

SLG WARRANTY

Customer Service Information

And

Procedures Manual

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Welcome to Your New Home!

We realize that this has been both an exciting and stressful time for you and your family, but now it is time to enjoy your new home.

After all the boxes are unpacked, and you start to settle into your new home, you may find that there are items that need attention, or questions you may not have asked. Your builder has contracted **SLG Warranty** to continue to serve you as we strive to provide you with quality customer service through the One Year Warranty period of your home. The One Year period starts the day you close on your home.

In the enclosed packet, you will find all the information you need for service or simply to ask a question. , .

Remember, we are here to serve you and your customer service needs. You will find educational information enclosed as well, to help you care and maintain your home for years to come.

Please refer to the 2-10 Warranty Manual as to the Specific Warranty Coverage of your Home.

How to Submit a Warranty Claim

All claims must be submitted in writing to the corporate office.

There are two ways to submit your claim:

By fax: (505) 338-1439

Via website: www.SLGWARRANTY.COM

List all of the issues needing repair at your home along with your name, address, telephone number and best time to reach you.

JUST A REMINDER

**ALL WARRANTY CLAIMS MUST BE SUBMITTED WITHIN YOUR
FIRST YEAR OF OWNERSHIP!**

Customer Service Inspection Request Form

HOW TO REACH US:

By fax: (505) 338-1439

Via website: www.SLGWARRANTY.COM

NAME: _____

ADDRESS: _____

PHONE NUMBER: _____

BEST TIME TO CONTACT YOU: _____

ITEMS FOR INSPECTION:

After Hours Home Emergency Procedures

If you experience an emergency with your home after normal working hours (Monday thru Friday 8:00 a.m. to 5:00 p.m.), please take the following steps to ensure the best possible service.

If you have a gas leak, contact New Mexico Gas Company immediately at (505) 697-3335.

If you have a broken water pipe please shut off water at house and drain the system. (Open hose bib or faucet at tub or shower). If you have a broken sprinkler line, shut off the water at the meter box by the curb.

Is this an Emergency? Is there a total loss of power only to your home, total loss of heating or cooling, or flooding? If the answer is “yes”, follow the steps below. If the answer is “no”, but you have issues that need to be addressed, refer to your sheet on “How to Submit A Warranty Claim” during normal business hours which will give you the best response to your issues.

1. Follow trouble shooting protocol on **pages 13-14.**
2. Contact the major subcontractor associated with the emergency listed on page 23
3. Follow up with the Warranty Department on our website at www.slgwarranty.com as soon as possible.

Cooling

If your home has the heating system turned on when you close, please follow the procedures below to transition to cooling for the warmer months.

With refrigerated air systems, you should try your system prior to hot weather to make sure unit is fully charged and operable. Make sure the switch on the thermostat is on Cool, and set to Auto and temperature set accordingly. It is imperative that your filters are cleaned once a month to maintain proper efficiency of your unit(s).

Heating

If your home has the cooling system turned on when you close, please follow the procedures below to transition to heating for the colder months.

With refrigerated air systems, you should be able to simply move the switch on the thermostat to heat and adjust the thermostat setting accordingly, and change the filter at the heater or return air grille.

If the unit doesn't run or function at this point submit a claim at www.slgwarranty.com and a representative from the Warranty Department will have a heating/cooling technician come out to your home to inspect your system.

**** Note – Remember to clean or replace the filters every month**

What Your Home Warranty Covers

Your builder has contracted SLG Warranty to warrant your home and the equipment in your home against defective materials and workmanship for a period of one (1) year from the date that you closed your home with the Homeowner's Service Policy. The Warranty is assigned to the property address, not the buyer, thus making the warranty for the period of (1) year fully transferable.

This warranty does not extend to normal wear and tear, abuse, neglect, or general maintenance connected with home ownership. The Homeowner's Service Policy Does not extend beyond the product warranty, manufacture's warranty or the warranty of our subcontractors.

Please read all bulletins and service manuals concerning your appliances and other equipment in your home. While our contractors and manufacturers are responsive to correct repairs and defects under specified warranties, undue service calls or inspection requests may result in charge to the homeowner on time and materials basis.

Please review the Unwarrantable Conditions on the following page before making a service request. (Also refer to "the 16 Most Requested Warranty Items Not Covered" sheet enclosed as well.)

Unwarrantable Conditions

1. **Non-structural cracks**: A non-structural crack is defined as one that that does not affect the structural integrity of the house, although to some they might appear unsightly. In our experience, the attempted patching of non-structural cracks often looks worse and is more noticeable than was the original crack.
 - a. Concrete patios, walks and drives can develop cracks due to expansion and contraction of the concrete or the soil on which it is laid. There is no known method for eliminating this condition.
 - b. Sheet rock, paneling and wood can develop shrinking cracks in the drying out process of your home. This is normal.
 - c. Stucco may have some cracking, which is normal, most commonly found around windows and doors.

2. **Oil spots on marble or tile**: These materials are soft and can become stained if oil or oil-containing materials are allowed to stand and penetrate the marble or tile. The best protection is regular cleaning and due care.

3. **Brick and stone discoloration**: Bricks and stone may discolor due to the elements, rain, run off, and weathering or its due to its own chemical composition. Should this occur, it may be cleaned with a manufacturer recommended cleaner. Upon request, we will supply you with the name of company supplying you with brick and stone. Should you desire to clean your brick or stone, please check with this company first regarding what kind of cleaner should be used for your particular color and type of brick or stone.

4. **Broken glass**: Unless the glass breakage is caused by structural stress, the homeowner is responsible for replacing all broken glass.

5. **Mirror defects**: Top quality glass has been used throughout your home. The builder cannot warrant possible defects such as waves in glass, scratches, or silvering failure, which are beyond his control. Steam and minute oil particles can affect mirror silvering. Take care not to touch the silvering with painting compounds or oil, which can deteriorate the silvering and diminish the quality of the mirror.

6. **Stained woods**: Wood cabinets, paneling, trim moldings and doors all have variations in wood grain and in the density of the wood. Wood will not have the uniform appearance of a painted surface.

7. **Paint**: Quality paint has been used on both the interior and exterior of your home. Surfaces have been properly **primed and finished to prevent defects**. Under certain conditions or with exposure to extreme sun and weather, color fastness may not be able to be maintained. Chips, cracks, and peeling are common occurrences due to the cause other than the paint or its application.

For example, allowing lawn sprinklers to hit painted areas will greatly reduce the life expectancy of the paint in those areas. Not keeping painted surfaces clean aid the growth of fungi and will also reduce the expectancy of painted surfaces.

8. **Chips, scratches, or marks**: Tile, woodwork, walls, porcelain, brick, mirrors, plumbing fixtures, etc. chip, scratch, chip or mark with use. These conditions are not warrantable.
9. **Spots or stains**: With use, carpet may stain or spot. This is not warrantable.
10. **Dripping faucets or toilets**: After 90 days of occupancy dripping faucets or toilets are not warrantable.
11. **City or Utility Company meter problems**: The developer, City or Utility Companies, installs the service lines to your home and back filling of their trenches are not warrantable.
12. **Drainage**: Should you change the drainage pattern due to a change in landscaping design or for other reasons, be sure the same drainage slope and flow is retained as per your City Approved Drainage Plan. Your house has been graded to drain away from your home, and follow the drainage plan. The builder assumes no responsibility for water damage or any or any other type of damage caused by any changes in the drainage slope created by you or by nature (i.e.; rain, wind, etc.). If you do not landscape areas of your yard, in time it will begin to wash away and deteriorate. This is not covered under warranty.
13. **Utilities shut off**: Sometimes, when the City or the Utility Company shuts off the water, natural gas, or electricity at the source, certain cleaning and restarting procedures will need to be performed by the homeowner. This may include cleaning out your water lines, relighting your furnace, water heater or other gas appliances, or resetting the circuit breakers for specific appliances. This is not warrantable.
14. **Electric light bulbs**: Light bulb replacement is not warrantable.
15. **Roof**: The roofing contractor offers an extended warranty beyond 1 (one) year. Please contact them for details. Roof leaks caused by owner or his agents are not covered by the warranty. Do not walk on tile roofs, they can break easily and damage is not warrantable.
16. **Water wells** are not warranted by the builder. If your home is serviced by a water well, all warranty claims related to the well must be made directly to the well driller.

Customer Service Procedures

As you settle into your home over the next several months, you may notice that some items in your home require minor repair. In order for us to respond to your repair requests as quickly and efficiently as possible, we have put in place a Customer Service Procedure that will allow us to address your concerns in a timely manner.

All customer service requests must be submitted to us in writing. Your request can be submitted via web page or fax. If you have an emergency, please refer to Emergency Service Calls..

Web Page: www.slgwarranty.com
Fax: 505-338-1439

Office: 4131 Barbara Loop
Suite 2-D
Rio Rancho, NM 87144

Please include the following information in your service request:

- The address of your home
- Your full name
- Contact telephone numbers where you can be reached during normal business hours, and the best time to contact you
- The date you closed on your home
- A detailed explanation of the problem and the date it began

Once your request is received and processed, a Customer Service Representative will attempt to contact you within three (3) business days to schedule an appointment at your home to assess the issue(s). **Appointments are available Monday through Friday between 7:30AM and 9:00AM.** During that appointment, the warranty technician will verify whether or not the item(s) are warrantable. The Customer Service Representative will then schedule any verified warrantable work with the appropriate contractors. Please allow up to (15) working days from the visit by the warranty technician for the contractor to visit your home to address the item(s) requiring repair. Our Customer Service Representative and our partners will only meet with members of the household who are 18 years or older.

Repair Work Procedures

Hours of Operation M-F 8:00 AM – 5:00 PM

Our subcontractors will bring all necessary tools and equipment to perform the repairs needed, however backordered materials or shortages may prolong the process. Our contractors perform warranty work Monday through Friday, 8:00 am to 5:00 pm. You will need to provide access to your home during these hours. ***SLG Customer Service Representatives / employees are not allowed to have a homeowner key for access.*** Additionally, work will only be performed when a member of the household who is over the age of 18 is present. When the contractor has completed the work, the Customer Service Representative follow-up with you to verify that the work was completed and is acceptable.

SLG is continuously seeking ways to better service our homeowners. It is our sincere hope that these procedures will ensure your continued satisfaction and enjoyment of your new home. After warranty work is completed at your home you will receive a survey card in the mail, please fill out the postage paid card rating our performance and return it to us.

Home Repair Emergency Procedures (Any other emergency, call 911)

A home repair emergency is when one or more of the following occurs:

- **Total loss of Heating or Cooling:** Defined as the total loss of heat or air conditioning. This does not include the loss of heat or cooling to only one room or area of the home, nor does it include variations in temperature from one room to the other.
- **Flooding from Water Lines:** Defined as an extreme amount of water flooding into the home. This does not include a faucet that can be shut off to prevent further damage until repaired. In the event of a water leak in the home, shut off the water at its source to prevent further damage and drain the water by opening a faucet, tub, etc.
- **Total Loss of Power:** Defined as a complete loss of electricity to the home. This includes any electrical issues with the home that prevents the use of lights, heating and cooling unit, or electrical outlets in the home. This does not include power failure in one room or a limited number of electrical outlets.
- **Sewer Back Up:** Defined as waste water backing up into the home via tub, sink, toilet, etc. within the first 14 days.

AFTER HOURS EMERGENCY SERVICE PROCEDURE

In the event you have a home repair emergency after normal business hours, on the weekend or on a holiday, following the steps below will allow us to serve you as quickly as possible.

GAS LEAK

In the event that you are experiencing a gas leak, shut the gas off at the Gas Meter (located on the side of your garage) and call New Mexico Gas Company 505-697-3335.

WATER LEAK

In the event that you are experiencing a water leak inside the home, shut of the main water valve located in the garage or utility room, then depressurize the system by opening a faucet, hose bib, or tub valve to relieve the water pressure in the house. (If valve will not shut off water, turn off at water meter at the street, and then follow procedure to depressurize.)

If the water leak is located outside the home (Sprinklers or Main Water Line), shut the water off at the meter.

ELECTRICAL

If you experience any electrical arching/breaker popping, shut off main at electrical panel in garage.

SEWER

If you experience a sewer (drain) back-up, shut off water to the source (toilet, shower, tub, washing machine, and dishwasher). Within the first 14 days, please contact RayLee Homes warranty department. If is past 14 days, please contact the plumber directly as it is not a warrantable item.

MEDICAL/EMERGENCY

Medical or other Emergency – Call 911

Once you have stopped the immediate cause of the problem, submit a claim via the website at www.slgwarranty.com.

Utilities

Your builder will notify the utility companies that you have closed on your home and that utilities will no longer be paid by the builder. Your utilities must be changed into your name within 5 days of closing.

You are responsible for contacting the various utility companies to have the utilities placed in your name. In order to avoid disruption of service this should be scheduled in advance of closing.

Utility Contact Information

Albuquerque

Water	City of Albuquerque	857-8200
Water	NM Utilities	898-2661
Gas	NM Gas Company	697-3335
Electricity	PNM	246-5700
Cable	Comcast	344-0690
Trash	City of Albuquerque	761-8100

Rio Rancho

Water	City of Rio Rancho	891-5019
Gas	NM Gas Company	697-3335
Electricity	PNM	246-5700
Cable	Cable One	892-5114

Your New Home Requires Maintenance

Care and Maintenance of Your New Home

Your new home has many special features, which if properly cared for, will provide you with years of service and beauty. In the next few pages, we have outlined some common maintenance procedures to assist you in caring for your new home.

KITCHEN

1. **Windows:** Dual glazed windows are a special feature of your new home. The window sill channels should be kept clean to allow proper operation. Lubricate the channel with a silicone based lubricant or paraffin. You will need to check the caulking around the windows periodically to assure good insulation values to your home. *(Do not use oil based products, such as WD-40.)* Regularly clean weep holes at window track as well as outside window to allow free flow of water to drain.
2. **Resilient Flooring:** Your home has been provided with high quality, durable vinyl and floor tile (your grout joints have not been sealed). Preventative maintenance is critical to keep your floor beautiful.
 - a. To avoid gouges, stains, scratches, etc., use floor protectors on the legs of all your furniture.
 - b. When moving heavy equipment or appliances, use the proper moving equipment to avoid damage to the flooring.
 - c. Sweep, dust mop, or vacuum your floor frequently to remove loose dirt, which will scratch your floors surface.
 - d. Wipe up spills as soon as possible so they do not stain.
 - e. When washing your floor, be careful not to scratch it with loosened dirt as you move the mop across the floor.
 - f. Never use steel wool or strong ammonia products on your floor. Most floors that RayLee Homes installs do not need polish or wax, but if you decide you would like to wax or polish your floor, be sure your floor is completely dry and clean before applying the wax or polish.
 - g. As always, refer to the treatment and care specified by the manufacturer
3. **Cabinets:** The wood cabinets installed in your home have the same finish as your fine furniture. Treat them with the same care required by fine furniture. Avoid water on the cabinet surfaces, which may cause the wood to warp.
4. **Countertops:** The laminated plastic countertops in your kitchen are not harmed by small amounts of water unless you allow the moisture to build up or puddle. Temperatures over 275° F, such as the temperatures of most pots and pans removed from the oven or the range, will burn countertops. Protect them from hot items with a protector pad. Indelible inks from food packages can stain countertops, so be careful where you place groceries while unpacking. Do not cut or chop directly on your countertop as that may cause them to stain more easily.

5. **Faucets:** Should any faucet in your home become clogged from the minerals in your water, unscrew the aerator and rinse it. When cleaning your faucets do not use harsh abrasive cleaners as this may damage the finish.
6. **Garbage Disposal:** Garbage disposals are permanently lubricated and are self-cleaning. Always use a steady flow of cold water when using your disposal and be sure to start the water before you turn on the unit. Allow the unit to completely dispose of the waste before turning off the unit and then the water. Fibrous materials (green chili skins, corn husks, potato and carrot peelings, pea pods, etc.) should never go into your disposal. If an item will not dislodge with the motor, you may safely use the hex key wrench to manually dislodge an item while the motor is in the off position. Carefully work the wrench from side to side, until the wrench spins completely around and frees the debris. ***Never reach inside your disposal.*** If your disposal becomes jammed and starts humming, immediately shut off the switch. If the motor shuts off by itself, let the motor cool down (approximately 30 minutes) then reset the red button on the bottom of the disposal while the wall switch is in the off position.
7. **Dishwasher, Stove (Range), Refrigerator, Oven and Microwave:** These items are covered under manufacturer warranties; check the manufacturer's instructions for specific care, maintenance, and warranty information.
8. **Clothes Washer and Dryer:** When you have these items installed, be sure the hoses are attached correctly and that they are in good working order. Make sure you are home the first time you operate any appliances through the complete cycle.

BATHROOM MAINTENANCE

1. **Ceramic Tile:** Ceramic tile responds well when wiped with a damp cloth or sponge followed by a soft dry cloth. The grout joints are porous and can be sealed with the appropriate grout sealer. ***(The grout has not been sealed by your builder).*** When you clean your tile, be certain there are no holes in the grout or caulking that would allow the water to penetrate and cause deterioration. If you do not seal grout, it will discolor over time with everyday use. Always use non-abrasive cleaning materials to ensure long lasting beauty of your products. You will need to check regularly for cracks in the grout and caulking at the corners. These are maintenance items that need to be addressed immediately. Failure to properly maintain your water areas will cause the product to deteriorate and becomes very costly to remedy.
2. **Mirrors:** Reliable liquid glass and window cleaners will restore a clear reflection to your mirrors. Avoid splashing water behind the mirror surfaces, as the moisture will cause the mirror's silvering to deteriorate.
3. **Drains and Toilets:**

- a. **Plugged Drains:** Drains may clog for many reasons. If the trap is clogged, a plunger is usually effective. If it does not seem to move the obstruction, the trap can be removed and cleaned.
- b. **Running Toilets:** If your toilet is running continually, check the rubber stopper at the bottom of the tank and replace it if it is worn.

LIVING ROOM, FAMILY ROOM, BEDROOM

1. **Carpeting:** The luxurious carpeting in your new home will remain beautiful and give you years of use if it is kept clean and stain free. Regular vacuuming will keep your carpet free of dirt. Professional carpet cleaning is recommended periodically. Staining can often be avoided by quickly removing the spilled material – blot liquids and scrape solids with a dull edge such as a ruler or butter knife and then clean the remaining stained area with white absorbent tissues or towels and the appropriate cleaning agent.
2. **Doors:** The natural contraction and expansion of the wood in your doors may cause them to stick during a damp season. Should this happen, use sandpaper to sand where the door binds and the paint or re-satin the sanded area. If your door locks stick, use graphite not oil, as oil gums up, to lubricate them. If cracks appear in the door joints during a dry season, they can be filled with putty or filler.
3. **Interior Trim:** Nails should be set in the wood so that the heads may be concealed with putty or filler.
4. **Wood Floors:** Protect the beauty of your new wood floors by lightly waxing them before you use them. Be sure the wax you use is specifically made for wood floors. Wipe up spills immediately. Occasionally mop your waxed floors with a damp mop, but avoid excess moisture. Abrasive and harsh cleaning products are discouraged. Periodically, you may want to strip the old wax and re-wax your wood floor. Use only products made specifically for your type of wood. Generally, the best daily maintenance is broom sweeping or dry mopping with a lightly oiled dust mop.
5. **Smoke Detectors:** Smoke detectors have been installed in your hallways, by bedrooms, and near your furnace if your furnace is located in the house. Carefully read the manual that has been provided with the smoke detectors. Periodically check the detectors with a blown-out match to be certain they are operating correctly. Your smoke detectors are powered by house electricity with a battery back up. You will need to replace your batteries on an as-needed basis. All batteries should be changed at least once per year.

DUCT AND FILTER MAINTENANCE

Homeowners occasionally voice concerns regarding the presence of small particles emanating from their ductwork during different seasons of the year. To help prevent this we would like to offer these suggestions:

1. Please be aware that most manufacturers recommend filters be cleaned once a month during periods of operation.
2. If you have installed optional equipment to your systems, please follow manufacturer recommendations regarding the cleaning and maintenance of filters, etc. Filters associated with humidifiers are especially susceptible to mineral buildup.

All possible attempts are made prior to the delivery of your home to ensure your ducts are free of construction debris. However, you may experience some dust during the first few weeks of operation. This condition is sometimes unavoidable and will not continue for an extended period.

To maintain peak efficiency, check your filter weekly for the first two months. It may clog more frequently as it removes accumulated construction dust. New filters are widely available. Be sure you use the proper size filter for your system by checking the size, usually printed on the frame edge of the filter.

During months of heavy usage, we recommend cleaning your furnace filter every 30 days. If you can't see through a filter held in front of a light, it needs cleaning or replacement. For proper changing or cleaning instructions, please consult the instruction booklet provided with your furnace given to you at the time of your Homeowner Orientation.

Occasionally, the controls on any type of heating system may malfunction. **PLEASE CHECK THE FOLLOWING BEFORE CALLING FOR SERVICE:**

- Is the thermostat set above room temperature?
- Is the main electrical switch turned on?
- Have you tripped the circuit breaker?
- Are the filters clogged?
- For gas heating, is the fuel line to the burner turned on?

SERVICE NOTICE: The total loss of heat during the winter months is considered to be an emergency. Should this occur during the warranty period and after you have checked all the areas noted above, please follow the Emergency procedures noted on pages 13-14, or you may call the subcontractor to your home directly.

MAINTENANCE: After the expiration of the warranty period, you should include an annual inspection of the heating system in your regular homeowner maintenance

program. A good time to do this is in the late summer or early fall. RayLee Homes recommends that only licensed, qualified specialists work on your heating system. Properly cared for and maintained, your heating system will serve you well for many years.

HEATING SYSTEM

You should take special care not to overheat your new home. Overheating can cause excessive shrinkage in the framing lumber and may damage the home. When you first move in, it is a good idea to gradually increase the heat.

Heat outlets and vents function best when they are unobstructed. It is important that you keep furniture, rugs, and draperies away from vents and from the furnace's return air intake.

In determining the capacity of your furnace, it was assumed that the home would be completely furnished, including rugs and draperies. If you are moving into your home during the colder months and have not yet acquired all of your furnishings, your home may seem cooler than you prefer.

Your furnace has a built-in filter that will require monthly maintenance. Because the filter removes the dirt and dust from the air, it will need to be replaced periodically. In the case of furnaces with permanent filters they will need to be cleaned regularly. Generally, the filter is located where the main return air duct enters the furnace. See manufacturer's information booklet.

REFRIGERATED AIR

Refrigerated Air is a comfortable/adjustable system that will keep your home at a consistent temperature if used properly. Do not turn the thermostat to the lowest setting for more than a few minutes as this could cause the unit to freeze up. Should your unit suddenly stop producing cold air, turn the thermostat to the off position, and go to the air handler (furnace). The copper lines may have frost on them. Lay some towels down near the line to absorb the condensation as the system thaws out. This could take 45 minutes or more. Once the system has thawed, turn it back on and set the thermostat to a reasonable setting, and allow the system to cool the house. For this and any other issues, please refer to the manufacturer's operational manual . (Check vendor list of names/numbers.)

CONCRETE MAINTENANCE

It is impossible to consistently produce crack-free concrete. However, random cracks in concrete rarely affect the structural integrity of the product. Your concrete requires some protection from the elements. Protecting your concrete is a maintenance item that should be done annually. With care and regularly scheduled maintenance, the concrete at your home will continue to be an attractive and durable portion of your investment.

Concrete is a water-soluble material and can be affected by cycles of freezing and thawing. This freezing and thawing can loosen the top layer of your concrete and cause it to “spall” or flake.

All snow, ice and water that might freeze should be cleared from your driveway, walks and patios. Concrete is very susceptible to sulfate and salt attack, please do not use de-icers on concrete surfaces.

Water which drains off your roof or lawn in an uncontrolled manner may erode the compacted sub-grade beneath your concrete. Water trapped by flowerbeds or planters near your home’s foundation may cause serious problems concerning the stability of your home’s foundation. This excess water should always be drained away from your home.

The following check list will help will help you maintain the appearance and durability of your concrete:

- Do not use de-icers of any kind
- Be sure that you have good drainage from your rooftops, flowerbeds, and planters. The use of gutters, downspouts, and maintaining good landscape drainage will rid your property of excess water. Extra care to maintain proper drainage and control of run-off water is a must. Please do not alter the drainage pattern originally created by your builder.

GFI RECEPTACLES

In your new home you will notice several Ground Fault Circuit Interrupter receptacles (GFIs). They are generally in the following locations:

- Garage – controlling the garage and outside receptacles
- Kitchen – two, controlling countertop receptacles
- Bathroom – controlling all bathroom receptacles only

For safety reasons, there is a reset button on all GFIs. When a GFI gets wet or exceeds the allowed voltage, it will turn itself off. To reset this “tripped” GFI, simply press the reset button. It is important to note that freezers and other large appliances require a constant drain of electricity that will trip a GFI. For this reason, you should never use a GFI for a freezer.

SECURITY SYSTEM

Once you have established telephone service in your home, contact the security contractor on your home to schedule an appointment. The security company will show you how to operate your security system and the possible additions/services available.

Helpful Tips for Home Maintenance

- Replace smoke detector batteries (Replace at daylight savings time)
- Replace or clean furnace filter monthly
- Rinse out faucet aerators
- Check all exterior lighting
- Check countertops and tile for caulking, re-caulk as necessary
- Check weather stripping on all doors
- Flush water heater once a year
- Regularly vacuum sand from window and sliding glass door tracks. Inspect and clean our weep holes/drains at all windows and sliding glass doors.

Major Subcontractors

The following is a list of the major subcontractors used on your home.

ELECTRICAL:

Fox Builders Inc. (505) 866-7957

PLUMBING:

Redline Mechanical(505)508-4089

Redline Mechanical After 5 pm.....(505) 803-3748

BMI (505) 797-2149

HEATING AND COOLING:

Redline Mechanical(505) 554-2351

Redline Mechanical After 5 pm..... (505) 803-2890

BMI (505) 797-2149

ROOFING:

Otero & Sons (505) 836-5143

SECURITY SYSTEM:

Modern Security (505) 891-2245

GARAGE DOOR:

Wayne Dalton (505) 888-5900