

LANDMARK — HOMES —

IMPORTANT INFORMATION

- **Contact numbers for service calls, questions, and after-hours calls:**
 - **Chinook Heating & Air: (509)736-1121 or customercare@callchinook.com**
Contact Chinook upon move-in to register your equipment and schedule a system orientation. 6 months after closing your home contact them to schedule a complimentary tune-up
 - Plumbing Contractor: Mullins Enterprises (509)374-3333
 - Electrical Contractor: Sagetree Electric (509)783-3532
- **Appliances** are supplied by Fred's Appliance and registered upon delivery. Your warranty with them begins once your home closes. For service call (509)327-5536
- **Mailbox Keys:** Please contact your realtor
- **Per local officials, all surface water must be retained on your lot. It is very common to have standing water during rain, snowmelt and/or freezing temperatures that will dissipate over time. Work with your neighbors if they are overwatering and contact irrigation companies for recommendations.**
- **Please remember to do the following maintenance items:**
 - We do not seal tile, granite, or concrete. Seal if desired.
 - Replace furnace filters per filter guidelines (we recommend inspecting and replacing as needed every 3 months **or** sooner). **Maintain HRV filters as recommended.** Contact Chinook Heating & Air for questions.
 - Blow out irrigation lines in the fall and clean filters as needed.
 - Fertilize grass and plants in the spring and fall and adjust sprinklers as needed.
 - Winterize house in the fall: Install foam blocks in crawlspace vents if desired (remove in the spring to allow for required ventilation), install insulating covers over hose bibs, disconnect **all** hoses and drain hose bib lines that are installed in garage walls.
 - Remove snow and ice from roof to prevent damage from ice dams.
 - DO NOT USE ICE MELT ON CONCRETE
- **Read Landmark Homes guidelines included in your walkthrough folder**
- **Warranty: We do not schedule a 1 Year Walkthrough. Please submit requests ONLY for items covered by your warranty (refer to the 2-10 Builder Backed Warranty book)**
Email hector@landmarknw.com or submit on our website www.landmarknw.com

Home Buyer

Date

WARRANTY ORIENTATION



Date

Lot

Block

Subdivision

Street Address

Home Buyer's Name

My Builder or Agent has conducted a pre-closing orientation walkthrough and has explained each of the below listed items. During the course of this review, I listed items as noted on the pre-closing checklist. With the exception of the items listed on the pre-closing checklist, I am satisfied with the materials and workmanship in my home, and I consider my home to be acceptably completed.

Signed

Landscaping: Has been reviewed with me, and is not a warrantable item.

Signed

Driveway, walks, patio and other excluded items: Have been reviewed with me and are not warrantable items.

Signed

Grading and Swales: Have been established per jurisdictional code and inspected by the building official for that jurisdiction. They have been reviewed with me, and I understand my responsibilities under the warranty.

Home Buyer(s)

Date

Address

HOME BUYER / BUILDER PRE-CLOSING WALKTHROUGH LIST

Date

Lot Block Subdivision

Street Address

Home Buyer's Name

.....
LOCATION:

DESCRIPTION:

_____	_____
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All of the items listed above will be addressed by my Builder prior to closing.

Home Buyer(s) Date

Builder Date

By signing below I verify that all walkthrough items are acceptably completed. I understand all future items will be serviced under the 2-10 Builder Backed Service Program. The 2-10 Warranty Book and New Home Maintenance Manual are included in the walkthrough folder.

Home Buyer Date

Landmark Homes of WA Utility Transfer Sheet

Address _____

As the new homeowner of the above address, I hereby acknowledge it is my responsibility to contact the following companies and transfer utilities into my name within 7 working days of occupancy.

- City of Kennewick (water/sewer) (509)585-4266
- City of Pasco (water/sewer) (509)545-3488
- City of Richland (electric, water, sewer, garbage) (509)942-1104
- Benton PUD (Kennewick and county services) (509)582-2175
- Franklin PUD (Pasco and county services) (509)547-5591
- Big Bend Electric (areas of Franklin County) (509)659-1700
- Summit View Water Works (509)735-2151
- Badger Mountain Irrigation (509)628-0777
- Cascade Natural Gas (888)522-1130
- Waste Management (509)582-5121
- Basin Disposal (509)547-2476
- Frontier (855)841-1965
- Charter (877)906-9121

Home Buyer Date

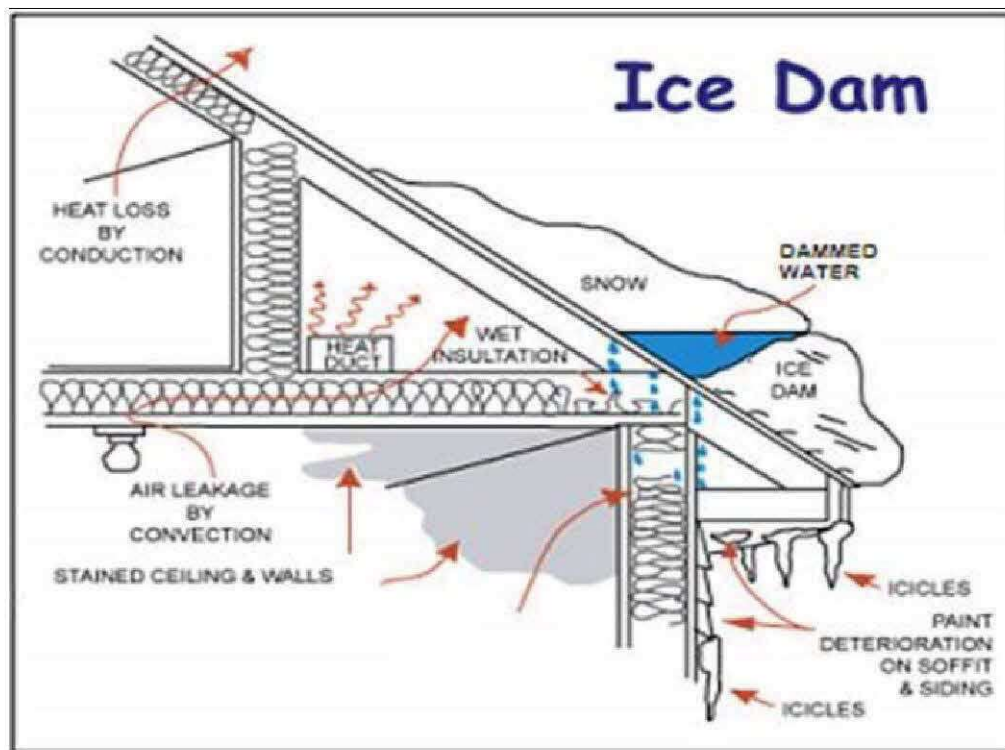
Home Buyer Date

Ice Dams-Snow-Winter Weather

Ice dams usually occur after a snowfall and several days of freezing temperatures. Warmer air from your attic will cause snow melt on your roof. The melted water will drain along the roof, under the snow, until it reaches the cold overhang. The overhang tends to be at the same temperature as the outdoors and the melted water will refreeze and form an ice dam and icicles. The ice dam can cause damage to the roof, which will result in water leaks to the inside. Frequently the result will be a water spot on the ceiling under the roof damage. **This does not mean that something is wrong with your home but just a condition caused by the weather. We recommend having snow and ice safely removed from your roof immediately.**

Dealing with existing ice dams:

1. Remove the ice dam by breaking it free in small chunks. Tap lightly with a blunt mallet. This is slow and dangerous work, so you may want to hire someone experienced at roofing. Even if you do it safely, the chunks of ice can take pieces of shingle with them.
2. Clear out gutters and downspouts. Again, this is ladder work, can be dangerous and is a way to damage gutter and spouts.
3. Melt troughs through the ice dam with calcium chloride ice melt. Do NOT use rock salt! It will damage paint, metals and plants wherever the salty water drains. A good trough-maker is a tube of cloth. Fill it with calcium chloride, tie off the top, and lay it vertically across the ice dam. It will slowly melt its way down through the dam, clearing a path for the water to drain.



Home Buyer Signature _____

Date _____

LANDMARK — HOMES —

Concrete Guidelines

Concrete is a very hard material and cracking is normal and to be expected. Control joints are placed per industry standards to help control this but cracking will still occur. It is also a porous material and scaling, spalling or pitting can occur in concrete especially after extreme winter weather. This condition occurs when the freeze/thaw cycles cause water that has saturated the concrete to freeze and expand, eventually eroding away the surface layer. De-icing agents create more freeze/thaw cycles on concrete causing further erosion. Even if you don't personally use ice melt products it will get stuck to your vehicle from the roads and other businesses that do use ice melt or pushed up into your driveway by city maintenance vehicles. We recommend NOT using any ice melt, especially during the first year. To protect your concrete we also recommend sealing your concrete with a product such as Aquapel.

On occasion efflorescence may occur if coverings are required to protect freshly poured concrete. Concrete mixes also can vary so concrete poured from different trucks or at different times may not match exactly.

Another issue you may have is heaving and cracking in concrete slabs. This is also worsened by weather conditions. Moisture under the concrete will freeze and expand causing concrete to lift. Once the ground thaws that should drop back down. There is also the possibility of erosion occurring and creating cavities under your concrete which should be refilled with dirt to prevent cracking. Also please be aware that stamped, sealed concrete is very slick under wet, snowy or icy conditions.

With ice, snow, snow melt and rain these are unavoidable conditions out of the control of Landmark Homes. We have talked with our subcontractor and suppliers about these issues and this can happen to new or old concrete. There are several products available at local hardware stores that can be used to patch or caulk these areas but it will not match existing concrete.

Home Buyer Signature

Date



LANDMARK — HOMES —

Granite/Quartz Guidelines

Granite is a natural and porous stone that can potentially stain, dull or crack. Since it is a natural stone it may also come with pits, veins or other variations outside of the small sample piece you may see. You also may have seams in your granite due to excessive countertop size.

When acidic solutions used as ingredients in daily cooking, like orange juice, lemon juice, wine, coffee, alcoholic beverages, soft drinks, etc., are brought in contact with the granite/quartz countertops, the surface can become stained, dull or even etched. The expensive countertop you invested in can lose its sparkle and shine. To minimize the damage, clean spills right away.

Granite/Quartz can get chipped if steaming hot pots and pans are placed directly onto the surfaces. Always use caution and place hot dishes on trivets or hot pads.

Harsh or abrasive cleaning agents such as bleach, kitchen degreaser and glass cleaners can dull and possibly permanently stain the surface. This is because these common household cleaning agents contain acids, alkalis and other chemicals, which can harm the granite/quartz. Only use mild soap and water or products recommended for granite/quartz to clean it. Even frequent use of soap can make the surfaces dull.

Grit that gets trapped between the items and the counter top surface may scratch the surface of granite/quartz counter tops. Granite is very hard and can take some abuse without any significant damage, but it can develop light surface scratches or pitting in high-use areas around the sink and cook top.

Practice proactive counter top care by storing products left on the counter top on a shelf or tray.

When caring for granite/quartz please practice the following:

- Blot up spills immediately
- Clean surfaces using a sponge or soft cloth.
Use a specially formulated cleaner
- Use coasters under all glasses, bottles and cans
- Use trivets and hot pads under pots & pans
- Use cutting boards
- We do not seal granite, seal if desired

Home Buyer Signature

Date



LANDMARK — HOMES —

Laminate Flooring Guidelines

Laminate flooring has become a popular choice for many of our home buyers and we would like to provide a little information before you choose this product. There are many products available so always refer to the manufacturer for information regarding the laminate flooring you choose.

- Laminate is a synthetic flooring material made by fusing several layers of different materials to replicate the look of hardwood. It is not a real wood floor
- Laminate floors are tough but they can be scratched by pets or dragging objects
- Laminate floors can be noisy to walk on
- Moisture can affect a laminate floor's inner core and overall performance
- Laminate floors have a single wear layer and cannot be refinished
- Laminate floors are installed as a floating floor system. This means they are not attached to the sub floor. It also requires trim pieces and door jambs to be undercut and a ½" gap around the perimeter of walls, fixtures, etc to allow for movement
- Laminate floors do expand and contract with changes in pressure, temperature and humidity. Relative humidity should be maintained at 35-65% (check your product guidelines)
- Because it is a floating floor system that expands and contracts you will see perimeter gaps at times. You may also see paint lines from construction that can be removed per manufacturer's guidelines. The flooring planks can be moved back or will move back over time
- Avoid placing heavy objects on laminate flooring. Extra heavy objects such as a piano or large bookcase can prevent the floor from moving and cause it to buckle. Use special weight distributing coasters and ensure objects are not resting on joints

Maintenance

- Wipe up spills immediately. Never leave standing liquid on the floor
- Sweep, dry mop or vacuum regularly to remove grit particles that can damage the surface
- If necessary clean with a well rung cloth and laminate cleaner recommended for your laminate floor
- Avoid using too much water or doormats with rubber backing



Home Buyer Signature

Date