



Introduction & Seasonal Home Care Guide



HEARTLAND

Homes

Dream it. Build it. Love it!



HEARTLAND *Homes*

All warranty requests can be made by calling:

855-583-6844

Our Customer Care Center is available:

Monday – Thursday 7 AM – 9 PM EST

Friday 7 AM – 7 PM EST

or by visiting:

www.MyHeartlandLuxuryHome.com

In the event of an emergency after hours, please consult the list of subcontractors provided in your New Home Orientation folder provided by your Project Manager.



SCHEDULE OF HOMEOWNER MAINTENANCE

Note: You may find a situation where this document suggests one thing and a manufacturer document suggests another. In these circumstances, always follow the manufacturer's recommendations.

It is a good idea to set yourself up with a few basic tools and supplies for your home. Having them on hand saves a lot of time. Here are a few suggestions:

- ✓ A medium-sized tool box
- ✓ Adjustable wrench
- ✓ Pair of pliers
- ✓ Full set of screwdrivers
- ✓ Hammer
- ✓ Assorted nails and screws
- ✓ Flashlight
- ✓ Caulk gun
- ✓ Interior and exterior caulk
- ✓ 1", 2" and 3" paint brushes
- ✓ Assorted sandpaper
- ✓ 6-foot stepladder

WINTER

- Disconnect and drain outdoor hoses – a hard freeze could burst faucet or pipes
- Winterization of irrigation system
- Check gutters for ice build up
- Remove leaves/snow from around HVAC unit
- **Warning:** Salt and de-icing chemicals used to thaw ice and snow can damage driveway/lead walks/stoops

SPRING

- Clean gutters – this will prevent unnecessary roof leaks when spring rains hit
- Check roof for loose, damaged or missing pieces (shingles, flashing, etc)
 - Tip: use binoculars – it’s easier and safer than a ladder
- Caulk around exterior openings
- Re-mulch shrub beds
- Check foundation for proper drainage
 - Add fill dirt if needed, to keep water draining away from the foundation
- Oil moving parts of garage door
- Spring start-up of irrigation system
- Start & test Air Conditioning (if applicable) on the first warm day
 - Clean condensation drain lines prior to starting up air conditioner
- Re-caulk and re-grout ceramic (if applicable)
- Inspect exterior railings for rust
- Open crawl space vents (if applicable) – good ventilation under the crawl space will minimize dampness

SUMMER

- Re-paint and re-caulk exterior wood surfaces every 2-3 years
 - This helps wood products last their longest and beautify your investment
- Treat pressure-treated decks, steps, etc. every 2 years
- Clean and lubricate windows, sliding doors, and interior bi-fold doors for smoother sliding
- Check exterior drain holes on windows for clogging or debris
- Locate outside gravity drains (Downspouts, sump pump, etc.) and clear of any obstructions
- Check and replace exterior door weather stripping as required
- Pour 1 capful of bleach into condensate line. Check outside for any obstructions

FALL

- Clean gutters – this will prevent unnecessary roof leaks from winter ice build-up
- Re-caulk and re-grout ceramic (if applicable)
- Caulk around exterior openings
- Remove leaves/snow from around HVAC outdoor units
- Oil moving parts of garage door
- Check roof for loose, damaged or missing pieces (shingles, flashing, etc.)
 - Tip: use binoculars to check from a distance – it’s easier and safer than a ladder
- Close crawl space vents (if applicable) – extreme cold weather could freeze pipes under the crawl space
- Start and test your heat on the first day exterior temperatures reach 60°F

VACATIONS

- Locate/Turn off master water shut-off valve – should a leak occur, you will be protected (while on vacation) or if a pipe should burst, master shut-off valve will stop water
- Set thermostat to 60°F - keeping the setting at a mild temperature can help to prevent damages due to extreme temperatures in your absence

OTHER MAINTENANCE

- Smoke detectors:
 - Replace batteries twice per year (when you change your clocks)
 - Clean annually with a vacuum
 - Check for replacement every 5 years
- Vacuum return and/or supply air vents if they are dirty
- Replace thermostat batteries (if applicable) as needed
- Install a “ceramic seal and finish” to grout after you move in and every two years
- Fire Suppression Sprinkler System: visually inspect all sprinklers
- Inspect furnace filters once per month and replace as necessary
- Carpet: Vacuum twice each week lightly and once per week thoroughly
- Carpet: Have your carpet professionally cleaned once per year
- Jetted tub: Clean every 3-4 months. Read your manufacturer instructions on the way to properly clean, maintain and operate your tub

Homeowner Maintenance Items

The following is a list of tips that may assist homeowners on simple, but important maintenance matters regarding their new Heartland Homes. Although these items do not fall under our Limited Warranty, by following the suggestions below homeowners are taking the proper steps in maintaining the quality and beauty of their home that we are so proud to offer. If ever you have any questions, please feel free to call our Warranty Department.

Air Filters

- ✓ It is important for the homeowner to inspect & replace (as necessary) air filters on a regular basis (at least once per month for the first 12 months and every 2-3 months thereafter) in order for clean air to circulate throughout the home. Changing air filters can also help extend the life of the heating and cooling system.

Caulking

- ✓ It is the homeowner's responsibility to caulk on a regular basis in areas where this water based material has dried out (around cabinets, baseboards, tubs, showers, outside surrounds and exterior of windows). Tubes of caulk can be purchased at most local hardware stores.

Ceramic Tile

- ✓ Please refer to your Homeowner's Manual. If your home has ceramic tile, you should expect to re-grout and re-caulk as necessary. Ceramic tile will require maintenance to keep it from leaking. We also recommend applying a clear sealer to the tile. This may be obtained from most hardware stores or any ceramic tile dealer.

Condensate Lines/Exterior Drain Tile

- ✓ In order to remove additional moisture around the foundation or crawl space and unwanted condensation from the cooling unit, there are several pipes exiting the home or foundation. It is necessary for the homeowner to keep these outside lines free of any debris that may accumulate (grass clippings, dirt, mud, etc.) Additionally, it is appropriate to pour 1 capful of bleach down the main condensate line at its opening (located on the furnace) once per year to remove any mildew that might be on the inside of the pipe.

Driveway Maintenance

- ✓ Homeowners with gravel driveways may find ruts in their driveway after long, hard rains. To maintain a proper driveway, it is up to the homeowner to rake out any ruts that may occur in the driveway. Homeowners with paved driveways need to be aware that the pavement will be **soft for the first few months** after moving in and on hot days thereafter. **Large trucks, moving vans, and heavy machinery may cause depressions in the driveway.**

Exterior Wood

- ✓ Wood railings, wood trim, wood siding, etc., must be maintained on a regular basis. Caulking, painting, etc., are the responsibility of the homeowner. Wood will rot if not given proper care. Please contact our Warranty Department if you have any questions about maintenance. **TIP:** *Check paint and caulking every six months, and re-paint exterior painted areas every 2-3 years, at a minimum.*

Floor Squeaks

- ✓ With any new home, floor squeaks may appear over time. Although some floor squeaks are harder to repair than others, our Warranty Department may be able to offer some suggestions as to how the homeowner may resolve these occurrences.

Foundation Vents (Crawl Spaces Only)

- ✓ During winter months, closing foundation vents prevents frozen pipes.

Frozen Pipes

- ✓ Your plumbing pipes may freeze if temperatures drop below normal temperatures. You should keep your heat set to at least 65°F even if you go away. If temperatures do drop below normal, you should open cupboards and vanities to allow heat to the pipes and let faucets drip to keep pipes from freezing.

Gutters

- ✓ It is your responsibility to clean leaves and debris from your gutters to maintain proper drainage within the gutter system, and to prevent snow or ice from backing up under the shingles and causing leaks (aka "ice-damming"). While your home has been built with preventative measures in mind, roof leaks due to ice-damming are not covered under our warranty.

Hose Bibs/Exterior Faucets

- ✓ Winterize your outside faucets (hose bibs) prior to winter. It is very important that the outside faucets be drained to prevent them from freezing and bursting. Frozen and/or burst pipes caused by freezing are not covered by warranty.
- ✓ Each fall the outside faucets must be drained to prevent them from freezing. Shut off the outside faucet by turning off the inside shut off valves. Lift the ring on vacuum breakers on those hose bibs. Open the outside faucet – this can be left open to allow excess water to drain out. Bleed the lines – open the bleed valve (cap) that is located by the inside shut off valve to let the excess water drain out of the line.
- ✓ In homes equipped with Frost-Free hose bibs, there is no vacuum breaker or plastic ring, simply remove any hose and shut off the hose bib at the exterior faucet and turn off the inside shut off valves.
- ✓ In the spring, follow the procedure in reverse order to have your outside faucets operable.
- ✓ Heartland Homes is not responsible for frozen and/or burst pipes as a result of freezing. You will be charged the current service rate for repairs and payment must be made at the time of the service call.

Lawn Care

- ✓ As explained in the Pre-Settlement Demonstration, a new and healthy lawn takes a lot of work (continued watering, seeding & fertilizing). Once a healthy lawn is present, the homeowner will be less likely to find erosion and small stones throughout the lawn. More specific details on lawn care are included here in your Pre-Settlement Demonstration package of information.

Light Bulbs

- ✓ Though not warranted, replacement light bulbs are inexpensive and can be found at local hardware stores.

Siding

- ✓ Your siding will need to be re-caulked on a regular basis. The timing will vary due to sun exposure, direction the house faces, weather, etc.

Smoke Detectors

- ✓ Inspect & test regularly (at least twice per year.)
- ✓ Replace batteries at least once per year.
- ✓ Clean annually with a vacuum.
- ✓ Check for replacement every 5 years.

Trees

- ✓ Only trees in the way of construction were removed. The builder is not responsible for trees that may die or become diseased after settlement.

Wear & Tear Items

- ✓ The following “wear & tear” items are not covered by the Limited Warranty:
 - Tub chips & scratches
 - Cuts or scratches on countertops
 - Tears or cuts in resilient (vinyl) flooring
 - Scratches on hardwood floors

Windows

- ✓ During season changes, you will need to adjust and lubricate your windows for easy operation. Spray furniture polish (Pledge, for example), or other suitable lubricant recommended by the manufacturer. Slight adjustments can be made by tightening or loosening screws in the balances system, if necessary.

Seasonal Conditions Checklist

In the event that a home is not occupied for an extended period, especially during the winter months, the homeowner should take the following steps to protect their home from damage.

- Set thermostat to no lower than 60°F
- Drain the house water lines and exterior hose bibs
- Shut off gas or electric to hot water heater and drain water heater
- Check that sump pump is operating properly



Spring and Summer Season Helpful Hints

- Test the A/C **BEFORE** the real hot weather sets in. As soon as the outside temperatures reach 65°F, try your system. Immediately call your HVAC company with any service Issues.
- Filters in the HVAC systems should be changed every 30 days.
- When turning off the heat in the spring, remember to also turn off the humidifier (if applicable), it is OK to leave the water on to prevent sediment build up.
- Check the outside hose bibs and irrigations systems for winter damage.



Fall and Winter Season Helpful Hints

- Test the HEAT **BEFORE** the real cold weather sets in. Immediately call your HVAC company with any service issues.
- Filters in the HVAC systems should be changed every 30 days.
- When turning on the heat in the fall be sure to turn the humidifier ON as well as the water supply to the humidifier, if equipped with one.
- Winterize your outside hose bibs and irrigation systems to prevent freeze damage.