

Kitchen / Laundry Room

Appliances:

Normal Expectations: All of your appliances should perform to the manufacturer's standards. If you have chosen the option to ventilate your microwave to the exterior of your home, it is common to experience a cooler area in and around the microwave as well as in the cabinet above.

Homeowner Care: If your appliances are located on vinyl flooring, do not twist or slide the appliances when moving them. Rather, lift the appliance up and carefully set it into its desired location.

For general cleaning of your appliances, we recommended that you use an all-purpose cleaner, followed by a coat of high gloss polishing agent to protect from fingerprints and stains. (Do not use polishing agents inside your microwave oven or on the burner bibs of your stove). Periodically check the filter in your range hood or microwave hood combination and clean as necessary. Keep in mind that light bulb replacement and filter cleaning are homeowner maintenance items.

For information regarding your washer and dryer, see your included instruction manuals. It is very important to keep the dryer lint filter clean.

Your new appliances come with instruction manuals and warranty cards. For your protection, register your warranties with the manufacturer by completing and mailing the warranty cards immediately. Read the manuals and keep them available for reference. For warranty service, contact the appropriate manufacturer directly at the service number provided in the appliance literature. You will need to supply the model and serial numbers, and also the date of purchase (your closing date). These can be found on the appliance service and information sheet located in the "Contracts and Helpful Information" section. For further care of any of your appliances please consult the pamphlets provided by the manufacturer.

Within the "Fit and Finish" Warranty Period: Appliances are warranted by the manufacturer and are not covered by this warranty. Call the manufacturer directly for service.

Cabinets:

Normal Expectations: Cabinet doors, drawers and other operating parts should function properly. Slight door warpage is normal and may correct itself with time. Color variation is an uncontrollable situation and is a normal characteristic of wood. Cabinet separation from the wall should be expected, but should not be in excess of 1/4".

Homeowner Care: You can maintain the "new" look of your cabinets by following a few simple care techniques. About every six months apply a light coat of liquid or paste wax that doesn't contain cleaners or silicone. Rubbing gently with the grain, work the wax quickly into one small area at a time, so the wax does not have a chance to set. This protects the cabinets from moisture and humidity.

For everyday care, wipe cabinet surfaces with a clean, lightly damp, soft cloth. A mild oil-based soap solution may be used if absolutely necessary. Never use abrasive cleaners, strong detergents, chemical cleaning agents, or rags and sponges previously used for other chores. Wipe up all spills promptly, as moisture is the worst enemy of your new cabinets. Nicks and scratches can be repaired by using a matching wood tone touch-up stick with a light coat of wax, or can be hidden by applying a light coat of a matching scratch guard polish.

Lazy Susan: Your Lazy Susan may at times require adjustment. This is normal because of the presence of moving parts. See the product information for adjustment directions.

Winter Conditions: The temperature differential between the interior and exterior of your home forces a reaction on the wall framing. The wall framing will pull outwards due to the expansion and contraction on the warm and cold sides of the framing. This impact is most prevalent in the center of the wall because the top and bottom ends of each wood stud are secured. Throughout most of your house, this is not noticeable, but gaps will appear where items, such as cabinets and counter tops join the wall. Separation will occur from existing caulking. It is the homeowner's responsibility to maintain these areas. Our recommendation is to use more care regarding water usage at these areas during winter months. In the spring, the wall will return to its previous position, and should be re-caulked as necessary.

Within the "Fit and Finish" Warranty Period: Centex Homes will adjust inoperative cabinet components during the "fit and finish" warranty period. Door or drawer warpage exceeding 1/4" will be repaired or replaced as required. Cabinet separation from the wall in excess of 1/4" will be corrected. We will repair these items at the 8-month service review, if needed.

Cutting Boards/Chopping Blocks:

Normal Expectations: Since this work surface is unfinished wood, homeowner care is a necessity.

Homeowner Care: Cutting boards, chopping blocks, and all other unfinished wood will require special care. To protect them from spills, apply a light coat of olive oil to the entire surface. Let the oil soak in for about five minutes and then rub dry with a paper towel. Several thin coats will provide better protection than a heavy one. Do not use the surface for 24 hours after oiling, because of the toxins, which can be damaging to your health.

Sanding lightly with fine grade sandpaper and re-oiling can remove stains. To remove unwanted odors, such as onion or garlic, rub the wood with a slice of citrus fruit (lemon, orange, etc.), sprinkle lightly with salt, and wipe immediately.

Within the "Fit and Finish" Warranty Period: Centex Homes warrants these items only if they are found to be defective.

Counter Tops:

Normal Expectations: Counter tops should remain level and secure. With correct care, counter tops should retain their beauty and function.

Homeowner Care: Counter tops will separate from the wall, and re-caulking is a homeowner maintenance item. Your new counter tops are tough and durable, but like any material they can be damaged if abused or mistreated. Review these care and cleaning instructions to help assist you in caring for your new counter tops.

Normal Cleaning: Your counter tops should be wiped clean with a damp cloth or sponge. Abrasive cleaners or cleaners containing bleach are not recommended as they will damage the surface. Periodically polish the entire surface with a counter top polish found at your local grocery or hardware store. Spot cleaning can be performed with a nonabrasive cleaner such as baking soda.

Spills and Stains: For troublesome stains, lightly scrub with a liquid dish detergent and rinse well with water. For troublesome spills (glue, nail polish, etc.), lightly rub the affected area with nail polish remover or mineral spirits and rinse well with water. Do not attempt to scrape or sand anything off of your counter tops. Extreme care should be used to wipe up and or eliminate spills immediately on your counter top to avoid the potential damage to your counter top seams, which is not covered by this warranty.

Burns and Cuts: Your counter tops are not heat resistant. Avoid using a heat-elemented appliance near seams. Light scorch marks can sometimes be removed by rubbing with counter top polish. Never use your countertop as a cutting board! The manufacturer of your counter recommends avoiding continual uses of higher temperature appliances on your counter such as a pizza oven or electric griddle, as these appliances can cause damage to your new counters.

Wilsonart™ or Corian™ solid surface countertops: Solid surface tops should be wiped clean with a damp cloth for normal cleaning. For hard to remove stains, an abrasive cleaner can be used with an abrasive pad, such as a "Scotch Brite" pad. Marks and discoloration may be removed using only white automotive rubbing compound. Minor scratches can sanded out, but consult the original installer or reference the maintenance video or literature you received to ensure you do not do this in a way that would void the manufacturers warranty, as a result of improper techniques used.

Solid surface integrated sinks must be cleaned of all food and beverage residue as soon as possible. Stain removal is the same as for the counter tops. For the most stubborn stains, fill the sink with a 50/50 solution of bleach and water. After 15 minutes of soaking, drain as you wash and rinse both sides and bottom.

Winter Conditions: See Cabinets: winter conditions

Within the "Fit and Finish" Warranty Period: Delaminating counter tops will not be repaired unless noted prior to occupancy. After closing, it will be the homeowner's responsibility to re-caulk counter top seams and wall joint separation. Counter tops out of level more than 1/8" per 4 feet will be corrected, and loose components will be re-secured and or repaired. Centex Homes will not warranty damage caused by improper cleaners used.

Disposals:

Normal Expectations: Sink disposals should function properly according to the manufacturer's standards. Excessively hard materials, such as bones, gristle, etc., will not process. Rinds of citrus fruits may not completely process.

Homeowner Care: For directions on the operation of your disposal, consult your instruction booklet. It is very important to remember to run cold water when using the disposal to cool the high-speed motor. Avoid putting large amounts of fibrous materials (such as cornhusks) down your disposal, and never put anti-clog chemicals down your disposal.

Reset Button: Should your disposal become overloaded with a substance it cannot grind, it will turn itself off. If this happens, move the switch to off, remove the obstruction, wait about three minutes, push the reset button, and turn the disposal back on. If it still does not start, turn it off again and check to make sure you have not tripped a circuit breaker. If the circuit breaker has not been affected, turn the breaker off, and use the tool provided by the manufacturer to turn the rotating plate in the disposal until it rotates freely. Restore current, push the reset button again, and turn the disposal on.

Within the "Fit and Finish" Warranty Period: Centex Homes will repair disposals that are inoperative due to defects in material or workmanship.

Flooring:

Normal Expectations: Your flooring, be it resilient, wood, or laminate flooring, should retain its normal appearance with proper care. Contact with colored materials, such as, asphalt, deck stain, fertilizers, etc., may permanently stain resilient flooring. Sliding objects on flooring may result in permanent scuffs and scratches unless the proper protection (such as chair pads) is installed. Direct sunlight can discolor flooring. Also, high-heeled shoes are known to puncture and dent resilient and wood flooring.

Wood flooring should be treated with the same precautions as resilient flooring. Water will severely damage wood flooring if in contact for prolonged periods of time. Minor ridges and indentations in wood or resilient floors, caused by subfloor material, is common and should be expected. This occurrence is dependent on humidity levels in the home at the time of installation. Gaps up to 1/8" in your wood floor may occur.

Homeowner Care:

Resilient Flooring: Linoleum, vinyl, and rubber are all types of resilient flooring. It is important to exercise daily care to maintain your floor's "new" appearance. Daily care includes removing loose dirt with a broom, dust mop, or vacuum, and wiping up spills immediately. If a spill or spot dries, remove it with a damp sponge, cloth, or mop. To clean resilient flooring, use detergents as recommended by the manufacturer. The manufacturer's cleaning products are highly recommended, given their proven success. Be sure to use the name brand that corresponds to the type of flooring installed.

Listed below are a few measures that should be taken to prevent damage to your vinyl flooring.

1. Be very careful when moving appliances. Before moving (rolling or sliding) any appliance, use a thin plywood sheet to cover vinyl and wood floors.
2. Proper floor protectors should be installed on all furniture and chairs.
3. Avoid wearing high-heeled shoes to prevent puncturing and permanently denting the flooring.
4. Limit any direct sunlight on flooring, as it may discolor it.
5. **Rubber-backed mats or rugs** have been known to discolor flooring.
6. Deck stains, oils from asphalt driveways, and lawn fertilizers will stain vinyl. It is best to wipe or remove your shoes before entering.
7. Excessive heat may burn or discolor your vinyl. (Excessive heat is considered to be more than 125° F.)

Hardwood Flooring: Vacuum or use an untreated dust mop on your hardwood floor regularly. Throw rugs with a soft backing that are cleaned regularly are recommended in front of your kitchen sink and at each outside door. Wipe up food and other spills immediately using a damp cloth. When cleaning is necessary, damp mop using a mixture of ¼ cup vinegar to 1 gallon of water. Waxing or the use of other cleaners is not recommended as your floor already has a polyurethane coating. Lastly, to reduce the possibility of scratching, use felt floor protectors on all furniture.

Laminate Flooring: Similar to a hardwood floor, your plastic laminate floor requires little maintenance. Your laminate floor should not stain or fade for 20 years. However, it may become scratched from certain items. The most important maintenance item is to keep dirt and grit off of the floor using a soft bristle canister vacuum or dust mop. During extreme winter weather temperatures, you may experience hairline gaps between each plank that will correct when temperatures moderate. When cleaning is required, damp mop using a mixture of ¼ cup vinegar to 1 gallon of water, being careful not to use too much water. Stubborn stains can be removed using a little acetone.

Ceramic Flooring: For general cleaning of ceramic, see "Ceramic Floors" in the Bathrooms section of this chapter.

Winter Conditions: Vinyl flooring seams and Hardwood flooring gaps will typically appear in the winter due to moisture content changes in your house and can be managed, but not eliminated by the installation of a whole house humidifier operated under normal settings.

Within the "Fit and Finish" Warranty Period: Centex Homes will warrant the performance of resilient, hardwood, and Laminate flooring according to the manufacturer's specifications for normal use. Discoloration due to sunlight, stains, fertilizers, asphalt residue on shoes, etc. will not be covered. Centex Homes will not repair flooring because of misuse, such as appliance movement, inappropriate cleaners, use of rubber-backed mats, etc. Staples and nails that have broken through the resilient flooring, will be repaired one time only during the warranty period. Centex Homes will not warrant the cupping of wood flooring due to high humidity levels. Squeaky flooring is not warranted. When repairs affect floor coverings, Centex Homes will repair or replace only the affected areas, and will not be responsible for discontinued patterns or colors, but will match as closely as possible with available materials. An exact match cannot be assured.

Sinks:

Normal Expectations: All sinks should perform properly according to the manufacturer's expectations. Plumbing leaks should not occur. Metallic objects, such as pots and pans, can scratch a sink's surface. Homeowner care is a must, especially with porcelain surfaces.

Homeowner Care: There are two general types of kitchen sink materials and both require different care procedures.

Vitreous China and Porcelain Enamel: The surfaces of these fixtures are far from indestructible. Carelessness causes chipping, scratches and stains. If pots and pans make marks, use a commercial soft-scrubbing agent containing bleach, followed by a coat of high gloss polish. Most household cleaners are mildly abrasive, and when used with plenty of water may not be harmful. However, a nonabrasive cleaner is safer. Shiny new fixtures can be easily dulled or stained in a short period of time through improper care or excessive use of strong abrasive cleaners.

Stainless Steel Sinks: Stainless steel fixtures are very durable and generally do not require thorough scrubbing. For cleaning, we recommended nonabrasive cleaners, or commercial glass cleaning products, followed by a thin coat of commercial stainless steel polish. Do not, under any circumstances, use steel wool pads to clean your sink. Steel pads left on sinks will rust and leave permanent stains. Also, the use of rubber sink mats is discouraged because they trap organic particles underneath it, which may decay and cause hard-to-remove stains.

Laundry Washtub: The washtub in your laundry room is virtually maintenance free. The plumbing for this fixture is no different from that in the rest of your house, so avoid pouring anything down this drain that you would not pour into your kitchen sink.

To prolong the life of your sinks, follow these general rules:

- **DON'T** let food wastes stand in the sink.
- **DON'T** use sinks to hold paint cans, trash, or tools when redecorating, and cover them when repainting.
- **DO** clean sinks frequently to avoid time-induced staining.

In case of water leakage, shut off the water, located either below the sink or in the basement. During the "fit and finish" warranty period only, contact the original plumbing contractor referenced in "Contacts for Service Emergencies" found in the "Helpful Information" chapter of this manual.

Within the "Fit and Finish" Warranty Period: Centex Homes warrants the correct operation of sinks according to the manufacturer's suggested standards. Centex Homes will not repair clogged drains. Scratches dents or dings will not be warranted unless indicated in writing at or before closing.