

Living Room/Dining Room/Bedrooms

Carpeting:

Normal Expectations: Carpet should lay flat, not come up, loosen, or separate from the points of attachment. All seams will show, but visible openings are not acceptable. Carpet will mat down, especially in traffic areas (i.e. stairs), regardless of the grade of carpet. This is considered normal wear and is not warranted. Exposure to direct sunlight may cause spots on carpet or minor fading. The stain resistant treatment in your carpet allows you more time to deal with removing a stain, but does not classify it as “stain proof”.

Homeowner Care: The key to keeping your carpet looking great depends on the care you provide. The basics of proper care are:

1. Removal of soil by frequent vacuuming
2. Periodic cleaning
3. Prompt, correct removal of spots and spills.

“Light traffic” areas should be vacuumed twice weekly with 2 or 3 passes during each vacuuming, “Heavy traffic” areas should be thoroughly vacuumed 2 to 5 times weekly with a minimum of 5 passes to remove embedded particles.

As no carpet is truly “stain proof”, over time carpet will soil. Therefore, periodic professional cleaning is required before carpets become excessively soiled. Hot water (or steam) extraction cleaning by a professional cleaner will keep your carpet smelling fresher and looking newer longer. Consider professional cleaning every 12 to 18 months or more frequently if the carpet is a lighter color.

Attend to spills and spots promptly. Always follow manufacturer’s care instructions because different brands of carpet require the use of different cleaning products for stains. Please follow these general cleanup procedures:

1. Remove solid materials with a spoon, spatula, or dull knife.
2. Blot spills with clean, white absorbent towels or napkins. Never use a rubbing or circular motion to remove a spot, as this will destroy the carpet texture. Using a wet/dry vacuum and plain water can be very effective.
3. If a solvent or cleaning solution is necessary, always test in an inconspicuous area first. Discontinue use if the carpet color changes or bleeds onto the blotting cloth.
4. When the stain is removed, gently rinse the area with water and again blot dry. Weigh down absorbent towels overnight with a heavy object and gently brush pile the next morning when completely dry.

Many materials commonly found in homes can destroy or change carpet colors. The following should be used with extreme caution: bleach, acne medication, drain and toilet bowl cleaners, insecticides and plant food.

Residue on shoes or bare feet from deck stains, asphalt drives, and fertilizers will also damage carpet. Proper care requires shoes to be removed before walking on all finished floor products. Oil from bare feet will absorb into your carpet, allowing soil to attach itself easier, and accelerate the breakdown of the stain resistant feature.

Always follow manufacturer's care instructions. Your carpet is made by MOHAK Industries. MOHAK provides a toll-free maintenance hotline for any question or concerns you may have: 1-800-241-4494

Within the "Fit and Finish" Warranty Period: Centex Homes will repair loose carpeting, open seams, and wrinkles in the flooring. We will not be responsible for stains reported after closing or for any matting that occurs. Centex Homes will not assume any liability for color variations that may occur in repair material.

Interior Doors:

Normal Expectations: Interior doors are subject to change in different weather conditions. For this reason, some doors may warp slightly. The door should not expand or contract greater than 1/4" when measuring diagonally from corner to corner on the door. Warping is not uncommon and often times correct it when the weather changes again. Doors should operate smoothly without dragging on carpet, and latch properly. Bi-fold doors should stay on track.

Homeowner Care:

Interior Doors: Sticking is the most common problem with doors. This is usually caused by wood expansion caused by temperature or humidity changes. If doors rub, first check to see if all of the hinge screws are completely tight. If tightening the screws does not solve the problem, find where the door is rubbing and place a block of wood on that area of the doorframe. Lightly strike the wood block with a hammer to adjust the position of the doorjamb.

For general cleaning, it is recommended that you do not use furniture polish, as build-up may occur. Rather, occasionally clean with oil-based soap, highly diluted in water.

Bifold Doors: Occasionally, bifold doors will not operate smoothly. Lubricating the track with silicone spray or paraffin can usually solve this. This technique works well for sliding doors and windows as well.

Winter Conditions: To minimize warpage, caused by the moisture content change in the wood due to winter heating, keep wood doors closed and latched as much as possible.

Within the "Fit and Finish" Warranty Period: Centex Homes will adjust interior doors during the warranty period so they all latch smoothly. It is recommended that this be done near the end of the warranty period to allow the doors to readjust themselves. If at any time during the warranty period the door cannot be latched, it will be repaired or replaced. We will not be responsible for color variations or exact matches in wood doors.

Fireplace:

Normal Expectations: Fireplaces should function properly. It is normal to expect that high winds and large obstructions, such as branches too close to the chimney may cause downdrafts. Some homes are extremely airtight and may need to have a window open slightly to create an effective updraft. The firebox will change color due to the heat from fires. Also, minor dripping of water may occur in prolonged rains. When fireplace is first lit, condensation will appear on glass fronts. This is normal, and the condensation will go away.

Homeowner Care: The type of fireplace that you have may determine how much care will be needed. For all fireplaces, turning on bathroom, laundry or kitchen exhaust fans increase the chances of reversing the flow of the flue gases (soot, smoke, etc.) into the house. The homeowner should take caution.

Gas burning fireplaces require far less care than traditional masonry fireplaces. If you have a gas-burning fireplace, consult your operating manual provided for proper care procedures.

Winter Conditions: Gas fireplace chases are insulated. However, they contain metal parts, which transfer cold temperatures to the fireplace unit. This may be noticed as a cool feeling near your fireplace when it is not operating.

Within the “Fit and Finish” Warranty Period: Centex Homes will repair or replace defective or malfunctioning components of all mechanical, gas burning, and masonry fireplaces. This does not include fireboxes that have changed color, cracked firebrick, or cracked mortar joints.

Light Fixtures:

Normal Expectations: All of the light fixtures installed should operate correctly. Copper and brass naturally oxidize and darken when exposed to the elements. Painted and Verde finishes will weather.

Homeowner Care: Replacement of light bulbs is the homeowner’s responsibility. The light fixtures installed in the various rooms of your home are made of different types of materials and, therefore, require different care. Manufacturers recommend cleaning fixtures as follows:

Metal: Use mild soap, warm water, and a soft cloth only. A lacquer applied to the fixtures, protects the finish of the fixture, you should be careful not to remove this protective layer.

Crystal and Glass: Use a mixture of warm water with white vinegar, and dry with a lint free cloth. For special glass, refer to the manufacturer’s instructions. Switching and/or rotating glass to balance fixtures is normal.

Brass: Brass is a soft metal that may need to be adjusted after installation. By holding the main body and applying gentle pressure to the crooked area, you can straighten the fixture.

Within the “Fit and Finish” Warranty Period: Centex Homes will repair or replace defective or malfunctioning fixtures. This excludes “weathering” of exterior fixtures, and fixtures damaged after closing. Blisters, air bubbles, and thin lines in glass are natural markings and are not considered defective.

Shelving:

Normal Expectations: All installed shelving should remain secure. Shelves may be loaded to a maximum weight of 30 pounds per foot. The hard, protective coating should not come off of the shelving.

Homeowner Care: Your wire shelving is very durable. However, it is important to make sure they are not overloaded.

Within the "Fit and Finish" Warranty Period: Centex Homes will repair defective or malfunctioning items. Overloading the shelving will void this warranty.

Walls and Ceilings:

Normal Expectations: Walls and ceilings will crack and show defects, such as nail pops, due to the drying out and shrinking of lumber. This should be expected and is unavoidable.

Homeowner Care: The interior walls of your new home are constructed of gypsum wallboard and should last for the life of the building. Instructions on care are listed below.

Cleaning: Caring for the paint on your walls is simple. To assure durability, wait at least two weeks after closing, before washing the dry paint film. When washing walls, use a diluted mixture of water and mild liquid detergent with a sponge. Do not use a cloth of any kind. It can act like sandpaper and destroy the appearance of your wall. Be sure to wash gently, and let dry for 2-4 hours. Penetrating stains and marks can be removed by carefully using an abrasive cleaner and water. Care must be taken not to destroy the paint film. Excessive cleaning can leave a light spot on the wall, and may need to be touched up with paint. (We leave some extra paint with you for this reason)

Drywall Repairs: Nail pops do not affect the strength of a wall. Common drywall dings can be easily repaired using spackling compound. To repair, simply reset the nail or screw, spackle, and repaint. Defects, such as paint bubbles or roller marks, that are not visible beyond 36 inches are not considered defects and will not be addressed unless identified before closing. Bright lights, such as halogen, or flashlights will not be used to determine whether there are drywall defects.

Painting: Refer to the "Color Selection Reference" in the "Helpful Information" section of this manual to match original paint color. The flat latex paint used in your home is formulated and manufactured to assure maximum durability for years. But accidents do happen. If your painted surfaces become marred, scraped or scuffed, touch-up is simple. Just follow these steps.

1. Be sure you use the same paint and color that was used originally to paint your home.
2. Clean the painted surface and repair any damaged area as per label directions.
3. Shake the container prior to opening. Then open and stir paint for one minute.
4. Using a clean applicator, apply a thin coat of paint to the area being touched-up.
5. Allow the paint to dry. Apply a thin second coat if necessary. Stains that don't wash off, lipstick, shoe polish, oil base products and others, will have to be sealed off with a "stain sealer" before an acceptable touch-up can be achieved.

6. Paint can fade with time, and/or as a result of sunlight. If the original paint type and color don't match, you might want to paint the wall from corner to corner. The slight color difference usually isn't noticeable then. The ability of your paint to blend to the original color can depend on many factors, such as how much ultraviolet exposure the wall areas may have had, how much paint has been applied to the wall, the lifestyle of the occupants, and other external factors.
7. Usually, one gallon is sufficient for 300 sq. ft. of touch-up area.

Winter Conditions: The extreme temperature differences between inside air temperature and outside temperatures during a typical Minnesota winter cause walls and ceilings to react. These differences and the seasonal change in humidity levels cause more nail pops and lumber shrinkage cracks to appear during the winter. Hairline cracking is likely to occur at exterior wall corners. Attic temperatures have a tendency to create a truss uplift, which can appear as cracking along ceiling lines that join the wall. These nail pops and cracks are likely to continue for the life of your home, but typically have less impact as the years pass and humidity levels in the building materials stabilize.

Within the "Fit and Finish" Warranty Period: Centex Homes will perform drywall repairs **ONLY ONE TIME** during your 8-month warranty review. Cosmetic defects, such as scratches, dents, gouges, paint bubbles, roller marks etc., will be corrected only if noted on the Pre-Settlement Orientation. Centex Homes will not be responsible for any wallpaper that may have been installed and may be affected by the repair, but will repaint over all warranted repairs. A perfect match when using repair materials will not be guaranteed. Only natural lighting will be used to indicate drywall defects. No halogen or high wattage lights will be used whether there is a defect.

Windows and Screens:

Normal Expectations: Windows should operate with reasonable ease. They will collect condensation on the interior surfaces when there are extreme temperature differences or high humidity levels in the home. Condensation is usually an indication of either too much moisture in the room or poor air circulation near windows. Choice of certain window treatments can significantly affect the degree of condensation created due to improper circulation around the glass surfaces. Relative humidity or condensation management is the homeowner's responsibility. Remember, windows do not cause condensation. Therefore, windows cannot cure condensation.

Homeowner Care:

Double and Single Hung Windows: Both types of windows feature the easy clean tilt-out window sash. Both sashes open and tilt on the double hung window, but the top sash is fixed on the single hung window. All sashes should be opened 6" to 8" before tilting.

Sashes are easily tilted by pushing sash latches located at each top corner, or by pushing compression liners into the frame while gently pulling out one sash corner at a time. Be careful not to force the sash because the edge may crack or split. Also, if the sash is twisted by pulling one corner too far open before the other corner is released, the glass may crack. The tilted sashes can be completely removed from the window by slowly lifting one bottom corner up and out of the mechanical catches in the liner. Make sure the sash is properly reattached to the catches when reinstalling or damage will result to the sash, the liner, or the catch itself. It is easier and safer to have two people handling larger and wider windows because the insulated glass is quite heavy.

Slider Windows: Slider windows are very similar to tilt double hung windows in care and maintenance. However, removing and replacing the sashes is somewhat different. To remove, open the window about 8 inches. Holding on to the window with two hands, one on each side, lift the window and pull the bottom of the sash out of the track. To replace, insert the top of the sash in the track above and lift the bottom into the sill until it sets into place.

Cleaning: Try using a commercial glass cleaning solution with crumpled newspaper as a rag. If you need to scrape paint or a similar substance off the glass, use a sharp razor blade flat against the glass, being careful not to scratch or damage the glass.

Screens: The screen provided in your new home will keep insects out in a reasonable manner, but do not seal (unlike, for example, a refrigerator door) to facilitate ease of removal. Screens are installed from inside the house, and are held in place by a number of small catches that stick into the window frame. To remove, simply pull outward on the catch and remove the screen. Most screens are fiberglass mesh that can be torn easily if struck by a sharp object. In certain cases, insect saliva, specifically grasshoppers, can be acidic enough to weaken and break fiberglass mesh. Most hardware stores offer re-screening. Please be careful with children around open windows, as window screens are not designed to break the fall of an individual.

Winter Conditions: Excess humidity and condensation can cause window damage. Care should be taken to ensure that window treatments and shades allow room heat and airflow to reach the window glass to minimize condensation. Relative humidity levels within your home have a direct correlation to the amount of condensation that develops on the windows. Care should be taken to maintain less than a 30% relative humidity level within you home.

Windows with operating parts are not 100% airtight. Strong direct winds will cause noticeable drafts at windows. Weather stripping can contain, but cannot entirely eliminate, drafts. Heat is lost through glass relatively quickly. There can be enough cool air near the glass surface of large windows to create a "convection current." Cool air falls and hot air rises, creating a "drafty" feeling. If your home has many windows facing the prevailing winter winds (north and west), or you find drafts beyond your comfort level, you may want to invest in the installation of storm windows.

Within the "Fit and Finish" Warranty Period: Centex Homes will repair windows that do not operate correctly. This does not include damage caused by incorrect removal of the window sashes. Unless directly attributed to faulty installation, window condensation is a result of conditions beyond the builder's control. Therefore, no corrective action can be taken. Screens will be repaired only if the problem is reported before closing.

Woodwork/Trim:

Normal Expectations: Interior trim should be smooth, cleanly cut, and securely fastened. Color variations are due to the wood's natural characteristics and will not be corrected by this warranty. Miters may separate due to the drying process of wood.

Homeowner Care: Caring for your woodwork is similar to caring for your kitchen cabinets. For general cleaning, use a diluted solution of an oil-based soap and water, being careful not to leave excess moisture on the woodwork. A good way to hide unwanted scratches and nicks is to fill them with a wood-tone touch-up stick or use a light coat of a matching scratch guard.

(See also Kitchen cabinets).

Within the "Fit and Finish" Warranty Period: Centex Homes will repair woodwork/trim components that are found to be defective. Joints separated more than 1/8" will be corrected, as well as 1/4" gaps between the woodwork and any adjacent surface.