

### **Homeowner Maintenance Responsibility**

**California law requires homeowners to maintain their properties. The features and systems in your new home require routine maintenance. Refer to the Maintenance section in this manual and, if necessary, please consult a professional for advice on your maintenance requirements. Damage, deterioration and destruction of items in your home due to improper or inadequate maintenance by the Homeowner are not covered by your Limited Warranty.**

The following pages have important facts on your new home, information on the materials that were used in construction, and other details that will complete your knowledge of your home. Please review this section carefully.

### **Color Variance**

Variations in color occur in all manufactured products. Manufacturers may discontinue certain colors and products. Although every effort is made to provide consistent color, variances may be noticeable in paint, masonry, tile, carpet, and other colored surfaces. Exposure to the sun and water will alter the color more rapidly. These variances may be especially noticeable where a repair has been made. An exact color match of materials during the initial construction of your home or during subsequent repairs is not something that is covered by your Limited Warranty.

### **Concrete**

Due to the extreme weather conditions and to the nature of concrete it is normal for concrete to shrink and expand. This can result in normal, hairline cracks which do not affect the strength, performance or purpose of the concrete. Your Limited Warranty does not cover such normal shrinkage or surface cracking. Please see the section in this manual on 'Fit and Finish Standards' for information on this subject.

### **Construction Methods**

The Developer builds residences that meet or exceed local building codes. Construction methods can vary from unit to unit due to variations in plans, elevations and the requirements of building codes.

### **Design/Dimensions**

Units can have design features that differ from those in the illustrations and printed plans. The differences could be in materials, interior and exterior colors, surface coverings, doors, windows and other features. The Developer reserves the right to change design without obligation or notice. Units can have different interior and exterior dimensions than those of the printed plans. If a modification is made the materials will be of equal or superior quality. The differences may be seen in ceilings, windows, room size, cabinets and in other areas. Do not use the Sales Center as a guide for measuring for decorator items, floor coverings or other items.

### **Fire Sprinkler System**

Your home is equipped with a fire suppression system that features sprinkler heads in key areas of your home. The sprinkler heads detect the heat from a fire and deliver water to extinguish the fire. Report malfunctioning or dripping sprinkler heads or any accumulation of water around or on surfaces below the sprinkler heads to Front Desk immediately as an emergency item.

### **Future Development**

Because the Developer has no control or influence over future development on nearby or adjacent properties, no warranty guarantee is made for future development.

### **Heating /Cooling System**

The temperature in your new home may vary from room to room. This variation is normal. It is due to differences in your home's orientation to the sun, shade from neighboring buildings, trees, and other factors.

Shades, blinds, or drapes should be installed on windows exposed to direct sunlight. Please refer to the HOA Architectural Guidelines for window covering restrictions and installation guidelines.

### **Marketing**

The representations of features, settings, finishes and other items that are used in advertising and sales materials may differ from those in production units.

### **Substitution**

Substitute materials that may differ from those in the Sales Center may have been used in the construction of your home due to situations beyond the control of the Owner. Substituted materials will be of equal or superior quality.

### **Tiles**

Manufactured tiles can vary in color from tile to tile. The consistency of tile color is not warranted. Further, no representation or warranty is made that the tile colors and finishes in your new home will be available in the future.

### **Upgrades or Alterations by Buyers**

**The use of independent contractors, other than those who are under contract with the Developer will void any warranty**, implied or written, with respect to any and all damage caused, directly or indirectly, as a result of the work. This includes all systems, features and structures of the home.

### **Views**

No representation or warranty is made with respect to the presence or absence of views or scenes that are visible from your new home. Such views and scenes can be blocked or changed by future development, the growth of plants and other activities.

### **Pre-Closing Orientation Items**

Items for repair noticed during the Pre-Closing Orientation must be noted in writing on the approved form. These items will be completed as soon as possible. It is possible that some items may be completed after the close of escrow. Any item that the Developer will not correct will be addressed in writing and the specific reason will be given, i.e. it is a homeowner maintenance item, it is not a warranty item and other reasons that might apply. The Developer will make every effort to complete these items within 30-45 days of the close of escrow.

### **Water Pressure**

Your Limited Warranty does not include any representation or warranty that the current water pressure level will prevail in the future.

### MOLD AND MILDEW

#### What is Mold?

Mold consists of various species of fungi which occur naturally in the environment and is found everywhere life can be supported. Residential home construction is not, and cannot be, designed to exclude mold spores. Mold growth requires both a temperate climate - between 40°F and 100°F, and moisture. Moisture is the only mold growth factor that can be controlled in a residential setting. Home maintenance practices are essential in the effort to prevent or eliminate mold growth. If moisture is allowed to remain mold can develop within 24 to 48 hours.

#### What Owners can do.

- ✓ Promptly clean up spills, condensation and other sources of moisture. Thoroughly dry any wet surfaces or material. Do not let water pool or stand in your home. Promptly replace any materials that cannot be thoroughly dried, such as drywall or insulation. **In the event of water intrusion which cannot completely be eliminated within 24 hours, please immediately notify the Association Manager and the Front Desk Staff.**
- ✓ **Inspect for leaks on a regular basis.** Look for discolorations or wet spots. Repair any leaks promptly. Inspect in and around appliances/equipment that use water (refrigerators, AC units, Washing Machine, Dishwasher etc) for leaks or mold growth. Take notice of musty odors, and any visible signs of mold or mildew.
- ✓ Keep the humidity in the Residence low. Ventilate kitchens and bathrooms by opening the windows, by using exhaust fans, or the HVAC to facilitate evaporation of water from wet surfaces.
- ✓ **Should mold develop, first please immediately call the Association Manager and staff to make them aware of the situation.** You may need to call on the services of a qualified mold remediation professional.

**It is the responsibility of each Homeowner to take the necessary precautions to prevent mold from becoming a problem in the Homeowner's Residence. Homeowner agrees to assume responsibility for following the recommendations set forth above and in other recognized mold information sources that are provided by government agencies. Homeowner further acknowledges that if there is any water damage or water intrusion to Homeowner's Residence, Homeowner will take immediate action to prevent conditions which cause mold or mildew to develop, and Homeowner will immediately notify the Association Manager upon discovering the condition.**

Homeowner maintenance is limited to the interior of your home (and your balcony if applicable) as defined in your purchase agreement.

Your new home has been built with quality materials by licensed subcontractors. It will require regular preventive maintenance by you to preserve its beauty and value. An understanding of how to care for each feature in your new home will prevent costly repairs and replacements later. Preventive maintenance on your new home should begin when you move in. Read the following section of this manual to become familiar with the procedures for maintenance.

### **GENERAL INFORMATION**

#### **Temperature inside your unit**

Temperature variations affect the materials in your home. Building materials such as wood and concrete are subjected to constant expansion and contraction from day to day. This can result in minor warping of wood materials and hairline cracking of drywall, concrete and mortar. These effects are particularly obvious in the first year after a new home has been built.

You can minimize these effects by maintaining a constant temperature in your home. Minor cracks are a normal part of the aging process of your home and do not affect its structural integrity.

#### **Architectural Modifications**

Prior to conducting any and all architectural modifications please consult the 'Luma Architectural Guidelines' and the Association. This will assure that the work that you do meets the regulations and guidelines that have been established for your development. All work needs to be submitted and approved by the Association's Architectural Committee prior to the start of any work.

#### **Appliance Warranties**

Information about each appliance can be found in the literature that is supplied by the manufacturers. Copies of these booklets are normally provided with the appliances. Please read the manufacturers instructions on usage and care before you use your appliances.

**Your appliances are covered by warranties from the manufacturers. Contact the appropriate manufacturer for service or questions about the use and care of the appliances.**

**NOTE: Return the appliance warranty cards to the appliance manufacturers promptly so that you are in their system in case you need to request service.**

## **APPLIANCES**

### **Dishwasher**

- ✓ Please read the Manufacturer's Product Manual for specific information on your dishwasher.
- ✓ Use only detergents and rinse agents recommended for use in a dishwasher.
- ✓ Make sure the garbage disposal is empty before running the dishwasher.
- ✓ If the dishwasher does not seem to have power first check to see if the circuit breaker is tripped. Also try pressing the reset button on the garbage disposal.

### **Range Fan - Floors 4-17 only**

- ✓ In units on floors 4-17 the range fan is located on the underside of the microwave above your cooktop. Refer to the Microwave's Manufacturer's Warranty information for details of use and maintenance.
- ✓ Auto Fan – the fan will automatically start when heat rises from range surface units or burners. This protects the microwave from excessive temperature rise. The fan will stay on until the temperature decreases. It cannot be turned off manually during this time.
- ✓ The grease filters located on the underside of the microwave should be cleaned once a month.

### **Range Hood – Floors 18-19, Live/Work**

- ✓ Always turn hood fan ON when cooking on high heat.
- ✓ The hood should be turned ON about 5 minutes BEFORE cooking in order to establish air currents upward through the hood. Thus when heat, smoke, and grease are produced they will be carried outside instead of drifting into other rooms. Use the low speeds for normal use and the higher speeds for strong odors.
- ✓ It is recommended that the filters be washed at least once a month; they can be washed by hand or in the dishwasher.
- ✓ The hood delivered with the unit comes with a one year Manufacturer's warranty from the date of closing. Please call the manufacturer directly for service.

### **Range / Oven**

Please see the Manufacturer's Product Manual for specific information on use and care for your range and oven. It contains a 'Solutions to Common Problems' section which you should consult first before calling the manufacturer for service.

- ✓ It is recommended that you purchase a counter top fire extinguisher and instruct your family on its use. In the event of a range top Grease fire, smother flames with a metal lid or tray - DO NOT USE WATER to put out a grease fire as this could cause a steam explosion.
- ✓ Range – Use high range settings only when necessary – heat oil slowly on medium low settings.
- ✓ The range and oven delivered with the unit comes with a one year warranty from the manufacturer. Please call the Manufacturer directly for service.

## **Microwave**

✓ Please read the Manufacturer's Product Manual for specific information on your microwave. The microwave delivered with the unit comes with a one year warranty from the Manufacturer. Please call the manufacturer directly for service.

## **BALCONIES**

Balconies that are accessible from your unit are designated as Common Area with Exclusive Use by the Homeowner.

✓ **Please read the Architectural Guidelines regarding your balcony.** No modifications to the exterior balcony structure, railings, or flooring are permitted. Resurfacing of the Balconies is not allowed, nor is grouting the pavers if your balcony was delivered with pavers.

✓ Gas grills, hibachi cookers, propane heaters, wood fired cookers and electric cookers and smokers are not permitted on balconies – UNLESS the builder delivered the balcony with a permanent gas hook-up.

✓ The storage of items on patios and balconies is covered in the HOA Rules and Regulations.

## **CABINETS**

✓ The wood in your cabinets is a natural product and is subject to drying and can warp. This could cause drawers to stick and prevent doors from closing properly. If you notice sticking drawers and cabinet doors that do not close properly during the 1 Year Fit & Finish Warranty period, please notify Customer Relations. Routine maintenance of cabinet drawers and doors is your responsibility.

✓ Minor scratches can be covered with touch-up kits that match the finish of your cabinets. These kits can be purchased at paint or hardware stores.

✓ Keep the cabinet surfaces clean and dry. Smudges should be wiped with a soft damp cloth.

✓ "Under Counter" appliances that generate heat or steam, including coffee makers and some radios, can damage the wood and surface of cabinets. If these appliances are installed by the homeowner any damages are the responsibility of the homeowner.

✓ The hinges on your cabinet doors can be adjusted if they become out of alignment.

✓ It should be noted that it is not unusual for the color of the installed cabinets to be different from samples shown at the time of selection. Color can differ with wood grain variations and stain used. Some color variation on stained areas is to be expected.

**The hinges can be lubricated, if necessary, with a silicone lubricant.**

## **COUNTERTOPS**

### **General Notes**

Any flaws or damage to your countertops must be noted during your Pre-Closing Orientation so as to be covered by the Limited Warranty. After you have moved in, the care of your counter tops is your responsibility.

We offer these recommendations:

- ✓ Always use a cutting board to protect your counter tops when you prepare food. While minor scratches that can result from cutting food may not be noticeable at first, in time they will dull and mar the luster of the finish.
- ✓ Wipe up spills immediately.
- ✓ Do not set hot pots and pan directly on countertops. Use appropriate trivets.
- ✓ Be careful to avoid dropping pots and pans and other kitchen items on your counter tops. This can break or chip the counter's surface.
- ✓ Do not sit or stand on Countertops. Excessive weight can cause warping, drawer malfunction or may cause the top to pull away from the wall.
- ✓ Consult a professional stone cleaning service for more information.

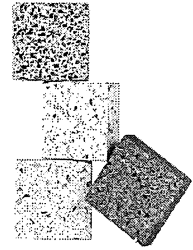
### **SEE FOLLOWING PAGES FOR YOUR SPECIFIC PRODUCT INFORMATION**

- **Icestone®**
- **Caesarstone®**
- **Silestone®**
- **Natural stone**





DURABLE SURFACES MADE OF RECYCLED GLASS & CONCRETE



## **Information from [www.icestone.biz](http://www.icestone.biz)**

### **What are IceStone surfaces made of?**

IceStone surfaces are made with 100% recycled glass in a cement matrix and actively reduce the waste stream by redirecting glass from landfills.

### **How durable are IceStone surfaces?**

Extremely durable, up to 13,000 PSI, IceStone surfaces are stronger than marble. Unlike petrochemical-based materials, IceStone surfaces do not fade with UV exposure. IceStone surfaces are heat and scratch resistant.

### **What types of sealants and how often is resealing recommended for IceStone surfaces?**

Our fabricators follow a recommended sealing process and suggest that once installed, end users should reseal IceStone surfaces once per year. We recommend water-based or low-VOC, solvent-based penetrating sealants.

### **Can you cut on IceStone surfaces?**

We recommend that you use a cutting board to preserve your knives.

### **Are IceStone surfaces heat resistant?**

Yes, but if you put a hot pot directly onto IceStone you will compromise the sealer.

### **Do IceStone surfaces stain?**

As long as the top is sealed according to our guidelines, IceStone will not stain. Daily maintenance should include a mild, water based, low ph cleanser, to keep your tops clean. Anything else may strip the sealer over time and leave the application susceptible to stains. We recommend water based, low-VOC sealers be applied according to the manufacturers guidelines, typically once per year.

### **If an IceStone surface does stain, can it be removed?**

Yes. Because IceStone surfaces are very dense stains are easily removed with a poultice, available through stone fabricators, tile stores, and home centers.

### **What maintenance do IceStone surfaces require?**

Clean the surface with mild soap and water solution; avoid commercial, ammonia or bleach-based cleaners. These harsh products could strip the sealer over time and make IceStone surfaces susceptible to staining. We also suggest wiping stains as soon as possible, especially spilled acids such as vinegar or lemon juice.



## Information from [www.caesarstoneus.com](http://www.caesarstoneus.com)

### Care & Maintenance

Its hard, nonporous surface makes CaesarStone simple to clean. In most cases, soap and water or a mild detergent is all that is required to maintain its luster. If necessary, **a non-abrasive** cleanser such as Soft Scrub Liquid Gel with Bleach or Comet Soft Cleanser Cream With Bleach can be used along with a non-scratch or delicate scrub pad such as blue Scotch-Brite sponge. Adhered materials like food, gum, nail polish, or dried paint can be scraped away with a plastic putty knife; any marks left by the blade can be removed with Soft Scrub and a Scotch-Brite pad. Thoroughly rinse the surface with clean water to remove residue.

While CaesarStone does not require sealants or waxes to maintain its luster, occasional polishing with Soft Scrub Bleach Gel or Comet Gel will keep the quartz surfacing looking its best.

### Frequently Asked Questions

#### How do I maintain CaesarStone's natural beauty?

Simply wipe with warm water and soap, using a damp cloth or paper towel. There is no need to worry about grease, grime, hairspray, or messy makeup spills — Simply wipe it off! CaesarStone is easy to care for and naturally maintains its luster for many years to come.

#### How should I remove stubborn or dried spills?

Use a damp, soft cloth with warm water and soap. If needed, apply common, non-abrasive, household cleaners such as Soft Scrub Liquid Gel with Bleach, Comet Gel, and Mr. Clean Magic Eraser. To avoid dulling the surface's shine, make sure to use a non-abrasive cleaner. To remove adhered material such as food, gum, nail polish or even dried paint, first scrape away the excess material with a plastic putty knife and then clean the surface with a damp cloth to remove any marks left behind and any residual dirt.

#### How durable is CaesarStone?

CaesarStone is resistant to cracks, chips, scratches and stains. However, like most materials, excessive force and/or pressure from objects can damage the surface.

CaesarStone is resistant to most stains caused by fruit juices, liquid food coloring, coffee, tea, wine, grapes and soft drinks.

CaesarStone's non-porous nature provides maximum resistance to staining and fully eliminates the need for any sealing. The non-porous quality of the surface also greatly reduces the potential for bacterial growth.

#### Do I need to apply a sealer to CaesarStone?

No. CaesarStone is a non-porous surface, so you will *never* have to apply sealer to any CaesarStone surface.

**Can I cut on my CaesarStone countertop?**

CaesarStone is composed 93% natural quartz, providing it with superior strength and beauty. Although your fine cutlery will not harm CaesarStone, using a cutting board is recommended to prevent dulling the surface.

**How do I maintain the polish on my CaesarStone countertop?**

**Polished:** Due to its high density and non-porous qualities, normal cleaning with a damp cloth will keep your CaesarStone surface looking like the first day it was installed. To avoid dulling the surface's shine, make sure to use a non-abrasive cleaner.

**Honed:** Please understand that HONED finishes will require more daily maintenance than our polished finishes. Since there is more exposed surface area with honed finishes, metal marks, finger prints and other signs of daily living will show on honed material. Most of these marks can be easily removed with little effort and cleaning products such as Soft Scrub. For tough stains, work the area with a Scotch Brite pad.

**How does CaesarStone withstand heat?**

CaesarStone is structurally more heat resistant in comparison to other stone, including granite. However, any stone material can potentially be damaged by sudden and rapid temperature changes, especially near the edges. Therefore, using inexpensive and readily available hot pads or trivets is always recommended, especially when using cooking units such as electric frying pans, crock pots, or roaster ovens. As CaesarStone is not affected by heat below 400°F, it is advised that hot pans not be placed directly on the material.

**Is caring for my CaesarStone surface really this easy?**

CaesarStone's care-free maintenance and everlasting benefits and performance allow more time for the things that matter most to you. Whether you selected CaesarStone to be your "surface of choice" for food preparation or to simply beautify your home, you can enjoy the peace of mind knowing that CaesarStone is completely worry and care-free.



## **Information from [www.silestoneusa.com](http://www.silestoneusa.com)**

### **Care and Maintenance**

Silestone® is virtually maintenance-free. It does not need to be sealed and cleaning is a cinch. Simply wipe the surface with soap and water on a regular basis to maintain its beauty and shine for years to come.

### **Difficult spills**

To remove difficult spills, soak the area for 10 minutes with a mild household cleaner (such as Formula 409®, Lysol®, or Windex®) then rinse and clean away with a soft Scotch Brite® pad. For stains that harden as they dry, such as food and gum, remove by gently scraping off of the surface (using a blade or putty remover) and then clean using warm water and soap.

### **Extreme heat**

Silestone is resistant to heat and can withstand moderately high temperatures for brief periods of time without being damaged. As with any natural stone, however, certain exposure to heat may cause cracks due to thermal shock. Always use a trivet to place hot items on Silestone. Do not use crock pots or electric skillets while in direct contact with Silestone natural quartz surfaces.

### **Harsh chemicals**

The following will harm Silestone: Drano®, Liquid Plummer®, oven cleaners and floor strippers. Do NOT use these or any other harsh chemicals on your Silestone natural quartz surface.

### **Sunlight Exposure**

Continuous long-term exposure to direct sunlight (UV rays) may result in slight discoloration of Silestone natural quartz surfaces.

### **General Precautions**

To prolong the life of your knives, always use a cutting board. Natural quartz is one of the hardest minerals found in nature, making Silestone highly scratch-resistant. That same hardness may dull the sharpness of most knives.

## **NATURAL STONE / LIMESTONE**

### **How do I care for my natural stone surface?**

Most types of stones need to be sealed just after installation prior to regular use and are very easily maintained after that. Stone, like any other natural product will age and patina adding to its beauty and character.

### **How often should my stone be resealed?**

Depending on the brand of sealer you use, your stone should be re-sealed anywhere from every six months to three years - and every year in a shower or where there is constant exposure to water. If your stone is not beading water, or if you can see that the stone is absorbing liquids and making the stone darker, you need to re-seal the stone.

### **Can I seal my own stone or do I have to have someone do it for me?**

Depending on the size of the area you are sealing and your ability, you can usually seal the stone yourself by following the manufacturer's directions carefully. If you have a lot of square footage to seal or are not comfortable with home maintenance, you might want to hire a professional.

## **ELECTRICAL**

The electrical system in your new home was designed by professionals to comply with building codes. The location of the breaker box was shown to you during your Pre-Closing Orientation. This is the primary protective device for your electrical system. Identify and note the function of each breaker soon after you move in. It is intended for normal residential use. Any changes or additions to your electrical system may void your Limited Warranty and can result in damage to your home.

**We strongly recommend that you consult a licensed electrician to make any changes or additions to your electrical system. Please note that a permit may be required.**

### **Circuit Breaker**

Circuit breakers trip under excessive electrical load. Reset tripped circuit breakers by moving them to the OFF position and then to the ON position. In the event of a loss of electrical power in your home, follow these steps:

If the power loss is in one area of your home and power is available in other areas of your home, it is likely that an individual circuit breaker has tripped. Unplug any appliances in the area that are without power and turn other appliances off. Check the circuit breaker and, if necessary, reset it. Plug your appliances back in. If the circuit breaker fails repeatedly, you have either a short circuit in one of your appliances or a short circuit in the electrical system in your home. Do not attempt further repair. Call a state licensed electrician or Customer Relations if your home is still covered under the Limited Warranty.

### **Ground Fault Interrupt Devices (GFCI)**

During your Pre-Closing Orientation, our representative may point out the location of the ground fault interrupt devices (GFCI outlets). Usually, GFCI outlets are located near tubs and bathroom sinks and in the kitchen, garage and exterior locations. These are special

circuit breakers that are designed to break the flow of electricity in the event of a short circuit, to prevent dangerous electrical shock. When this occurs, the GFCI outlets must be reset according to the manufacturer's instructions. Do not plug appliances such as power tools, air conditioners, space heaters, freezers or refrigerators into GFCI outlets. The electrical surge that occurs when these appliances cycle will trip the GFCI outlets and break the circuit.

### **Auxiliary Circuits**

Some major appliances and tools will perform better if they have dedicated circuits. If you are considering the purchase of these items please consult a licensed electrical contractor to discuss your capacity and the possible addition of dedicated circuits.

### **Lighting**

The lighting fixtures in your new home are designed for specific wattage bulbs. To avoid excessive heat, you should follow the manufacturer's recommendations attached to the fixture.

### **Outlets and Switches**

Convenient electrical outlets can be found in every room in your new home. Do not exceed the capacity for which the outlets were designed. Devices which increase the capacity of electrical outlets and multiple extension cords can cause a fire.

If an electrical outlet does not have power, there are two possible explanations:

1. Some outlets are controlled by a wall switch – usually the upper plug on a two plug outlet. Plug an appliance into the outlet and turn on nearby wall switches to see if the problem is corrected. If you find that an outlet is controlled by a wall switch, please inform others in your home.
2. Check the circuit breaker. If the circuit breaker has been tripped, reset it and try the outlet again. If the circuit breaker trips repeatedly, please notify Customer Relations.

**CAUTION: Small children can be injured by poking small metal objects into wall outlets. In order to prevent this, install child proof devices on all floor level electrical outlets.** These devices are available in grocery stores and drug stores as well as home centers and hardware stores.

### **Empty Conduits for Speaker Wire**

In the main living area there will be two blank electrical covers that lead to an empty conduit specifically for running speaker wires.

#### How to Pull Speaker Cable through An Empty Conduit:

1. Open up the covers on both ends of the empty conduit and identify the pull string.
2. Safely secure the speaker wire desired to be pulled into the conduit to the other loose end of the pull string.
3. Tape speaker cable to pull string & ensure that the speaker wire & pull string have a strong connection so that they are not pulled apart inside the conduit. Once this is secure, pull up slack at the secured area.
4. Slowly pull the pull string in a steady pace, making sure the other end is pulling through smoothly, without getting tangled or caught. (It is optional to apply a 'wire pulling compound' directly on the speaker cable to make pulling easier.)
5. Once speaker wire is pulled through to the other side, pull as much as slack as deemed necessary & undo the pull string.

6. Install cover plates - these can be purchased at your local hardware store to replace the blank cover. Discard the pull string.

## **FIRE SPRINKLER SYSTEM**

The building in which your home is located features a modern fire sprinkler system that is designed to spray water on an emerging fire or heat source. The sprinkler heads are located on the ceilings. Please follow these recommendations:

- ✓ **If the sprinkler heads are activated accidentally, the spray of water can damage flooring, furniture and other objects.**
- ✓ **Report malfunctioning or dripping sprinkler heads or any accumulation of water around or on surfaces below the sprinkler heads to Management immediately as an emergency item.**
- ✓ **Alterations in the layout of your interior walls must be verified by a licensed architect to insure that you do not interrupt the sprinkler spray pattern.**
- ✓ Keep furniture projects well away from the sprinkler heads. Do not let anything come in contact with the sprinkler heads. To do so could result in the activation of the fire suppression system.
- ✓ Do not place "torchiere" type floor lamps in close proximity to the sprinkler heads. These lamps produce significant heat and could result in the activation of the fire suppression system.
- ✓ Do not hang items, including party balloons and favors, from the sprinkler heads.
- ✓ Do not permit children to toss balls or toys at the sprinkler heads. To do so could result in the activation of the fire suppression system.

## **TILE FLOORING**

- ✓ Any damages or defects in your flooring must be noted at the time of the Pre-Closing Orientation. Subsequent damages, including broken tiles, and scratched wood flooring are your responsibility.
- ✓ **Since Luma is a post-tensioned concrete structure, NO PENETRATIONS, CORING OR CUTTING of the floor slabs are permitted for safety reasons.**
- ✓ Before you make any changes to the flooring in your home you must contact your homeowners association and gain architectural approval before your project has begun. The flooring in your unit is part of an acoustically engineered system to reduce noise between you and your neighbors.

### **Tile / Grout**

- ✓ Light colored grouts will show dirt faster than mid tone colors.
- ✓ Cracks that occur in the grout between tiles are normal and are the responsibility of the homeowner to maintain. If you notice that this has happened, re-grout the area promptly to prevent the entry of water.
- ✓ When wet, such as in a bathroom or entryway, tile flooring can become slick and cause one to lose traction. We recommend a throw rug on SMOOTH TILE flooring.
- ✓ Use door mats at exterior entrances to help intercept dirt and moisture.

- ✓ Furniture with metal casters or metal feet should not be used directly on the floor tile. Metal will scratch and chip even the hardest of floor tile.
- ✓ Cracked or chipped tile flooring must be noted on the Pre-Closing Orientation Form for the Seller to repair or replace.
- ✓ The Seller is not responsible for discontinued patterns or grout color variations.

### **Tile Care**

- ✓ Before you make any changes to the flooring in your home you must contact your homeowners association and gain architectural approval before your project has begun. The flooring in your unit is part of an acoustically engineered system to reduce noise between you and your neighbors.
- ✓ Tile flooring should be swept or vacuumed on a regular basis to eliminate grit and fine dirt particles which can scratch or dull its finish.
- ✓ Floor tile can be damp mopped with clear water to pick up dust and for general cleaning. When damp mopping, be sure to wring out the mop head thoroughly to prevent leaving droplets of water on the floor which will later become visible water spots.
- ✓ Mild nonabrasive detergents can be used and should be rinsed to avoid leaving a dull film upon drying. (Vinegar or other acidic solutions are not recommended as they will attack grout over of time)
- ✓ Grout can be periodically sealed.

## **WOOD FLOORING**

### **General Information**

#### **Bellagio Collection - [www.Oregonlumber.com](http://www.Oregonlumber.com)**

The wood flooring selected for Luma is an 'engineered wood flooring' product. These flooring products are inherently subject to scratching, denting, and other wear-related matters during the course of normal living and use. The floors consist of natural wood veneer over an engineered substrate.

The floors are installed as 'floating' floors, therefore minor movement/flexing is to be expected. Floating floors amplify sound under foot, creating creaking and cracking as the wood moves.

With exposure to light and air, wood colors can and will change noticeably over time. Natural differences and imperfections in color, grain pattern and texture will be apparent throughout the floor.

All wood floors will exhibit some degree of (overwood) height variance between adjacent boards and gaps at the end joints. This is considered a normal product characteristic and is not a basis for a warranty claim. In addition, the finished wood floor will not be perfectly level, as the concrete slab underneath will have undulations.

### **Protecting the Wood Floors**

- ✓ To prevent damage to your floors, always use felt pads on furniture legs and appliances. Hard or sharp objects such as ladies high heeled shoes can damage hardwood flooring.



- ✓ **Do not drag heavy appliances or furniture across wood flooring.** Permanent scratches in the finish can result and are not covered by your Fit & Finish Warranty.
- ✓ **Maintain a temperature inside your unit below 80 degrees.** Temperatures above this could lead to flexing or warping of the wood flooring and are not covered by your Fit & Finish Warranty.
- ✓ Avoid excessive exposure to water from tracking, either from the bathrooms or any outside areas. Wood floors are affected by varying levels of humidity and care should be taken to **control humidity levels within the 45-60% range.** In damp conditions, the heater or air conditioner can be used to lower the humidity levels in your unit. If humid or damp weather causes a slight expansion in your flooring, the edges of boards may rub together producing a squeak.
- ✓ **Avoid excessive sunlight or artificial light directly on the floor surface for an extended period of time.** Wood will age, resulting in color changes on the wood surface. This is normal and natural.
- ✓ **Area rugs and doormats can be an asset in the preservation of the flooring-especially if it lies adjacent to an external door.** Placing a mat by an outside door will help keep abrasives, dirt, and moisture from being tracked in. Note: some rubber/foam backed rugs and non-slip pads contain compounds that may discolor the floor.
- ✓ Area rugs should be moved occasionally as they block sunlight and the areas under the rug will not fade evenly with the rest of the flooring.
- ✓ Burns from cigarettes can be difficult or impossible to remove from your wood floors and should be referred to a flooring professional.

### **Cleaning Wood Flooring**

1. Regular cleaning will remove any sand or dirt to avoid abrasion and scratches.
2. Sweep, dry mop, or vacuum the wood flooring with a soft brush attachment.
3. Clean with a NO-wax, non-alkaline floor cleaner. Do not allow the cleaner or any other liquid to pool or remain on the surface.
4. NEVER use steel wool, traditional wax, strong solvents, pine, or oil-based detergents on wood floors. These may dull or damage the finish.
5. NEVER use water or a cleaner that must be mixed with water to clean the floors. This can cause warping and the destruction of the flooring. Do not permit water or other liquids to stand on wood flooring. Wipe up spills immediately.

### **Repairing Wood Floors (directly from Oregon Lumber's Maintenance Guide)**

In order to properly repair, refinish or replace damaged or worn flooring, first assess the degree of damage. There are two levels of wear/damage:

1. Finish Wear - finish is scratched or dulled in areas, but has not worn through to the wood below.
2. Deep Damage – finish is cut through to bare wood and the underlying wood itself is worn or scratched. In this case, depending on the depth of the damage you can sand down the area or replace the individual damaged boards.

### **Repair methods:**

Replacing – cutting out/removing the damaged pieces and installing new pieces in their place. This is only necessary when the pieces are deeply scratched/worn.

Sanding and Refinishing – sanding the existing finish completely off to the bare wood and then re-coating the floor with multiple coats of sealer or lacquer. Sanding and refinishing the entire floor is only necessary in cases of severe damage such as deep scratches or excessive wear down to bare wood over large areas.

Molding should be fixed onto the adjacent wall only, *not directly to the floor*.

### **Wood Flooring Warranty**

The Bellagio Collection wood flooring from Oregon Lumber has a 5 year warranty on the surface finish, provided that all the installation instructions, precautions and maintenance procedures are strictly followed.

OLC warrants that its engineered hardwood floorings will not warp, twist or cup, nor will the bonded layer delaminate, even when subjected to varying humidity, provided that the flooring is not subjected to excessive, extended contact with moisture or flooding water; and provided that all installation instructions and precautions are adhered to.

## **HVAC – HEATING & AIR CONDITIONING SYSTEM**

### **(ClimateMaster Water-Source Heat Pump model: Tranquility 20)**

- ✓ Your heating and air conditioning system can play an important role in the first year after you move in. By maintaining an even temperature, you can minimize the contraction and expansion of the materials in your home.
- ✓ Your heating and air conditioning system is part of a 'water-loop' commercial system in which your unit is connected to a common piping system in the building.
- ✓ To keep your system operating at the designed efficiency, we recommend yearly service and inspection by a licensed HVAC contractor.
- ✓ All requests for warranty service should be directed to the Manufacturer or the Manufacturer's authorized dealer – visit [www.climatemaster.com](http://www.climatemaster.com). ClimateMaster has a warranty for a period of 12 months from start up or 18 months from shipping (whichever occurs first).

### **Care & Maintenance:**

- ✓ We recommend that filters be inspected every month and cleaned and/or replaced as needed. In areas with heavy dust more frequent changes may be in order. Fresh filters can reduce operating costs and will prolong the life of your system.
- ✓ Check the operation of your system well in advance of peak operating seasons. Check for problems before seasonal service demands are the greatest.

### **HVAC Troubleshooting:**

1. Check to see that no circuit breakers are tripped to OFF, if so reset the breaker(s) to the ON position.
2. IF the red indicator light is On - (this means there is low water pressure flow to the unit and the pressure must be restored from the building to your HVAC unit) you will need to reset the breaker for 30 seconds - turn off the breaker that controls the HVAC unit, turn back it on after 30 seconds.

### **Thermostat - Honeywell Commercial Programmable Thermostat**

Please see the Thermostat Product Manual (Model TB7220U) for operating instructions. For customer service call Honeywell 1-800-468-1502 or go to [customer.honeywell.com](http://customer.honeywell.com).

## **Air Registers**

Registers should be adjusted to provide optimum efficiency for each room. To save energy costs, close the registers to rooms that are not in use.

## **PAINTING**

### **Interior Painting**

- ✓ Please avoid washing newly painted surfaces for at least three months. This will permit the new paint to dry and 'set'. After this period, avoid the use of strong chemical cleaners and abrasive cleaners, which may damage the paint.
- ✓ When paint touchup is required, do not forget that all paints change color as they age so a perfect color match may not be possible.
- ✓ To comply with the "green" building standards, it is mandatory that all paint selections have a MPI #52 rating. These are also referred to Very Low-VOC or No-VOC paints, and are made by several manufacturers.

### **Exterior Painting**

Homeowners may not paint, stain or otherwise alter the appearance, texture or color of the exterior surfaces of their unit or the building.

## **PLUMBING**

We recommend that you become familiar with your plumbing system as soon as you move in.

- ✓ Water Spills/Leaks: In case of a large water spill or an overflow report the issue to the front desk attendant at once. Dry the area thoroughly. If you experience a water spill of sufficient volume that the water might penetrate the flooring, please contact the front desk attendant at once. Remove the excess water and thoroughly dry the area.
- ✓ Water Shut-off Valves: Flowing water can cause severe damage to your home and its contents. Local water shutoffs are located under the sinks in the bathrooms and the kitchen. Each toilet has a shutoff valve behind the toilet bowl. You and others in your home should know where these water shutoffs are and how they work.
- ✓ Drain Traps: Each plumbing fixture in your home has a drain pipe specially designed to provide a water vapor barrier between your home and the sewer. The drain pipe or trap is the U-shaped area of pipe directly under the sink. The trap holds water which prevents the airborne bacteria and odor of sewer gas from entering your home. If any of your faucets are used infrequently, we suggest that they be turned on occasionally to replace the water in the trap lost to evaporation. Because of their shape, the traps are the most likely area to become clogged.

If you detect the odor of sewer gas from a sink, contact the front desk attendant after you have followed the advice above.

### **Bathtubs**

- ✓ The bathtubs in your home are made of cast iron. Like the other components in your home, your bathtubs require routine maintenance.
- ✓ Never leave a tub that is filling for a bath. If a stoppage in the drain occurs this could result in severe flooding.

- ✓ Clean the tubs using a nonabrasive cleaner designed for bathroom use. Rinse the surface thoroughly to remove all traces of the cleaner. After each use, rinse the tub thoroughly with clean water to lessen the effects of soap buildup.

### **Fixtures**

- ✓ The bathroom and kitchen plumbing fixtures are resistant to water corrosion under normal use and maintenance. Clean the fixtures with warm soapy water and a soft sponge or cloth. (The fixtures can be damaged with abrasive cleansers, scouring pads and tools.) Rinse with clear water and wipe dry to prevent spotting.
- ✓ If water is permitted to accumulate and stand at the base of the fixtures, corrosion and tarnishing can result. Always wipe the area dry. Hard water can spot and damage the plumbing fixtures. While this is not entirely preventable, you can minimize the staining and discoloration by drying the fixtures after each use.
- ✓ Avoid excessive force when you turn your faucets on and off. The seals in the faucets can be damaged and will require repair or replacement in a short time.
- ✓ Faucets are equipped with aerators which mix air with the stream of water to prevent splashing. They need to be cleaned occasionally to remove a buildup of mineral deposits. When you notice that the stream of water has lessened, unscrew the aerator from the mouth of the faucet. Remove the debris and rinse the washers and screens. Replace the parts in their original order and screw the aerator onto the faucet. Perform this homeowner maintenance as needed, usually every several months.

### **Toilets – Sterling Dual-Flush Model**

- ✓ Do not place "paper-towels" in your toilet. Such heavy paper can clog the drain system and cause the toilet to overflow. Always keep a plumber's plunger on hand to use in the event of a stoppage of a toilet. If a stoppage occurs, close the shutoff valve on the back side of the toilet.
- ✓ Stoppages that are not construction related are the responsibility of the homeowner. If you are unable to clear the obstruction yourself, we suggest that you call a plumber. Do not use drain cleaners in toilets - the harsh chemicals in drain cleaners can damage the toilet seals and cause a leak.
- ✓ The toilets have a dual-flush feature which is designed to reduce water usage. It features a .8 gallon flush for liquid waste or a standard 1.6 gallon flush for solid waste with the touch of a button.
- ✓ If the flush valve in your toilet fails or begins to leak, you or your plumber can purchase a new flush valve at a home center or hardware store.
- ✓ Clean your toilets with a toilet bowl cleaner and brush.

### **Garbage Disposal**

- ✓ The home is delivered with an In-Sink-Erator (model: Evolution Pro Compact) which comes with a 4 Year In-Home Full Service Warranty. For service call In-Sink-Erator at 800-558-5700 or visit [www.insinkerator.com](http://www.insinkerator.com).
- ✓ Do not load a disposal with food items before turning it on. Turn the cold water on and start the disposal. Drop food items slowly into the unit. When the unit runs clear, turn the disposal off and leave the water running for several seconds. This allows the waste to be carried away.

- ✓ If a jam happens or you experience other problems with your disposal, follow the corrective measures in the manufacturer's operating manual.
- ✓ Only foods that are non-fibrous and easily pulverized should be placed into the disposal. Examples of foods not to place in the disposal are corn husks, celery, onion skins, rice, potato skins, pasta, olive pits, bones and solid or liquid grease. These items will cause your unit to overload or jam.

### **Drains**

- ✓ Grease buildup is the most frequent cause of plumbing drain stoppage. Do not put any solidifying objects into the drains in your home. Such items include cooking oil, grease, wax and putty, paint, or caulking. Petroleum-based products, such as paint or lacquer thinner, can damage pipes and harm the environment and should never be poured down the drain or toilets.
- ✓ Sink and tub stoppers designed to trap hair and foreign matter should be cleaned regularly to ensure good drainage.

### **Laundry Equipment**

You will get the best results and longer life from your laundry appliances if you read and follow the manufacturer's operating instructions carefully.

#### **Clothes Washer Hoses**

- ✓ To help ensure a longer-lasting connection the developer requests that you USE ONLY STAINLESS STEEL HOSES - not rubber hoses. (Stainless steel lasts longer than rubber and will help prevent leaks in the future.)
- ✓ Replace the clothes washer hose lines at least every 3-5 years. Replacement hoses are available at home centers and hardware stores. This will help prevent flooding and damage to your unit and the unit below.
- ✓ Inspect the hose lines periodically and pay special attention to the "Hot" hose line. The "Hot" line is subject to more rapid deterioration.
- ✓ Check that drain hose is securely connected to the water supply line to keep the drain hose from coming out and flooding.

### **SMOKE DETECTORS**

- ✓ Smoke detectors have been installed near all sleeping areas and at other locations. The selection of the smoke detector, the installation procedure and the location of the smoke detectors are done to meet the requirements of local and state building codes.
- ✓ The purpose of your smoke detector is to detect the possible presence of fire in your home. At the first indication of fire, evacuate your family and call 911, then immediately notify the front desk.
- ✓ To assure that your smoke detectors are working use the "test" button at least one time every six months.
- ✓ If you hear a high-pitched beeping coming from a smoke detector – this means that a new 9 volt battery is needed. Please note that you need a ladder to access the smoke detectors. This is a maintenance item and the responsibility of the Homeowner.

## **WALLS, CEILINGS & SUB-FLOORS**

### **Concrete Ceilings and Sub Floors**

- ✓ **Since Luma is a post-tensioned concrete structure, NO PENETRATIONS, CORING OR CUTTING of the concrete ceilings, sub floors, or columns is permitted for safety reasons.**
- ✓ Concrete surfaces in "loft" type homes will show markings, small cracks and other signs of construction. This is normal and is considered to be part of the charm of loft type homes. Attempts to sand or otherwise remove these markings are done at the Homeowner's risk and are not recommended by the Developer.
- ✓ The concrete ceilings are subject to minor cracking due to the expansion and contraction that accompanies changes in temperature. This is normal. This cracking in no way indicates structural or other serious problems with the concrete in your home.

### **Concrete Walls**

- ✓ Do not penetrate the concrete floors or ceilings more than 5/8" in depth to avoid penetrating utility conduits and water pipes.
- ✓ Use care when you hang pictures or attach anything to the concrete walls in your home. The use of non-penetrating hanging fixtures is recommended whenever possible. These fixtures are available in home centers and hardware stores.
- ✓ The concrete walls are subject to minor cracking due to the expansion and contraction that accompanies changes in temperature. This is normal. This cracking in no way indicates structural or other serious problems with the concrete in your home. You can minimize concrete cracking by maintaining an even temperature in the home, especially during the first year.

### **Concrete Columns**

- ✓ **Since Luma is a post-tensioned concrete structure, NO PENETRATIONS, CORING OR CUTTING of the columns is permitted.**
- ✓ Some concrete columns are faced in drywall and the drywall should not be removed.

### **Interior Walls - Drywall**

- ✓ The walls in your new home are constructed of drywall, metal and other materials which are subject to normal expansion and contraction.
- ✓ Use care when you hang pictures and other decorative items. The wall board will be damaged if it is hit with a hammer. Costly repairs can be avoided by using picture hooks and other supplies from a home center or hardware store. Repair nail holes with a dab of spackle or putty.
- ✓ Wall material is relatively soft and can be damaged by scrubbing with abrasive cleansers and rough brushes or cloths. Small finger smudges may be removed from walls with warm water and a mild soap. Wash gently with a soft sponge or cloth. Rinse and dry the excess water carefully. Do not permit the wall board to become soaked with water. Larger spots, not easily removed by cleaning, will require paint touch up.
- ✓ Variations in color and sheen are normal and are caused by differences in surface texture, porosity, and other characteristics of the joint compound or other texture materials used to finish the drywall. Such variation in the finished drywall surface is known as 'joint banding' and is a condition in which portions of the drywall surface that have been treated with joint compound show through the paint. Such variation is generally more noticeable with the application of certain custom paint colors.

- ✓ Trim – molding and trim can shrink and warp in some cases. Reset nails that have popped out of position. Use touchup paint and, if necessary, the appropriate caulking material to complete the repairs.

## **WINDOWS & DOORS**

### **Windows**

- ✓ Weep holes are installed in the bottom of window frames by the manufacturer to let water from condensation drain to the outside. This prevents damage to the window sills from the accumulation of water. These weep holes may permit dust to enter during occasion; this is normal and is not preventable nor is it a warranty item.
- ✓ No window tinting is allowed.
- ✓ Scratches on window glass that are visible from at least 15 feet in indirect sunlight or normal room light must be reported during the Pre-Closing Orientation to be considered for repair/replacement.
- ✓ The windows in your home are dual glazed. Use care in opening and closing the windows to avoid rupturing the seals. Please refer to the manufacturer's information for information on care and maintenance.
- ✓ Window Washing – the building is equipped with window washing work platforms. Window washing will occur at times scheduled by the Association.
- ✓ Condensation - While a small amount of condensation around the corners of the windows is normal, excessive condensation can lead to damage. The first areas to be damaged are window frames that are exposed to the run off from condensation.

### **Window Coverings**

- ✓ All draperies must be lined in white colored material per the Architectural Guidelines.
- ✓ The metal window frame may not be punctured in the hanging of the window coverings. Window coverings may not be supported by the metal window frame.
- ✓ Sliding Windows: If the sliding windows are not opening/closing properly they may need adjustment. A manufacturer's representative should be called out to fix the rollers.

### **Doors**

- ✓ Interior doors are made of natural finished wood. Because of expansion and contraction with changes in heat and humidity minor warping and sticking of doors can occur. This is normal and may correct itself as conditions change. You should allow your home to go through at least one dry and one damp season before you make any permanent changes.
- ✓ The hinges and locks on your doors may require lubrication from time to time for proper maintenance and to prevent squeaks.
- ✓ Remove finger smudges from painted or varnished interior doors by washing with warm water and a soft cloth or sponge. Dry the surface thoroughly with a soft cloth.
- ✓ If your closets feature sliding doors, the roller and tracks can be lubricated with a silicone lubricant.
- ✓ Front Entry Door: Do not modify your front entry door or threshold in any way. Do not install anything on the entry door which penetrates the surface, or remove the door sweep at the bottom of the door.

### **Door Lock Operation – for Patio Doors**

To Lock: After you shut the door, lift the lever upward and then turn the knob one time (1 x 360°) to lock. You will feel a slight resistance and hear a click - this indicates the lock is engaged.

To Unlock and Open: Turn the knob back one time (1 x -360°). The system is now unlocked and the lever can now be lowered. Lowering the lever disengages the latch and the door can now be opened.

**Flexwalls (If applicable)**

If you install an aftermarket flexwall, the placement of the flexwall may not interfere with the sprinkler spray pattern. You may need to have your sprinkler system modified to meet the building codes.