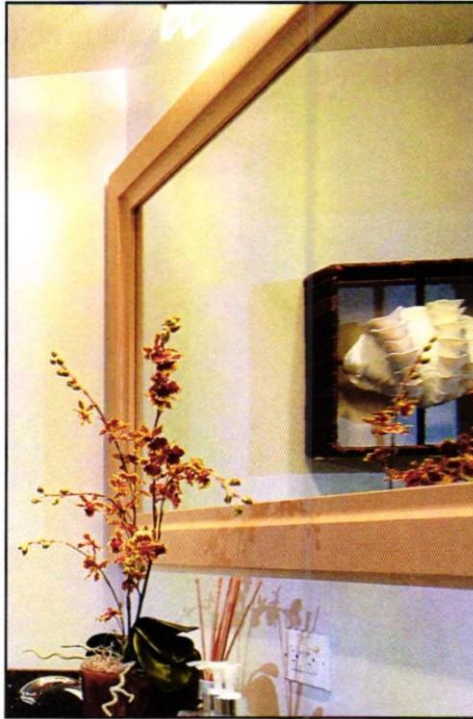
Recommended Maintenance Tasks	Frequency
Test all smoke detectors in your condo.	Twice per year
Replace the batteries (if applicable).	As needed

Effects of Deferred Maintenance: Deferred maintenance to your smoke detector could lead to serious damage to your condo, and injury or death in the event your family is not alerted to a potential danger.

Trim and Finishes

Mirrors

Wall mirrors retain their beauty longer with proper care. They are typically attached with hardware or bonded to the wall with special mastics.



Wall Mirror in Bathroom



Caution: Moisture is the number one enemy of mirrors. If a wet cleaner is sprayed into the joints, it can puddle and invade the protective coating, resulting in deterioration of the reflective silver beneath. When cleaning, be careful not to allow the edges of the mirror to get or remain wet.



Cleaning Tips

Clean with warm water and a soft cloth. Standard glass and mirror cleaners that do not contain ammonia or vinegar are also safe choices. Never spray cleaner directly onto a mirror apply the cleaner to a soft cloth and wipe the mirror.

Remove surface marks or stubborn dirt with oil-free steel wool. Do not use solvents, as they may damage the edges and backing.

Recommended Maintenance Tasks	Frequency
Clean with warm water or glass and mirror cleaner and a soft cloth. Dry thoroughly. Remove stains as needed.	Regularly, with routine cleaning

Effects of Deferred Maintenance: Inadequate cleaning diminishes the visual appeal of the mirror and may increase the potential for premature deterioration.

Walls, Ceilings, and Trim

The painted areas of your condo, such as walls, ceilings, crown moldings, baseboards, and other trim, will retain their beauty longer if you care for them properly.



Painted Walls and Ceiling

What You Need to Know...

- **Shrinkage and Cracking is Normal.** Normal shrinkage of the wood in any new building sometimes causes the joints in the woodwork to open, doors to stick, and slight cracks to appear, especially around door openings. Cracking is inevitable, but it can be minimized by keeping the temperature between 68°F - 78°F during the first year to create a uniform drying process. Minor cracks can be easily filled with drywall patching compounds, primed, and painted to match. *If cracks continue to open after the condo has had an opportunity to settle and adjust to interior conditions, there may be other issues to consider, such as humidity changes (see "Heating, Ventilation and Air Conditioning") or cracked sealants on the exterior of the condo.*
- **Bathrooms and Kitchens.** Bathrooms and kitchens are exposed to steam and condensation; consider repainting these areas more frequently.
- **Newly Painted Surfaces.** Do not wash newly painted surfaces for at least three months to allow the paint to dry and set. Mild, soapy water is generally

the best choice. Do not use strong cleaners or abrasives as they may permanently damage the paint. Before using any cleanser, test it on a small, inconspicuous area.

- **Treating Mildew.** Mildew can grow in areas that are dark and moist, with limited air movement. Consult professionals to treat mildew.
- **Flat Paint.** Remember that the flat paint typical of living area rooms does not withstand as much scrubbing as the smoother enamel paint used on doors, trim, and bath areas.

Hints for Repainting

All paints change color as they age. While paint touch up is possible, it is hard to achieve a perfect color match. It is usually advisable to repaint at least the entire area that requires touch-up.

Preparation may be even more important than the paint and its application. Following are some tips for preparing your surfaces prior to painting:

1. Clean and dry the surface before applying paint.
2. If patching was necessary or if other unpainted materials are incorporated into the work, make sure they are primed with the appropriate primer. Consult knowledgeable paint store staff about this and other questions regarding appropriate paint, application methods, tools, and protective sheeting for the area as well as the type of surface you are painting.

Recommended Maintenance Tasks	Frequency
Dust and remove cobwebs from ceilings and walls.	Monthly
Clean painted surfaces with water and a mild cleanser like dish soap.	As needed
Repaint ceilings and walls as routine maintenance to enhance the look of your condo. Fill minor cracks with caulking or wood filler.	As needed

Effects of Deferred Maintenance: Inadequate paint maintenance will add to overall maintenance costs and diminish the visual appeal of your condo.

Woodwork

Wood work add to the beauty and warmth of your condo. Woodwork can be found in the way of baseboards, windowsills, and in built-in shelving.



Wood Windowsill



Note: Refer to the manufacturer or installer's documentation for additional recommendations to keep the wood looking its best.

Recommended Maintenance Tasks	Frequency
Clean and polish the wood surfaces to keep them looking their best.	Weekly or as needed
Repair and restain the wood as routine maintenance to enhance the look of the rooms. Fill minor cracks with caulking or wood filler.	As needed

Effects of Deferred Maintenance: Inadequate maintenance will add to overall maintenance costs and diminish the visual appeal of your condo.

Chapter 4 - Special Considerations

This chapter contains information and recommendations for special or unusual conditions that may apply to residential homes in your region.

Mold

Molds are part of the natural environment. Outdoors, molds play a part in nature by breaking down dead organic matter such as fallen leaves and dead trees, but indoors, mold growth should be prevented.

Molds reproduce by means of tiny spores; the spores are invisible to the naked eye and float through outdoor and indoor air. Mold may begin growing indoors when mold spores land on surfaces that are wet and have the necessary organic material (either in the finish material or dust and dirt on the surface) to "feed" them. There are many types of mold, and none of them will grow without water or moisture.

Moisture and Mold Prevention and Control Tips

This guide addresses many areas of maintenance related to cleaning and moisture monitoring and control inside and outside the condo, all of which are part of the effort to reduce interior mold concerns.

The tips and techniques presented in this section will help you focus on how to both prevent and clean up minor mold problems. In the event of a major, sustained source of moisture intrusion and mold growth, professional cleaning and remediation services may be necessary, and will employ methods not in the scope of this guide.

Moisture Control is the Key to Mold Control

When water leaks or spills occur indoors – *act quickly!* If wet or damp materials or areas are dried 24 – 48 hours after a leak or spill happens, in most cases mold will not grow.

Control Exterior Water Sources

Perform preventive maintenance on the exterior openings of your condo to maintain its weathertightness and avoid moisture buildup and intrusion.

Avoid Interior Water Sources

Perform preventive maintenance on interior water sources and heating and air conditioning units:

1. Keep air conditioning drip pans clean, and the drain lines unobstructed and flowing properly.
2. Monitor and maintain plumbing fixtures, tubs, showers, and related tile areas for leaks. Check caulking and repair or replace as necessary.

Prevent High Indoor Humidity

The following are suggestions to help control indoor moisture and condensation:

1. If possible, keep indoor relative humidity below 60 percent, ideally between 30 and 50%. Relative humidity can be measured with a moisture or humidity meter, which is a small, inexpensive instrument available at many hardware stores.
2. Run the bathroom fan or open the window when showering. Use exhaust fans or open windows whenever cooking, running the dishwasher or dishwashing.
3. If you see condensation or moisture collecting on windows, walls or pipes, *act quickly* to dry the wet surface. Find the humidity or moisture source while increasing exhaust, ventilation, or the supply of heated or conditioned air, if possible.
4. Cover cold surfaces, such as cold water pipes, with insulation.

Clean Regularly

Keep interior surfaces, such as window ledges, clean to prevent aiding any moisture buildup from supporting mold growth. Scrub mold off hard surfaces with detergent and water and dry completely.



Caution: Please note that mold may cause staining and cosmetic damage. It may not be possible to clean an item so that its original appearance is restored; in this case the item should be discarded. If the damages to the condo interior finishes or articles are significant, consult with a specialist in water damage restoration and remediation services (commonly listed in phone books). Be sure to ask for and check references. Look for specialists who are affiliated with professional organizations.

This information includes guidance from the U.S. Environmental Protection Agency publication titled "A Brief Guide to Mold, Moisture and Your Home" and can be accessed at www.epa.gov/mold/moldguide.html or by contacting them directly at (800) 438-4118.

Protecting Your Home While Away

Your condo was designed for occupancy. However, when you are going to be away from condo for an extended period of time, there are additional preventive measures you will want to take.

Appliances

- Refrigerators and freezers: Remove all contents, properly defrost, wipe down excess moisture, unplug the unit, and leave the doors secured in the open position.

Security

- For security purposes, consider installing timed lighting in multiple rooms.
- Close and lock all doors and windows.

Water and Plumbing

- Close the water supply valve to the condo. If water supply is desired to be continued while the condo is not occupied, have the plumbing system checked by a reputable, licensed plumber. Include faucets and hoses to dishwashers, refrigerators, icemakers, water filters, and clothes washers.
- Plan to have the condo checked weekly for odors and plumbing leaks. This walk-through inspection can be done by neighbors or hired companies that perform such services.
- Seal toilets with kitchen-type plastic wrap. Place covers over all drains.
- Engage a professional for recommendations that would maintain the humidity in the condo at desirable levels.

Chapter 5 - Home Maintenance Summary

As a new homeowner, a scheduled maintenance program is the best way to ensure you will maximize the value and enjoyment of your condo. For easy reference, this chapter contains some of the primary maintenance recommendations outlined in the guide, grouped by how often the work should be done. Refer to the corresponding sections in this guide for more detailed information and additional recommendations and precautions.

Monthly

Component	Task
Arc Fault Circuit	Test all AFCIs.
Caulking	Inspect the caulk joints around fixtures, tub and shower areas, ceramic tile, and doors or windows on the interior where caulking was installed. Remove and replace as needed when it is split or coming off.
Exterior Doors	When vacuuming, run the nozzle along the tracks of all sliding doors to remove debris, help prevent damage to rollers and allow for proper drainage during rains. Clean glass panels on glass doors.
Ground Fault Circuit	Test all GFCIs.
Heating, Ventilation and Air Conditioning	Change/clean the air filter, typically monthly during high use seasons. For reusable filters, vacuum and wash with detergent and water; allow filter to air dry before replacing it. Clean the registers to keep them free of dust and debris.
Interior Doors	Coat stained doors with lemon oil to prevent cracking. Use touch-up paint or varnish on nicks and scratches.
Lighting	Check for and replace burned out bulbs.
Plumbing System	Inspect for leaks around toilets, sinks, showers and tubs. Listen for running water to help locate unseen leaks.

[Continued]

Component	Task
Showers and Tubs	Inspect shower door seals and adjust if necessary to keep water from leaking out of the enclosure.
Walls, Ceilings, and Trim	Dust and remove cobwebs from ceilings and walls.

Quarterly

Component	Task
Balconies	Inspect fasteners, support brackets, and mounting hardware of railings. Inspect handrail pickets, top and toe rails, and all other related components for signs of weathering and deterioration. Repair loose handrails immediately. Inspect the surfaces for splitting, cracking, or deterioration of the coating. Check for staining of interior or exterior finishes at or adjoining the underside of the balcony that might indicate leaking of the balcony assembly.
Dishwasher	Inspect dishwasher for water leaks. Make repairs immediately.
Exhaust Fans	Clean reusable filters and screens with soap and water to remove dust or lint that may have accumulated.
Exterior Doors	Inspect weatherstripping to ensure it forms a tight seal against the door surface when the door is shut.
Garbage Disposal	Inspect garbage disposal for water leaks. Make repairs immediately.
Lighting	Clean the encasement of exterior lighting so light can shine at full illumination and ensure that mounting screws and plates are tight and wall plate is fully against the wall or soffit.
Refrigerator	Inspect water lines to the ice maker and water dispenser (if applicable) for leaks. Make repairs immediately.

[Continued]

Component	Task
Washer and Dryer	Inspect the water connections to the washing machine to ensure they are tight and that there are no leaks. Inspect to ensure the washing machine is draining properly. Inspect the dryer ductwork and vent to ensure the dryer is allowed to exhaust to the outside properly. Check the dryer vent for strong air flow when the dryer is running. Check to ensure the vent flapper hinges work smoothly and that the area under the hood is clean. Inspect the dryer ductwork and vent to ensure the dryer is allowed to exhaust to the outside properly. Check dryer vent hose for water accumulation from condensation. Pay particular attention to low spots and sagging ducts.

Seasonally

Component	Task
Balconies	Inspect the surfaces for proper drainage.

Bi-Annually

Component	Task
Cabinets	Tighten hardware, adjust drawer guides, and check alignment.
Electrical Outlets and Switches	Check interior and exterior outlets to ensure they are not damaged or deteriorating. Replace damaged outlets immediately.

[Continued]

Component	Task
Exterior Doors	Remove the snap-in closure over the sliding door sill tracks to clear dirt accumulated there. Inspect door finishes and touch-up as needed. Use a spray silicone lubricant to keep your sliding hardware functioning smoothly and reduce possible friction that might cause excessive wear. Realign and adjust your sliding doors as needed.
Refrigerator	Deep clean the interior and exterior, including the toe grille.
Smoke	Test all smoke detectors in your condo.
Windows	Lubricate window tracks with silicone or paraffin sprays, especially when you notice the window "sticking". Avoid oil, as it attracts dust and lint.

Annually

Component	Task
Balconies	Inspect any exposed flashings at the balcony perimeter, railings, and adjoining doorways to ensure sealant at joints and laps is intact.
Cabinets	Polish wood cabinet surfaces with furniture polish or other appropriate product in accordance with the manufacturer's recommendations.
Carpeting	Professionally clean carpeting that is too soiled to respond to routine maintenance.
Ceramic Tile Floors	Inspect and, if necessary, regrout, or caulk the area between the tiles and the baseboard. Check around door thresholds, tubs, and toilets. Sealing these areas are important to prevent the water intrusion. Seal the tile. If needed, re-finish with non-skid wax. Examine the perimeter and high traffic areas for hollow-sounding or loose tiles, as well as cracking.

[Continued]

Component	Task
Exhaust Fans	If your fans have exterior exhaust vents, inspect and clean the exterior hood or vent. Ensure that the back draft damper (flap) is clear and free moving.
Natural Stone Countertops	Reseal the stone.
Natural Stone Floors	Inspect perimeter and high traffic areas for hollow- sounding or cracked tiles. Inspect around door thresholds, tubs, and toilets. If necessary, regrout or caulk the area between the tiles and the baseboard. This is essential in preventing water intrusion. Reseal the stone.
Plumbing System	Test the shut-off valves and replace valves as needed.
Refrigerator	Vacuum the condenser coils.
Showers and Tubs	Reseal joints at wall, tub, and receptor junctures as described above. Fill any grout joints that may have developed gaps.
Water Pressure Regulator	Inspect for proper functioning by reading the pressure with a gauge on a faucet, downstream of the regulator. Replace regulators that cannot be adjusted using the adjustment screw.
Windows	Caulk around the window to keep water out. Take care not to seal weep holes! Inspect sealants between the window frame and wall finish, and repair or replace when needed.

Chapter 6 - Glossary

Here are helpful terms and definitions you will want to know.

Aerator - Located at the end of the kitchen and bathroom faucets. It mixes air with the water in order to provide a smooth, splash-free flow of water. Occasionally, debris may collect in the aerator and restrict the flow of water. If this happens, unscrew the aerator and remove the debris.

Amperage rating - Refers to the amount of electric current (measured in amps) that a circuit breaker or other electrical device or connected equipment is designed or rated to carry, and its limitation.

Ball float/float ball - This is the float device found in the toilet tank that controls the automatic filling of the tank after flushing, and turns it off when refilled. It may actually be a ball-like float at the end of a lever to the filler valve, or it may be a float integrated with the valve assembly.

Base/Baseboard - The strip of molding or trim at the bottom of walls. The baseboard adds an attractive finish and protects the wall from scuffs and damage from furniture or vacuum cleaners.

Caulking - This material is used as a sealant around sinks, tubs and showers. Other applications for caulking include sealing window and door frames. Also referred to as sealant.

CC&Rs - The covenants, conditions, and restrictions that govern a subdivision.

Circuit - The electrical system in your condo is separated into individual units referred to as circuits. Depending upon the layout of your condo and electrical codes in your area, each circuit may be designed for a room, an area of the condo, or a single appliance.

Circuit breakers - Prevent electrical overload or shorting. The circuit breaker opens the circuit when an overload or short occurs, thereby breaking the flow of electricity. It can be reset manually by moving the circuit breaker lever OFF and

then to the ON position once the source of overload has been corrected. Refer to the "Electrical Systems and Safety" section of this guide for more information.

Common areas - Many neighborhoods have areas that are common property and owned by a homeowners association. These areas may include streets, parking areas, walkways, slopes and recreational areas. They are maintained and their use is governed by the homeowners association.

Condensation - The moisture droplets that form on cool surfaces when warmer humid air (such as from baths, cooking) comes in contact with cooler surfaces, such as windows or occasionally interior wall surfaces.

Drywall - The interior walls of a condo are usually constructed of drywall. This material is also called gypsum board or sheetrock. The material is functional, and can be textured and painted to complement the style of any condo.

Expansion - The increase in dimension, usually length or volume, that is typical of solid, liquid, and gaseous materials when their temperature increases.

Faucet stem - The piece of the faucet, usually vertical and rod-like, to which the faucet handle connects. The other end typically connects to the faucet's internal valve parts (cartridge, valve seat, etc.).

Flap, flapper (toilet) - The rubber flapper at the bottom of the toilet tank that is typically linked to the flush handle so that it opens to allow water into the toilet bowl when flushed.

Fluorescent - The lighting fixtures that provide even, soft illumination in kitchens, bathrooms, and other areas of the condo.

GFCI - Abbreviation for Ground Fault Circuit interrupter. Similar to a circuit breaker in that it is designed to interrupt the flow of electricity. GFCIs are usually located in the kitchen or the bathrooms. In the event of a short circuit, such as dropping an appliance into a filled tub or sink, the GFCI may break the electrical circuit immediately and prevent a serious electrical shock.

Graphite - A carbon-based powdery substance that is used as a lubricant for applications in which oil can be damaging. Graphite is usually recommended for use on your aluminum windows and doors.

Grout - The cement like material visible between squares of ceramic tile.

Hardware - The hinges, locks, handles and other metal attachments to doors, cabinets, and drawers are commonly referred to as hardware.

Homeowner maintenance - As a new homeowner you need to routinely maintain the various features of your condo. This continuing maintenance is the responsibility of the owner.

Homeowners Association (HOA) - In some areas, neighborhoods are governed by a small group of homeowners who represent the interests of all nearby homeowners. The association is usually formed by the builder and is turned over to the homeowners when the majority of the homes are sold. The association collects dues that are to be used for proper maintenance of the common areas and to communicate with the members.

Incandescent - Lighting fixtures that use traditional light bulbs are called incandescent fixtures. Incandescent lighting is used for lamps, spotlighting, and exterior lighting.

Laminate - A thin, solid surface finish bonded to a backing panel to provide a durable, stiff, aesthetic surface; often refers to plastic laminate such as Formica, or may refer to a veneer such as wood.

Manufacturer's Warranty - The appliances and certain other components of a new condo are covered by warranties that are supplied by original manufacturers. These warranties are passed on to the homeowner. They include components of the plumbing and electrical systems and other manufactured items.

Neutral base or neutral pH cleanser - A cleaning product that is neither acidic nor base (alkali) chemically; often refers to tile and grout cleaners.

Polyurethane - This refers to a wide variety of synthetic polymer materials, but for

home maintenance refers mostly to durable synthetic rubber sealants (caulking) or coatings used for exterior caulk, or as part of waterproof coatings for balconies and retaining walls.

Porcelain enamel - Your tubs and sinks may be constructed of porcelain-glass enamel. Made of a silicate paint which is fired onto steel at high temperatures, it forms a durable smooth and shiny surface much like glass.

Return air vent - Because modern homes feature almost airtight seals, the heating and air conditioning systems require return air vents to draw air back to the heating and cooling system.

Settling - In the first months and for years after a new building is built some settling can occur as the underlying soil gains and loses moisture. Minor settling is normal, particularly in the first months after a new building is built.

Shower receptor (shower pan) - This is the waterproof floor and curb assembly that incorporates the shower drain at the base of the shower walls or glass enclosure. It may be built on-site of ceramic tile over waterproofing and framing, or it may be a molded or cast one-piece waterproof fixture made of fiberglass or a synthetic solid composite, incorporating the drain.

Shut-off valves - There are several types common to a condo. Water supply shut-off valves (aka angle valves), are located at the toilets and sinks. The natural gas shut off is usually located at the gas meter.

Spackle - The putty-like material that is used to fill surface irregularities in drywall. Its most common use is to fill nail holes in walls before repainting.

Tack strips - The devices between the sub-flooring and carpeting that are used to hold carpeting in place.

Thermostat - The wall-mounted device that controls the heating and air conditioning units is a thermostat. By cycling the heating or air conditioning units on and off, it will maintain a desired temperature in the condo.

Vitreous china - The kiln-fired, pottery material that is used in most toilet bowls and tanks. It is a very durable and impervious to water but can be broken by sharp blows from hard objects.

Wax ring (toilet) - A donut-shaped wax seal that is installed between the base of the toilet and the plumbing sewer pipe floor flange. The wax accommodates any slight variations in level or thickness of the flooring under the toilet, which has "coupling" bolts that attach the base of the fixture to the pipe flange.

Weep holes - Small holes in door and window frames that allow water to drain away are called weep holes. They should be kept free of dirt and debris, and never sealed.