

Daytona Homes Calgary and Area

Homeowner Guide

Congratulations on joining the Daytona family!

We are delighted that you've chosen to work with us whether your home has yet to be built, is under construction, or is already complete. No matter the stage in the home buying process, we want to provide you the best experience possible. We believe that buying a home is one of the most significant moments in your life and we hope you are as excited by it as we are.

To make the journey easier, we have compiled this *Homeowner Guide*. It provides you with details of each step of the home buying process as well as an outline for each meeting you will have with your builder to ensure transparent communication and peace of mind every step of the way.

We appreciate any and all feedback regarding the *Homeowner Guide* and the home buying process and are willing to help with whatever questions may arise throughout your home buying journey.

Thank you again for joining the Daytona Family.

Sincerely,

Daytona Homes

Personalizing Your Home

Preliminary Plan Review

If the home you purchase has yet to be built, we will invite you to participate in our plan review processes as described below. If the home you purchase is under construction or complete, our team will have conducted checks to ensure that the home was built as planned. Your sales consultant will be able to explain the stage your home has reached and which, if any, review meetings remain.

When the updated plans are complete, drafting will notify your sales consultant who in turn will contact you to set a time for your preliminary plan review. Once your preliminary plans are signed, you will be contacted to book your interior selection appointment within five business days.

The purpose of this review is to confirm that your initial changes have been incorporated into the plans. If we have identified and made required architectural, municipal, or significant site-related modifications we will call your attention to them at this meeting. Additional personalization items may still be added during this review meeting. However, **the time to make any further structural changes or changes that would affect permits or architectural approval has passed.**

Again, copies are forwarded to your sales consultant. One set is for you. Drafting will now make all the additional changes and turn your preliminary plans into final plans. These are the plans from which we will build your new home. Once final plans are ready, your home is added to the construction schedule.

Clearly, with a process as complex as this one, delays ripple through the entire system. Your prompt response to your sales consultant's request for appointments is essential to keep your home moving forward.

Preliminary Plan Review Meeting Details

At this meeting, we will confirm the approved options and upgrades requests are reflected in your house plans, discuss any questions you have and sign all pages indicating final approval to proceed to the next step.

Appointment set by	<ul style="list-style-type: none">• Sales consultant
When	<ul style="list-style-type: none">• During regular showhome hours
Where	<ul style="list-style-type: none">• Showhome
Attendees	<ul style="list-style-type: none">• Purchasers• Sales consultant
Length	<ul style="list-style-type: none">• 1-1.5 hours
Preparation	<ul style="list-style-type: none">• Note any questions you have

Personalizing Your Home

Part of the fun in buying a new home is personalizing and selecting the finishing materials and colours. You will make some of these choices at the time you sign your purchase agreement and others at your interior selection appointment.

The interior selections process takes place in several steps. Each of these brings you closer to the new home you envision. You will make many choices along the way; Daytona has developed materials to guide you.

Preparation

The short time frame, combined with the number of choices involved in this process, can seem overwhelming. In preparing to make selections for your new home, you may find the following suggestions helpful.

- Visit our showhomes for specific colour and product ideas.
- Visit our website and browse our inventory to view the different colour combinations available.
- Review our interior selection product catalogues that our designer will send to you via email.
- Create visual boards on design websites and apps (e.g., Houzz, Pinterest, etc.).

Understanding the Interior Upgrade Allowance

Selection choices that exceed the specified allowance result in additional payments. If the changes add to the value of the house and are requested prior to mortgage documents being prepared, they may be added to your mortgage, or the balance will be added to your statement of closing and adjustments. If your décor choices do not exceed the specified allowances, the credit will be applied to your statement of closing and adjustments.

Interior Selection Appointment

You will meet with one of our designers to make your interior selections. A designer from Daytona Homes will contact you to book this appointment. It is typically booked within five days of your preliminary plans being signed. At this appointment, you will finalize the remaining interior selections of your home. Appointment details appear later in this section.

Potential and Natural Variations

Slight variations can occur between samples and actual material installed. This is due to naturally occurring variations as well as the manufacturer's colouring process (dye lots). As well, over time, sunlight and other environmental factors may affect the samples.

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Availability

If suppliers have discontinued or backordered any of your selections, we will contact you and ask you to make an alternate selection from among the choices available in the same brand and category of material. Upon completion of these selections, you will be asked to sign and date each page of the options and upgrades.

Please note that an options and upgrades request that involves a different material is subject to the stage of construction that your home has reached and the community's established time limits for options and upgrades requests.

Record of Selections

Following your interior selections appointment, the interior designer will obtain the pricing, as needed, for your upgraded selections. This sometimes involves a review by the estimating department and contact with trades and vendors.

Once all pricing is available, the interior design consultant will contact you for approval, prepare necessary paperwork for signature, and forward signed documents to the production team where our drafting personnel will add your selections to the house plans.

Please retain your selection sheets for future reference. They are useful for matching paint colours, tile grout, and replacement items in your home.

Interior Selections Appointment

Meeting Details

At this meeting, you will select and document the remaining interior selections for your new home and discuss any questions you have.

- | | |
|---------------------------|--|
| Appointment set by | <ul style="list-style-type: none">• Daytona Sales Consultant |
| When | <ul style="list-style-type: none">• Within approximately 5 days of signing your preliminary plans |
| Where | <ul style="list-style-type: none">• Sales Centre |
| Attendees | <ul style="list-style-type: none">• Purchasers and Daytona Sales Consultant/ interior design consultant |
| Length | <ul style="list-style-type: none">• 4 to 5 hours |
| Preparation | <ul style="list-style-type: none">• Review the preparation ideas that appear earlier in this section• Bring notes, ideas and photos of items that will influence your choices |

Pre-construction Review

When your final plans are ready, your home is added to the construction schedule (it may even have been started). We invite you to meet with your sales consultant and superintendent to have one last look at the plans and discuss the construction process itself. We will review such things as site visit protocols, how to handle questions, trade contractor communication, and target possession date. Please bring any questions you have with you to this meeting.

Pre-construction Review

Meeting Details

At this meeting, we will review final plans including any changes made at the preliminary plan review meeting, discuss safety/construction site protocols, and outline our process for responding to your questions during construction. We will review the scheduling/target delivery date and discuss any questions you have.

Appointment set by	<ul style="list-style-type: none">• Sales consultant
When	<ul style="list-style-type: none">• During regular showhome hours
Where	<ul style="list-style-type: none">• Showhome
Attendees	<ul style="list-style-type: none">• Purchasers• Sales consultant• Superintendent
Length	<ul style="list-style-type: none">• 1 hour
Preparation	<ul style="list-style-type: none">• Note questions you have

Construction of Your Home

Construction of Your Home

Safety

A new home construction site is exciting, but it can also be dangerous. Your safety is of prime importance to us. Therefore, we require that you contact your sales consultant before visiting your site. Visits are limited to 45 minutes.

Wear close-toed shoes with a low heel (or no heel) when you visit the site. We recommend safety or hiking type footwear when you participate in a site visit. Always start your visit at the showhome where you will review and sign a site visitation pass and pick up safety equipment (including a hard hat and vest).

Please observe the following safety procedures at all times when visiting the site:

- Children (anyone under 18 years of age) and pets are prohibited from the construction site. A home is considered a construction site until it is completed (or the date of possession).
- Do not walk backwards at any time; look in the direction you are moving at all times.
- Watch for boards, cords, tools, nails, or construction materials that might cause tripping, puncture wounds, or other injuries.
- Do not enter any level of a home that is not equipped with stairs and rails.
- Stay a minimum of six feet from all excavations or floor openings.
- Give large, noisy grading equipment or delivery vehicles plenty of room and assume that the driver can neither see nor hear you.
- Keep in mind that workers at surrounding homes may drop items from the roof or scaffolding without realizing you are nearby.

Each Home Is Unique

The planning and development department of the municipality where your home is to be built reviews and approves the plans and specifications for your home. We construct each home to comply with the approved plans and specifications. Occasionally, delays in the municipal approval process can add days to the construction schedule. Your specifications become part of our agreements with trade contractors and suppliers. Only written instructions from Daytona can change these contracts.

In addition, neighbourhoods have architectural requirements that require approval of your home's exterior by the developer. Therefore, after you have selected the exterior colours of your home, they will be submitted to the developer (or a third party acting on behalf of the developer) for approval. The developer may require changes to the home's exterior to meet the neighbourhood architectural requirements. If changes are required, they are communicated through your sales consultant. We will proceed with the construction of your home only after we receive the architectural approval from the developer.

Regulatory Changes

From time to time, municipal agencies adopt new codes or regulations that can affect your home. Such changes are usually adopted in the interest of safety and are legal requirements with which builders must comply. The codes and requirements in effect for each area can vary. Therefore, builders may construct the same floor plan differently in two different communities or at two different times within the same community.

Individual Foundation Designs

Another area where variations among homes can appear is in the foundation system. Because of variations in soil conditions among home sites, your foundation may differ from your neighbour's foundation or that of the same home in another location.

Streetscape Variety

As mentioned earlier, to ensure a pleasing streetscape either Daytona or the community developer may require architectural modifications to ensure a variety of elevations. Adjustments are sometimes made in roof pitches, window configurations, or exterior finish selections and applications, just to mention a few examples.

Changes in Materials, Products, and Methods

The new home industry, building trades, and product manufacturers are continually working to improve methods and products. In addition, manufacturers sometimes make model changes that can impact the final product. As a result, we may use methods or materials in your home that differ from those in our other homes.

Natural Variations

Different trade contractors are involved in assembling different components of your home. Slight variations in the finished product may result. The exact placement of switches, outlets, registers, etc., will vary slightly from the model and other homes of the same floor plan.

Quality

Each new home is a handcrafted product combining art, science, and labour. The efforts of many people with varying degrees of knowledge, experience, and skill come together over the course of several months in the building of a new home. We coordinate and supervise these individual contributions, producing a distinctive home that is as true as possible to plans and specifications. In addition, the municipality or an engineer conducts inspections at different stages of construction. Your home must pass each inspection before construction continues.

Your Questions

If you are interested in offering additional input during the home building process, we ask that you please communicate directly with your sales consultant, who will document your questions and provide you with answers or proper direction. This direct communication will help to avoid duplication of efforts, confusion, misunderstandings, or compounding errors.

Single Source

Daytona is a single source company. That means that we select all personnel and companies who will contribute to your home. We order all materials and products from suppliers with whom we have established relationships. Although sweat equity arrangements are unavailable as a part of our purchase agreement, you are welcome to add your personal touches to the home after you close and take possession of it.

Trade Contractors

Your home is built through the combined efforts of specialists in many trades—from excavation and foundation through framing, mechanical, and insulation to drywall, trim, and finish work. Only authorized suppliers, trade contractors, and Daytona employees are permitted to perform work in your home.

For your protection and theirs, the terms of our trade contractor agreements prohibit alterations without written authorization from Daytona. A supplier's or trade contractor's failure to comply with this procedure can result in termination of their contract. Rather than approaching any worker on the site, see your sales consultant if you wish to initiate any alterations or changes.

Suppliers and trade contractors have no authority to enter into agreements for Daytona.

Construction Schedules

The possession date for your new home begins as an estimate, also known as the “target possession date.” Until the roof is on and the structure is enclosed, weather can dramatically affect the possession date. Even after the home itself is past the potential for weather-related delays, weather can severely impact installation of utility services, rough grading, and concrete flatwork, to mention a few examples.

Construction Progress

Expect several days during the construction of your home when it appears that nothing is happening. This can occur for many reasons. Each trade is scheduled days or weeks in advance of the actual work; this period is referred to as “lead time”. Time is allotted for completion of each trade’s work on your home. Sometimes, one trade completes its work a bit ahead of schedule and the next trade already has an assigned time slot, which usually cannot be changed on short notice, resulting in days with no scheduled work.

Progress also pauses during periods in which the home awaits building department inspections. This step is part of the normal sequence of the construction schedule and occurs at several points in every home. During any lulls in activity, we appreciate your patience. Rest assured that we have not forgotten about your home. If you have questions about the pace of work, please contact your sales consultant.

Possession Date Updates

You are welcome to communicate with your sales consultant regarding your possession date. As completion nears, more factors come under our control and we can be more precise about the completion date. As described in *Closing on Your Home*, expect a confirmed closing date a minimum of 35 days before delivery. We suggest that you avoid finalizing arrangements for your move until you receive this commitment. Until then, flexibility is the key to comfort, sanity, and convenience. We want you to enjoy this process and avoid unnecessary stress caused by inevitable uncertainty.

Construction Sequence

Although the specific sequence of construction steps varies and overlaps, we generally build your home in the following order:

- Draft the plans for your home
- Apply for architectural approval
- Preliminary plan review
- Apply for development and building permit
- Create final plans for home
- Receive permit and architectural approval
- Pre-construction review
- Survey – stakeout
- Excavation
- Drill and pour pilings (if applicable)
- Form and pour footings
- Form and pour foundation walls
- Perimeter drainage (weeping tile installation)
- Waterproofing

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- Foundation inspection
- Backfill
- Grade beam (if applicable)
- Framing first floor
- Framing second floor (if applicable)
- Roof trusses
- Roof sheathing
- Install windows and doors
- Framing inspection
- Rough-in heating
- Mechanical inspection
- Rough-in plumbing
- Plumbing inspection
- Rough-in electrical
- Electrical inspection
- Pre-drywall Tour
- Shingles
- Wall insulation
- Vapour/moisture barrier installation
- Insulation inspection
- Complete exterior services
- Siding or stucco
- Pour basement floor
- Drywall main floor
- Gas meter installation and inspection
- Frost wall installation
- Framing and rough-ins for basement development (if applicable)
- Begin taping
- Complete texture
- Cabinets
- Supply and install finishing (doors, casings and underlayment)
- Interior paint
- Linoleum/tile installation
- Final electrical
- Final plumbing
- Install second finish (baseboards and locks)
- Install carpet
- Final cleaning
- Paint touch-ups
- Final inspection
- Homeowner orientation
- Closing appointment and confirmation tour

Pre-drywall Tour

Meeting Details

Depending on whether your home is under construction or yet to be built, you may tour it just after the rough mechanical stage. At this meeting, we will confirm correct installations and provide a glimpse of the inner workings before insulation.

The short notice for this meeting is due to its fleeting availability, and if you can't attend, construction will proceed. If your home has progressed beyond this stage, our checks will have ensured it was built according to plan. This tour is for those 18 years of age or older.

Appointment set by	<ul style="list-style-type: none">• Sales consultant
When	<ul style="list-style-type: none">• Near (or at) the completion of rough mechanical installations• Typically, Monday through Friday between 8:00 a.m. and 3:00 p.m.
Where	<ul style="list-style-type: none">• Your new home
Attendees	<ul style="list-style-type: none">• Purchasers• Site superintendent• Sales consultant
Length	<ul style="list-style-type: none">• 30-60 minutes, depending on your questions
Preparation	<ul style="list-style-type: none">• Bring records of option requests and selections, especially electrical choices• List any questions you wish to discuss• Bring your selection materials• Review safety reminders in this section• Wear close-toed shoes with a low heel and appropriate clothing• Attend alone in order to focus all of your attention on the information covered• Plan to turn your cell phone off if at all possible

Homeowner Orientation

Homeowner Orientation

Your homeowner orientation is an introduction to your new home and its many features. We follow a preplanned agenda and a set route through the home to ensure that we cover everything. Our homeowner orientation provides you with a:

- Demonstration of your new home's features
- Review of key points about maintenance and warranty coverage
- Confirmation that Daytona installed selections as you ordered them and is delivering the home at a level of quality that meets our promised standards

Quality

The overall quality of your home should equal that shown in our showhomes and described in your purchase documents. We list items that need further attention and arrange appropriate work. Orientation items typically fall into several categories:

- Incomplete or missing (cabinet knob not installed)
- Incorrect (porch light should be polished brass, not antique)
- Dysfunctional (bath fan does not come on)
- Below company standard (mitred corner rough, top right of den door, hallway side)
- Damaged (scrape on wall from carpet installation)
- Uncleaned (mud on the garage floor)

At some point, quality ceases to be scientific and becomes a matter of personal taste. In a few areas, your personal standards may be even higher than ours. Our commitment to you is that we will deliver what we promised. If you wish to make it even better after moving in, we will be happy to assist you with information.

Last Minute Activity

If you visit your home a day or two prior to orientation, you may notice dozens of details that need attention. During the last few days just prior to your orientation appointment, many trades people and Daytona employees will be working in your home. They are completing last-minute adjustments and fine-tuning your home. These finishing touches cannot be performed until all of the parts have been installed. What seems like a rush of activity is a normal part of the construction process.

Cosmetic Surfaces

Cosmetic surface damage caused during construction is readily noticeable during this orientation. Such damage can also occur during the move-in process or through daily activities. Therefore, during your orientation, we will confirm that all surfaces are in good and acceptable condition. Details that need attention will be listed on your orientation forms. ***After we correct cosmetic items noted during the orientation, repair of future cosmetic surface damage is your responsibility.***

Our limited warranty specifically excludes repairs for damage caused by moving in or living in the home. If your movers scratch the marble entry floor while bringing the piano in, notify the moving company. If you slide a packing box across a counter and a staple scratches the surface, repair of the counter is your

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responsibility. Daytona is always available to assist you with information about cosmetic repairs that you may need to make.

Scheduling

Daytona pre-schedules a date and time for your orientation as your home nears completion, typically within one week of closing. You will receive this information in your 35-day possession notification (see the section *Closing on Your Home* for full details).

Appointments are set for Monday through Friday between 8:30 a.m. and 2:30 p.m. Especially in winter months, beginning by 2:30 p.m. assures sufficient daylight to view all surfaces adequately. We meet at your new home. Expect your orientation to take approximately two to three hours.

Completion of Items

Daytona takes responsibility for resolving any items noted. We will complete most items before you move in. If work needs to be performed in your new home after you move in, construction personnel are typically available for appointments Monday through Friday between 8:00 a.m. and 3:00 p.m. We will inform you of any delays caused by back-ordered materials or replacement products.

Seasonal Work

Any construction tasks that cannot be completed during the winter months are classified as “seasonal” meaning that they will be completed when weather permits in the summer. These circumstances create additional responsibilities for both of us.

We maintain a list of all seasonal work that remains on homes delivered during the winter. Our trades receive copies of these lists so that they can plan the most efficient way of completing seasonal work. This sometimes means that jobs will be done one neighborhood at a time, instead of in the chronological order in which the houses were delivered.

Factors that affect seasonal work include temperature, precipitation, frost penetration, and the inspection process. If your lot faces north on the property, it may take longer for the ground to thaw versus your neighbour who has a south facing driveway.

Driveways/Parking Pads and Sidewalks

Driveways/parking pads and sidewalks can be completed when the frost is out of the ground and the ground is dry. Historically, the start for driveway, parking pad and sidewalk installation is sometime in June, weather permitting. The municipality’s sidewalk needs to be completed before we can commence installing driveways, parking pads and sidewalks, which may cause delays we are unable to schedule for. As with other seasonal work, this work is typically done by community for maximum efficiency, with crews working from one end of the street to the other instead of in chronological order of delivery.

Remember to allow your driveway/parking pads to cure for 28 days before driving vehicles on it.

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Grading

Once the ground is dry, including the subsurface, grading can be done. Please hold off on landscaping your yard until Daytona confirms that grading work we provide is complete. The status of your grading is documented on your homeowner orientation agenda.

Landscaping work you complete without rough grade approval, including fencing, may result in having to remove the landscaping materials you installed in order to meet municipal standards. All landscaping costs associated with re-grading will be the homeowner's responsibility.

If your builder collected a landscaping deposit from you at the time of purchase, this deposit will be held in trust and will be refunded upon the completion of landscaping in compliance with the community's architectural requirements. It is your responsibility to complete the necessary steps required to apply for a refund of the deposit. Please refer to the landscaping deposit form you signed for detailed information regarding this.

Parging

Parging is the decorative concrete that is placed on unfinished concrete surfaces (below exterior cladding to grade level). For the correct adhesion of the material to the concrete area, the temperature needs to be above the freezing mark during the day and night.

Deck Skirting and Permanent Steps

After grading is completed deck skirting and permanent steps can be installed.

Exterior Painting

Exterior painting is usually started in late June once the temperatures stay above 10° C overnight. Exterior painting is applied according to the manufacturer's specifications which typically require warmer conditions and therefore may be considered seasonal.

Homeowner Orientation

Meeting Details

At the homeowner orientation, we will demonstrate the features of your home and review key maintenance points. This session provides a valuable opportunity to confirm that the construction quality aligns with the standards showcased in our showhomes. We'll verify the correct installation of your selections, make sure everything meets your expectations, and confirm the good condition of cosmetic surfaces.

The meeting serves as a platform to discuss essential points about your home's warranty coverage; it ensures you are well-informed and satisfied with the progress and quality of your new home.

Appointment set by	<ul style="list-style-type: none">• Closing administrator and Site Superintendent• Appointments detailed in the 35-day possession notification letter
When	<ul style="list-style-type: none">• Monday through Friday between 8:30 a.m. and 2:30 p.m.
Where	<ul style="list-style-type: none">• Your new home
Attendees	<ul style="list-style-type: none">• Purchasers• Site superintendent
Length	<ul style="list-style-type: none">• 2-3 hours
Preparation	<ul style="list-style-type: none">• List any questions you wish to discuss• Bring your selection materials• Wear shoes and clothing appropriate for an active construction site• Attend alone in order to focus all of your attention on the information covered• Expect to participate in a hands-on way• Plan to turn your cell phone off if at all possible

Confirmation Tour

Like the orientation, your confirmation tour is also pre-scheduled by Daytona. You will receive this information in your 35-day possession notification (see the section *Closing on Your Home* for full details).

During this brief meeting, which occurs on the day of possession, you will review the items we noted on the orientation agenda and confirm which of those items are completed. Remaining items (including seasonal items) will be documented on the agenda and attached to the Alberta New Home Warranty Program *Certificate of Possession*.

Please ensure that all agreed upon items are noted to avoid misunderstandings.

Under normal circumstances (with the exception of seasonal items) you can expect us to resolve remaining interior items within two weeks of your possession date. We will inform you of any delays caused by backordered materials.

Gaining access to occupied homes to complete orientation items is a concern to homeowners and builders alike. Daytona asks that you make appointments so that someone 18 years or older is present for repairs. Otherwise, we will re-schedule the repair appointment.

Appointments are available Monday through Friday between 8:30 a.m. and 3:30 p.m.

Confirmation Tour

Meeting Details

At the confirmation tour, we will revisit the orientation agenda to confirm the completion of action items and document any remaining tasks. This tour is designed to ensure that all aspects discussed during the homeowner orientation have been addressed and implemented.

We'll systematically verify the successful execution of selected features, review key maintenance points, and assess the cosmetic surfaces. We will discuss any outstanding items and document them for prompt resolution, providing you with a comprehensive overview and assurance that your home aligns with the standards demonstrated in our showhomes.

Appointment set by	<ul style="list-style-type: none">• Construction Manager and Site Superintendent• Appointments detailed in the 35-day possession notification letter
When	<ul style="list-style-type: none">• Monday through Friday, between 8:30 a.m. and 3:30 p.m.
Where	<ul style="list-style-type: none">• Your new home
Attendees	<ul style="list-style-type: none">• Purchasers• Site superintendent
Length	<ul style="list-style-type: none">• 30-60 minutes
Preparation	<ul style="list-style-type: none">• List any questions you wish to discuss• If possible, come prepared to set your primary warranty visit appointment (30-60 days from possession)

Closing on Your Home

Closing on Your Home

At closing, the ultimate purpose of your purchase agreement is achieved: Ownership of your new home is transferred from Daytona to you.

35-Day Possession Notification

Daytona recognizes that timing is vitally important in planning your move. We can specify an exact delivery date when construction reaches a point at which weather and other factors are unlikely to affect completion of your home. This occurs approximately 35 days before the confirmed possession date. Until then, many factors can influence the schedule:

- Weather can delay getting the foundation in and can affect framing, roofing, and exterior finish.
- Material shortages and labour availability may also affect the construction schedule.
- If you are delayed in responding to a request from your lender, this can affect work progress.
- Options and upgrades agreements signed after the original purchase agreement has been completed can impact the construction schedule.
- Delays in municipal inspections can add time to the schedule.

The Closing Statement

The final cost figure is available near the actual closing. Although a reasonably close estimate may be determined before the date of closing, the tax adjustment proration is affected by the closing date and cannot be calculated until that date is known.

Depending on the date of your closing and the information available regarding land and building taxes, an adjustment for taxes may be necessary after the closing. If applicable, we will remind you of this at your closing appointment.

As described below, this final amount must be paid with a bank draft or certified funds. You will receive this information three to five days prior to closing.

Preparation

Several tasks need to be completed prior to your closing appointment. Double-check this list several weeks prior to your expected closing date to avoid last-minute stress.

Insurance

Your lender will require proof of a homeowner's policy from your insurance company. Your insurance agent should know exactly what is needed. We suggest that you arrange for this at least three weeks before the expected closing date and confirm that your lender has received it. This proof of insurance must be provided before Daytona is able to release the keys to your new home.

Daytona or Lender Issues

Please discuss and resolve any questions, agreements, or other details regarding your home with your sales consultant well in advance of the closing. Likewise, confirm with your lender that all necessary closing preparations have been addressed.

Lead Time for Certified Funds or Bank Draft

Plan to bring a bank draft or certified funds which can be provided to your lawyer prior to the possession date or given to our office at your closing appointment on the day of possession. ***In your planning, be sure to allow time to arrange for and obtain these funds.***

Utility and Community Services

Daytona will have utility service removed from its name on closing. You will need to notify all applicable utility companies of your move so that service is provided in your name.

Closing Appointment

Meeting Details

At the closing appointment, we will meticulously review the final documents to ensure completeness and accuracy. We will thoroughly examine all documentation, address any remaining items, and document them for resolution.

Appointment set by	<ul style="list-style-type: none">• Construction Manager and Site Superintendent• Appointments detailed in the 35-day possession letter
When	<ul style="list-style-type: none">• Appointments are pre-scheduled by Daytona, Monday through Thursday between 11:00 a.m. and 3 p.m.
Where	<ul style="list-style-type: none">• Your New Home
Attendees	<ul style="list-style-type: none">• Purchasers• Closing administrator
Length	<ul style="list-style-type: none">• 30-60 minutes
Preparation	<ul style="list-style-type: none">• Arrange for homeowner insurance and have your agent forward evidence of insurance• Transfer utility services into your name• Confirm with your lender that financial arrangements are finalized for closing• Transfer funds, if necessary, sufficiently in advance to allow for processing• Obtain a certified cheque in the amount of the “final number”• Should purchaser not be able to attend, a power of attorney may be utilized

Warranty Coverage Terms and Conditions

Warranty Coverage and Guidelines

We want to assure you that your new home comes with not one, but two provided warranties: a third-party warranty insurance through the Alberta New Home Warranty Program (ANHWP) and a builder warranty.

Alberta New Home Warranty Program

The Alberta New Home Warranty Program (ANHWP) is the leading provider of new home warranty insurance, through the insurance writer The New Home Warranty Insurance (Canada) Corporation (NHWICC). This program helps homeowners feel safe, happy and secure when building, buying, and owning a new home. We are proud to offer homeowners the comfort that comes with knowing your new home purchase is protected by Alberta's most experienced, most reputable new home warranty provider.

In Alberta, the *New Home Buyer Protection Act (NHBPA)* stipulates that all new homes must include warranty insurance coverage of one year on labour and materials, two years on delivery and distribution, five years on the building envelope and ten years on structure.

Please contact The Alberta New Home Warranty Program for specific details of your warranty insurance coverage through them at WWW.ANHWP.COM.

Another essential function of the ANHWP is to offer a process for resolving issues between builders and home buyers. This process recognizes and respects the contractual relationship which a builder and purchaser have. The ANHWP works with builders to assist, advise, and ensure that their responsibilities to home buyers are fulfilled.

Builder Warranty

When it comes to warranty coverage for your new home, we recommend starting with the builder warranty. While warranty coverage from either the builder or ANHWP is very similar, as the builder we maintain a greater ability to be flexible when determining if a specific issue is warrantable or not, and as such can go above and beyond to ensure your satisfaction. Although we aim to construct a flawless home, we acknowledge that occasional issues may arise with repeated use.

ONE-YEAR MATERIALS AND LABOUR WARRANTY

The warranty coverage that comes with your home includes one year of protection against defects in the way your home was built or the materials with which it was built. This comprehensive warranty covers all components of your home, subject to allowable exclusions and limitations.

Excluded Components

Any items that you add to your home after possession, such as basement development, wallpaper, or a covered patio are excluded from the warranty. Normal wear and tear, cosmetic damage that occur following possession, and lack of regular maintenance provide additional examples of excluded items.

TWO-YEAR DISTRIBUTION SYSTEMS WARRANTY

Another category of coverage that comes with your home is two years of protection against defects related to the plumbing, heating and electrical system in your home. This warranty covers the components **inside the walls** that distribute these services to your home such as water lines, ductwork, and wiring.

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Excluded Components

Visible items such as light fixtures, sinks and faucets are excluded from this warranty. These items are covered by the ONE-YEAR MATERIALS AND LABOUR WARRANTY.

FIVE-YEAR BUILDING ENVELOPE WARRANTY

The third category of coverage warrants the building envelope against leaks. *Building envelope* refers to the shell of the home, including the foundation, the walls, and the roof. The building envelope separates the interior and exterior environments of a building; it protects the indoor environment and facilitates climate control.

Excluded Components

Items that have been altered by the homeowner are excluded from the building envelope warranty.

TEN-YEAR STRUCTURAL WARRANTY

Your home also comes with ten years of structural warranty coverage. We warrant that your home will be free of defects in load bearing components that result in damage due to the failure of one of those components. Load bearing components include the piles, footings, foundation walls, grade beams, teleposts, load-bearing walls, beams, floor systems, and roof trusses.

Excluded Components

Items that are not load bearing components and are therefore excluded from this category of coverage includes driveways, decks, basement and garage floors, patios, sidewalks, retaining walls, and all other components that are not load bearing.

Warranty Coverage Dates

Your builder warranty coverage begins on the date you take occupancy of your home. Although in most cases your warranty coverages with ANHWP will also begin on your occupancy date, there are some situations in which this may differ. Please refer to the ANHWP documentation you have received from them regarding your coverage dates.

Mitigation

If something causes damage to components of the home such as a plumbing leak or roof leak and so on, you have a responsibility to take prompt and effective action to mitigate the damage. Understand the operation of your home and keep any troubleshooting information of your major mechanical systems accessible in case of an unexpected event.

Sale of a Home

If you sell your home during any of these warranty periods, any remaining coverage will transfer to the new owner. Please advise us and ANHWP of the new owner's name and the date of closing. Please pass this guide along to the new owners or suggest that they contact us to request one.

Additional Warranty Coverage

Your home's products come with manufacturer warranties, detailed in accompanying literature. Some warranties extend beyond the first year, so it's crucial to be aware of them. Registering with manufacturers ensures recall notifications and prompt corrections.

Read manufacturer-provided literature for consumer products and follow their recommendations, as they may differ from past experiences. For appliance issues, contact manufacturers directly using the provided customer service numbers. Keep essential details, such as purchase date, serial/model numbers, and a problem description, ready for quicker service. Registering appliances offers benefits like faster service and participation in recalls if needed.

Corrective Actions

This guide not only covers the warranty details but also outlines our commitment to addressing common concerns in a new home. We explain the corrective actions for typical issues in the following pages.

For any items not addressed here, we will refer to [Construction Performance Guide | Alberta New Home Warranty Program \(anhwp.com\)](#).

If the item is not covered in that guide, we will handle it according to regional industry standards.

We Sometimes Break Our Own Rules—in Your Favour

Our criteria for qualifying warranty repairs meet or exceed the guidelines established by the ANHWP. Please note that we reserve the right, at our discretion, to exceed these guidelines if common sense or individual circumstances make that appropriate, without being obligated to exceed all guidelines to a similar degree or for other homeowners whose circumstances are different.

We Sometimes Say No

With a product as complex as a home, differences of opinion can occur regarding which tasks are homeowner maintenance responsibilities and which are our warranty responsibilities. If you request warranty service on a maintenance item, we will explain the steps you should take to care for the item. We are available to answer your home-care questions during and after your warranty period. Providing normal maintenance for your home is your responsibility.

Warranty Service Requests

Providing warranty service for a new home is more complicated than for other products. When you purchased your home, you actually purchased hundreds of items and the work of 35 to 50 independent trade contractors. With so many details and people involved, a planned system is essential. Our system includes numerous types of service.

If you are ever in doubt as to which applies to your situation, contact our warranty office for assistance.

- Emergency service
- Appliance service (direct from the manufacturer)
- Primary visit (typically 30-60 days after your possession; set up with you by email from the warranty team)
- Anniversary visit (typically 10-11 months after possession)
- Interim warranty service (for your protection between the two planned visits, please put all non-emergency service requests in writing)

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Emergency Service

While emergency warranty situations are rare, when they occur, prompt response is essential. Troubleshooting tips and hints appear in this guide for several of your home's mechanical components: plumbing, heating, electrical, roofing, and water heater.

Please refer to the individual categories to review these tips. An action by you may solve the problem immediately or mitigate the situation until a technician arrives. If your efforts do not resolve the problem, the information you gather will be useful to the service person you contact.

During business hours, contact our warranty office:

#106 – 7326 10 Street NE
Calgary, AB T2E 8W1
Office: 1-587-393-0990
Hours: Monday through Thursday between 8:00 a.m. and 5:00 p.m.
Friday between 8:00 a.m. and 4:00 p.m.

After hours, or on weekends and holidays, use the contact information provided on the emergency contacts list you received during the closing process. Our trade contractors or local utility companies provide emergency responses to the following conditions:

- Total loss of heat
- Total loss of electricity (check with the utility company before reporting this circumstance to Daytona or an electrician)
- Total loss of water (check with the water department to be certain the problem is not a general outage in the area)
- Plumbing leak that requires the entire water supply to be shut off
- Gas leak (if you suspect a gas leak, leave the home immediately and call the gas company from another location to request emergency service)

Note that if a service (gas, electricity, water) is out in an entire area, attention from the local utility company is needed. Trade contractors are unable to help with such outages.

If for any reason you are unable to contact a trade on your emergency contacts list, please phone the Daytona emergency line at 1.877.788.7689. You will be prompted to select whether this is an emergency concern or not.

If you contact one of the mechanical trades outside of our normal business hours, please inform our warranty office on the next business day so that we can document the situation and follow up as appropriate.

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Storm, Wind, or Other Natural Disaster

Contact your homeowner's insurance agent immediately. Contain damage as much as possible without endangering yourself. Photographs of the concern could be helpful to process your claim. Damages caused by windstorms are an insurance issue and are excluded from Daytona's warranty. You can refer to the manufacturer's information for additional details.

Primary Visit (30-60 days)

Appointments are available Monday through Friday between 9:00 a.m. and 3:00 p.m. and will be scheduled with you prior to your confirmation tours. We will remind you of your appointment via email or phone call. This warranty visit has three purposes:

- Review your home, using our checklist as a guide to confirm that all of the components are performing as we intend them to
- Review any items you believe require warranty attention to determine appropriate action
- Review key maintenance points and answer any questions you have about the care and operation of your home's features

If you have questions or find warranty concerns in your home prior to this visit, make note of them so we can get you needed information. Please ensure that the person at home for the warranty visit is over the age of 18 and is familiar with any concerns or questions you have.

Anniversary Visit (10-11 months)

As we approach the expiration of your one-year warranty, we will again offer to tour your home to note items that need warranty attention. Our purposes and procedures are the same as for the primary visit. Again, please keep notes about items you wish us to review with you.

Interim Warranty Items

If you need to initiate non-emergency warranty service between the primary and anniversary visits, you are welcome to do so by sending in a warranty request by writing an email to warrantycalgary@daytonahomes.ca that includes your name, address, phone numbers, and a list of your concerns. We schedule appointments for interim requests on a first come, first served basis except items that are urgent in nature; those items will come first. Depending on your specific concern, the complexity, and how far away or close your anniversary visit is scheduled for, the warranty team may request that the concerns be reviewed during the anniversary visit.

Access to Your Home

Whether for inspection or repair appointments, we refrain from accepting keys and entering your home in your absence—as do our trade contractors. You have the option of arranging for a friend or neighbour to provide access to your home on your behalf. While we recognize that this means that resolving warranty items may take longer, we believe your peace of mind and security should be our first concern.

We conduct warranty visits when an adult is available to accompany our representative and point out the items you have listed. Our in-house service technicians and those of our trades or suppliers will perform repairs only when an adult is available to admit them to your home. An adult is a person 18 years or older who has your authorization to admit service personnel and sign completed work orders.

Warranty Repairs

Trade Day Appointment

The warranty representative at your home inspecting your warranty claims will generally try to make the repairs personally if possible. However, depending on the number and nature of items that need attention or the complexity of the repairs, we may ask you to designate a trade day appointment, a date a minimum of 15 workdays from the inspection date, for repairs to be made. Trade days are scheduled Monday to Friday between 8:00 a.m. and 3:00 p.m. This time frame allows us to notify appropriate trades people, order any needed materials or parts, and arrange for the majority of repairs to occur on the same day.

While this system works well in most situations, occasionally work must occur in sequence and more than one appointment may be needed.

Please plan to be available the entire time that the trades are working in your home. This creates an opportunity to have as many trades as possible attend your home to complete their warranty work. If a particular trade is unavailable or if the work needs to be completed in sequence, other arrangements will be made with you.

Exterior Items

Exterior items can usually be inspected or repaired without an adult present provided access is available (for instance, gate is unlocked, and pets are restrained).

Your Belongings

In all work that we perform we are concerned that your furniture, appliances, and personal items be protected. When warranty work is needed in your home, we will ask that you remove vulnerable items or items that might make performing the repair difficult. This includes furniture, appliances, or personal items in or near the work area. We will reschedule the repair appointment rather than risk damaging your belongings.

Surfaces

We expect all personnel who work in your home to arrive on time, park on the street, and have appropriate materials to cover the work area (to protect your home from damage and catch the dust or scraps from the work being performed). Similarly, all personnel should clean up the work area and remove any excess materials they brought in.

Prior to beginning any work, we require that repair personnel check the work area for any existing damage to surfaces. They will document any scratches, chips, or other cosmetic damage with you prior to beginning repairs to avoid any later disagreement about how and when such damage occurred.

Warranty Visits

Meeting Details

At the warranty visits, we will review our agenda and/or your notes and discuss any home care questions you have.

Appointment set by	<ul style="list-style-type: none">• Warranty coordinator by email or phone prior to your confirmation tour OR after possession• Yourself, when your schedule permits
When	<ul style="list-style-type: none">• Monday through Friday between 8:00 a.m. and 3:00 p.m.
Where	<ul style="list-style-type: none">• Your new home
Attendees	<ul style="list-style-type: none">• Homeowner(s)• Warranty superintendent
Length	<ul style="list-style-type: none">• 1-2 hours, depending on your items or questions
Preparation	<ul style="list-style-type: none">• Note any questions or items you wish to mention

Warranty Terms and Conditions

Air Conditioner

ONE-YEAR MATERIALS AND LABOUR WARRANTY

Inclusive:

- **Compressor Level** – The air conditioning compressor must be in a level position to operate correctly. If it settles during the one-year warranty period, we will correct this.
- **Oil-Canning** – Expansion or contraction of metal duct work results in ticking or popping sounds. While eliminating all these sounds is impossible, we will correct oil canning. (Oil canning occurs when a large area of sheet metal like those found in air ducts makes a loud noise as it moves up and down in response to temperature changes.)

Notes:

- Note that the manufacturer may provide additional warranty coverage on the air conditioner compressor.
- We recommend that if you plan any alterations to your air conditioning system you have the work done by the original trade who installed your system to avoid the potential of diminishing your warranty coverage.

Alarm System

ONE-YEAR MATERIALS AND LABOUR WARRANTY

Inclusive:

- If supplied with the home, the alarm system shall operate as intended.
- If not supplied with the home, we will correct wiring rough-in that fails to perform as intended when you activate the alarm system.

Notes:

- We make no representation that the alarm system will provide the protection for which it is installed or intended.

Appliances

ONE-YEAR MATERIALS AND LABOUR WARRANTY

Inclusive:

- **Conditions at Orientation** – We confirm that all appliance surfaces are in acceptable condition during your orientation. We assign all appliance warranties to you, effective on the date of closing. The appliance manufacturers warrant their products directly to you according to the terms and conditions of these written warranties.
- The failure of a connection of electrical, gas or water to your appliances are covered for one-year.

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Notes:

- For warranty service on the appliance itself, contact the appropriate manufacturer directly at the service number provided in the appliance literature. You will need to supply the model and serial number (usually found on a small metal plate or seal attached to the appliance in an inconspicuous location) and the date of purchase (your closing date).

Attic

FIVE-YEAR BUILDING ENVELOPE WARRANTY

Inclusive:

- ***Leaks from rain or melting frost*** – Water ingress from the attic space damaging the interior finishing of your home.
- ***Attic frost*** – Excessive frost in the attic due to a defect in construction will be rectified.

Cabinets

ONE-YEAR MATERIALS AND LABOUR WARRANTY

Inclusive:

- ***Alignment*** – Doors, drawer fronts, and handles should be level and even.
- ***Operation*** – Cabinets should operate properly under normal use.
- ***Separations*** – Gaps between cabinets and the ceiling or cabinets and the walls by caulking or other means if the gap exceeds 1/8 in. (locations behind appliances are exempt from this repair).
- ***Warping*** – Doors or drawer fronts that warp in excess of 1/8 in. against an adjacent cabinet face.

Exclusions:

- ***Wood Grain*** – Readily noticeable variations in wood grain and colour are normal in all wood or wood veneer selections. Replacements are not made due to such variations.

Carbon Monoxide Detectors

ONE-YEAR MATERIALS AND LABOUR WARRANTY

Inclusive:

- We will test carbon monoxide detectors during the orientation to confirm that they are working and to familiarize you with the alarm. ***Daytona does not represent that the carbon monoxide detectors will provide the protection for which they are installed or intended.***

Carpet

ONE-YEAR MATERIALS AND LABOUR WARRANTY

Inclusive:

- **Conditions at Orientation** – During your orientation, we confirm that your carpet is in acceptable condition. We will correct stains or spots noted at this time by cleaning, patching, or replacement.
- **Edges** – Edges of carpet along mouldings and edges of stairs should be held firmly in place. In some areas, metal or other edging material may be used where carpet meets another floor covering.
- **Seams** – Carpet seams may be visible. Although the backing may be tightly fitted, a seam may remain visible, and this is acceptable. Seams around stair newels, balusters, and risers and at room transitions are often readily visible, and this is acceptable. We will repair any excessive gaps or fraying.

Exclusions:

- **Damage** – Note that beater bar vacuum attachments should not be used on any type of Berber carpeting. This may result in permanent damage to the carpet and voids the warranty.

Notes:

- We are not responsible for dye lot variations if replacements are made due to warranty repairs.

Caulking

ONE-YEAR MATERIALS AND LABOUR WARRANTY

Inclusive:

- **Caulking separation or voids** – We will redo caulking that detaches from the surface on which it was installed during your labour and materials warranty. Report a sealant defect in an area subject to water or moisture as soon as possible to mitigate damage.

Ceramic/Glass Tile

ONE-YEAR MATERIALS AND LABOUR WARRANTY

Inclusive:

- **Cracked, Chipped or Loose Tile** – Tile should remain firmly attached. We will repair tiles that crack or fail to adhere apart from issues caused by impact after possession.
- **Cracked or Missing Grout** – Cracks appearing in grouting of ceramic tiles at joints or junctions with other materials are commonly due to shrinkage. We will repair cracks in grouting that exceed hairline width or areas of missing grout unless caused by an impact that occurred after move in. Report such conditions as soon as possible if they occur in an area exposed to water to prevent damage to the material beneath the tile.

Exclusions:

- **Variations** – Variations in tile or grout colour from the sample viewed during interior selections processes is expected and requires no warranty action. The original grout installed will be

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uniform in colour when viewed in normal lighting from a normal viewing position. However, over time, grout colour will respond to normal living activities and the substances with which it comes into contact.

Notes:

- Colour variation between new and original grout following warranty repairs is expected.

Common Wall Construction

Exclusions:

Daytona design exceeds the National Building Code requirement for common wall construction.

No reasonable method exists that completely eliminates the transfer of sound, light, vibration or odours from one neighbour to another. Because lifestyles and schedules are outside of Daytona's control, sound transfer and your awareness of light and odours are excluded from warranty coverage.

Concrete Flatwork

ONE-YEAR MATERIALS AND LABOUR WARRANTY

Inclusive:

- **Cracks** – We will repair cracks in concrete slabs as follows when you have provided normal maintenance and protections as described above:
 - *Basement Floor* – 1/8 in. (in width or vertical displacement)
 - *Driveways, porches, patio* – 1/4 in. (in width or vertical displacement)
 - *Garage Floor* – 1/8 in. (in width) or 1/4 in. (in vertical displacement)
 - *Sidewalks* – 1/4 in. (in width or vertical displacement)
- **Unfinished basement floor level** – Basement floors will be level to within 3/8 in. within four feet, apart from slope installed intentionally for the basement floor drain to be effective.
- **Finished basement floor level** – Basement floors that contain a finished flooring such as carpet or hardwood will be level to within 3/8 in. within four feet, apart from slope installed intentionally for the basement floor drain to be effective.
- **Settling or Heaving** – We will repair slabs that settle as follows or if such movement results in negative (toward the house) drainage or hazardous vertical displacement:
 - *Basement Floor* – 1 in. over 10 feet
 - *Garage Floor* – 1 in. over 10 feet.
 - *Exterior concrete stairs or landings attached to the foundation* – 3/4 in. or a separation from the foundation exceeding 1 in.
- **Surface Deterioration (mortar flaking, spalling, pitting, etc.)** – Faulty concrete surfaces resulting from a material defect will be repaired where exposed concrete aggregate exceeds 10 percent of any one panel provided that your actions or inactions are not the cause.
- **Standing Water** –
 - *Exterior concrete slabs* – Water may stand on exterior concrete slabs due to precipitation or from roof run-off.
 - *Garage Floor* – Garage floors are sloped to drain toward the exterior. We will correct conditions that cause water to remain on the garage floor longer than 30 minutes in a depth of 1/4 in. and in an area of over four square feet.

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FIVE-YEAR BUILDING ENVELOPE WARRANTY

- **Basement Floor Leaks** – Basement floors should not permit water penetration. While dampness is anticipated as the concrete cures, actual water is unacceptable, and we will correct this unless it is the result of an act of nature and provided that you have followed maintenance guidelines for exterior drainage and landscaping and utilize the sump system—if applicable—as intended.

Exclusions:

- **Voids under Concrete Slabs** – Filling any voids that develop under concrete slabs is a maintenance responsibility. Note that a void under the driveway can result in cracking of the concrete. This condition will be excluded from warranty when lack of timely maintenance is the cause.
- **Colour** – Concrete slabs commonly vary in colour; such variations are excluded from the warranty.
- **Crazing** – Crazing is a condition involving fine cracks on the surface of concrete which can typically be seen only after the concrete has been wet and is beginning to dry. This condition is excluded from warranty coverage.
- **Damage** – If you apply salts and de-icers to concrete surfaces (either intentionally for ice melting or unintentionally from road slush) this can cause chipping of the surface of concrete. Damages from such sources are beyond our control and are excluded from warranty coverage. Cleaning concrete of road salts and appropriate concrete sealing is part of normal home maintenance.
- **City Property** – i.e. front sidewalk

Notes:

- The concrete used for driveways and sidewalks requires a 28-day curing period to obtain optimum strength. If your concrete is poured shortly before or after your possession date, please refrain from parking on these areas until concrete has cured.
- Concrete slabs are floating, which means they are not attached to the home's foundation walls. These are not structural or load-bearing elements of the home.

Condensation

FIVE-YEAR BUILDING ENVELOPE WARRANTY

Inclusive:

- **Humidity levels** – While humidity levels within a home are primarily a combination of weather conditions and lifestyle activities, Daytona will correct any confirmed construction defect that adds to condensation within your home.

Countertops

ONE-YEAR MATERIALS AND LABOUR WARRANTY

Inclusive:

- **Separation from Wall** – Separation of countertops from walls, backsplash, and around sinks results from normal shrinkage of materials. We will re-caulk these areas. Subsequent caulking will be one of your home maintenance responsibilities.
- **Granite / Quartz / Marble** – Edges of adjacent countertop sections should be smooth and even.

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Repairs will be made to unevenness between sections exceeding 1/64 in.

Exclusions:

- ***Chips or Scratches*** – Countertop damage that occurs after possession as a result of normal wear and tear is excluded from warranty coverage.
- ***Laminate Countertop Seams*** – Laminated countertops may have one or more discernible seams. We confirm all seams to be tight and uniform at the homeowner orientation. Following that, seams in laminate countertops are excluded from warranty coverage.

Notes:

- During your orientation we confirm that all countertops are in acceptable condition. We repair noticeable surface damage such as chips, cracks, and scratches noted on the orientation list. Repair of surface damage that occurs during or after your move-in is one of your home maintenance responsibilities.
- It is the nature of granite to vary from slab to slab and no two finished surfaces will ever be alike. Natural stones have fissures, large and small moles, veins, and divots that can appear to be chips and imperfections. These are part of granite's natural appearances. Even the same granite may not match exactly from surface to surface as they may be cut from different blocks. ***The granite installed in your home will vary in colour and pattern from the sample you selected. No two pieces are ever alike.***
- The crystalline nature of granite results in visible cracks, blemishes, voids, and fissures but these characteristics do not impair the function or durability of the material. Granite slabs can also vary in thickness. The installer determines the location of cuts to fit the granite to the counters; an exact match of the pattern at seams is impossible and should not be expected.

Decks

ONE-YEAR MATERIALS AND LABOUR WARRANTY

Inclusive:

- One-year coverage from the date the completed or the date of possession, whichever is the later.

Exclusions:

- ***Colour Variation***– Colour variations are a natural result of the way in which wood accepts stain and are excluded from warranty coverage.
- ***Replacement Boards or Rails*** – Shrinkage, cracking, splitting, cupping, and twisting are natural occurrences in wood decks and are excluded from warranty coverage. In extreme situations where personal safety is involved, if we provide replacement of boards or rails, the new material will vary in colour from pieces that have been exposed to elements and use. Corrections needed for concerns that result from lack of normal maintenance are your responsibility.

Doors and Locks

ONE-YEAR MATERIALS AND LABOUR WARRANTY

Inclusive:

- ***Adjustments*** – Due to normal settling of the home, doors may require adjustment for proper fit. We will make such adjustments at the time of a regular scheduled routine visit.
- ***Latch Failure*** – If a door does not latch because of minor settling, we will adjust the door to correct this.

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- **Shrinkage** – Panels of interior wood doors can shrink and expand in response to changes in temperature and humidity. We will repair and touch up the paint or stain if this occurs.
- **Interior Door Warping** – We will repair interior doors that warp in excess of 1/4 in.
- **Exterior Door Warping** – We will repair exterior doors that warp to the point that a continuous seal of the weather stripping is not provided, or that exceeds the warping tolerances of the manufacturer's warranty. Some warping of exterior doors can be expected due to the direct exposure to exterior temperatures and sunlight.

Exclusions:

- Warping of doors caused by excess humidity maintained within the home.
- Frost build-up on door handles and hinges is not covered when caused by extreme cold weather and/or improper humidity control within the home.

Notes:

- Your exterior doors will also come with a manufacturer's warranty. Please refer to your window manufacturer's documentation.

Drywall

ONE-YEAR MATERIALS AND LABOUR WARRANTY

Inclusive:

- **Drywall Separations or Nail Pops** – We will repair drywall shrinkage separations that exceed 1/16 in. (in width) or 12 in. (in length) and nail pops that are readily noticeable. We recommend that you wait until your anniversary warranty visit to request needed repairs. **Paint touch ups of these repaired areas are your responsibility.**
- **Truss uplift** – Separation where walls meet ceilings that results from expansion and contraction of roof trusses due to fluctuation in temperature and humidity will be repaired if it exceeds 1/8 in.

Exclusions:

- **Damage** – We confirm at your occupancy walkthrough that the drywall is damage free. Any damage noted after possession is not covered under warranty.

Notes:

- **Lighting Conditions** – Drywall flaws that are only visible under particular lighting conditions or at extreme angles are not covered under warranty. General inspections of drywall defects are viewed from a perpendicular position of approximately six feet and with the lighting provided with the home.
- **Related Warranty Repairs** – If a drywall repair is needed as a result of poor workmanship (such as blisters in tape) or other warranty-based repair (such as a plumbing leak), We will complete the repair by touching up the repaired area with the same paint that was on the surface when the home was delivered. If more than one-third of the wall is involved, we will re-roll the wall corner to corner. You are responsible for custom paint colours or wallpaper applied subsequent to closing.

Eavestroughs and Downspouts

ONE-YEAR MATERIALS AND LABOUR WARRANTY

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Inclusive:

- **Leaks** – We correct leaks that occur during the warranty period. You are responsible for mitigating the potential damage caused by water leaking (for example, removing ice from sidewalks).

Exclusions:

- **Snow and Ice** – Clear excess snow from downspouts as soon as possible to allow the gutter to drain and to prevent damage. Severe ice or snow build-up can damage gutters, and such damage is excluded from warranty coverage.
- **Over Flow** – Gutters may overflow during periods of excessively heavy rain. This is expected and requires no repair.
- **Standing Water** – Small amounts of water (up to one inch) will stand for short periods of time in gutters immediately after rain. No correction is required for this condition.

Electrical Systems

ONE-YEAR MATERIALS AND LABOUR WARRANTY

Inclusive:

- **Fixtures** – Light fixtures and ceiling fans should function as the manufacturer intended. We will correct failures provided the correct size and type of bulb has been used in the fixture and it has been operated according to the manufacturer's instructions.

TWO-YEAR DISTRIBUTION SYSTEMS WARRANTY

Inclusive:

- **Designed Load** – Daytona will repair any electrical wiring that fails to carry its designed load to meet specifications. If electrical outlets, switches, or fixtures do not function as intended, we will repair or replace them.

Exclusions:

- **Freezer or Refrigerator** – We are not responsible for food spoilage that results from refrigerators or freezers being plugged into a GFCI outlet.
- **Power Surge** – Power surges are the result of local conditions beyond the control of Daytona and are excluded from warranty coverage. These can result in burned-out bulbs or damage to sensitive electronic equipment such as TVs, alarm systems, appliances and computers. Damages resulting from lightning strikes are excluded from warranty coverage.

Fireplace

ONE-YEAR MATERIALS AND LABOUR WARRANTY

Inclusive:

- **Operation** – Your fireplace should function properly when the manufacturer's instructions are followed.

Foundation

ONE-YEAR MATERIALS AND LABOUR WARRANTY

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Inclusive:

- **Cracks** – Shrinkage or backfill cracks are not unusual in foundation walls, especially at the corners of basement windows. Daytona will seal cracks that exceed 1/8 in. (in width).

FIVE-YEAR BUILDING ENVELOPE WARRANTY

Inclusive:

- **Cracks** – Cracks that allow water to ingress into the home will be covered for a period of five years.

TEN-YEAR STRUCTURAL WARRANTY

Inclusive:

- **Cracking or Lateral Movement** – Excessive cracking or lateral movement will require investigation. Daytona warrants the structural integrity of your home's foundation for ten years.

Exclusions:

- **Leaks** – Any leaks as a result of improper grade drainage, landscaping or maintenance.
- **Efflorescence** – The white, powdery substance that sometimes accumulates on concrete surfaces is called efflorescence. This is a natural phenomenon and cannot be prevented. In some cases, you can remove it by scrubbing with a stiff brush and vinegar.
- **Cosmetic Imperfections** – Slight cosmetic imperfections in foundation walls, such as a visible seam where two pours meet or slight honeycombing (aggregate visible), are possible and require no repair unless they permit water to enter the home.
- **Condensation** – Condensation or frost on the concrete foundation wall behind the frost wall is a normal condition and not covered under warranty.

Garage Overhead Door

ONE-YEAR MATERIALS AND LABOUR WARRANTY

Inclusive:

- **Operation** – The garage door should operate smoothly and with reasonable ease. The door can become misaligned and require adjustment, which Daytona will provide unless the problem is caused by the installation of a garage door opener subsequent to your closing by a company other than the one that did the original installation.
- **Weather seals** – Garage overhead doors are not airtight and some light and/or precipitation through the door seals is considered acceptable. Daytona will repair gaps in the weather seals that are excessive.

Notes:

In severe weather, some rain or snow may enter the garage around the edges of the garage overhead door. Even properly installed weather stripping will not completely eliminate this if conditions are extreme.

Gas Shut-Offs

TWO-YEAR DELIVERY AND DISTRIBUTION WARRANTY

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Inclusive:

- **Gas leaks** – The gas company is responsible for leaks up to the meter. Daytona will correct leaks from the meter into the home during the warranty period.

Notes:

- Please follow the emergency procedures if you suspect a gas leak.

Grading and Drainage

ONE-YEAR MATERIALS AND LABOUR WARRANTY

Inclusive:

- **Backfill Settlement** – Standing water that may affect the home should drain away within 24 hours after rainfall. If an area of settlement exceeds six inches, Daytona will provide clay fill material within the first year. Placement of the fill dirt and resulting landscaping repair are your maintenance responsibilities.
- **Under Concrete** – Daytona will also provide fill for visible sunken areas under concrete during the first year if the sunken area is larger than one cubic meter. Placement of the fill dirt and resulting landscaping repair are your maintenance responsibilities.

Exclusions:

- **Maintenance following rough grade** – We established the rough grade to ensure adequate drainage away from the home. Maintaining this drainage is your responsibility. If you alter the drainage pattern after closing, or if changes in drainage occur due to erosion from lack of maintenance, your five-year building envelope and ten-year structural warranty may be voided.

Notes:

- **Swales** – Daytona does not alter drainage patterns to suit individual landscape plans. Typically, a lot receives water from and passes water to other lots, so changes in grade often affect adjacent or nearby lots. Daytona advises against making such changes. After heavy rain or snow, water may stand in swales up to 48 hours. Swale locations are created by the development plan and are a part of the overall drainage pattern and layout for the community in which you live. Daytona recommends you maintain swales after completion of rough grade to ensure proper lot drainage.
- **New Sod** – In certain subdivision landscaping, trees and shrubs are installed by Daytona. Where applicable, landscape materials are warranted by the individual landscaping company, however, the maintenance of those landscape materials is your responsibility. Be sure to check with your supplier for care instructions.

Hardwood Floors

ONE-YEAR MATERIALS AND LABOUR WARRANTY

Inclusive:

- Correction of any readily noticeable cosmetic defects listed during the orientation.
- Filling separations between hardwood floors that exceed 1/16 inch over the length of the board and remain open in warmer months.
- Repair of readily audible and repetitive squeaks.
- Cupping or crowning that is not caused by improper humidity levels or improper maintenance and care of the floor.

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- Splintering or delamination attributed to the initial installation or manufacturing process.

Exclusions:

- Buckling, cupping, or crowning caused by high humidity levels or excessive liquids applied to the floor.
- Effects of high humidity levels on hardwood floors.
- Any repair needs arising after orientation that relate to cosmetic effects due to normal wear and tear. (e.g., moving furniture, dropping heavy/sharp items, walking with spike heels, pet traffic, grit on shoes).
- Natural variations in grain patterns and color.

Notes:

- **Swales** – Daytona does not alter drainage patterns to suit individual landscape plans. Typically, a lot receives water from and passes water to other lots, so changes in grade often affect adjacent or nearby lots. Daytona advises against making such changes. After heavy rain or snow, water may stand in swales up to 48 hours. Swale locations are created by the development plan and are a part of the overall drainage pattern and layout for the community in which you live. Daytona recommends you maintain swales after completion of rough grade to ensure proper lot drainage.
- **New Sod** – In certain subdivision landscaping, trees and shrubs are installed by Daytona. Where applicable, landscape materials are warranted by the individual landscaping company, however, the maintenance of those landscape materials is your responsibility. Be sure to check with your supplier for care instructions.

Heating System: Gas Forced Air

TWO-YEAR DISTRIBUTION SYSTEM WARRANTY

Inclusive:

- **Adequacy** – Adequacy of the system is determined by its ability to establish a temperature of 22°C (72°F).
- **Duct Work** – Although the heat system is not a sealed system, the duct work should remain attached and securely fastened. If it becomes unattached, Daytona will repair as needed.
- **Oil-Canning** – Expansion or contraction of metal duct work results in ticking or popping sounds. While eliminating all of these sounds is impossible, Daytona will correct oil canning. (Oil canning occurs when a large area of sheet metal like those found in air ducts makes a loud noise as it moves up and down in response to temperature changes.)

Humidifier

ONE-YEAR MATERIALS AND LABOUR WARRANTY

Inclusive:

- General operation

Notes:

Refer to the manufacturer's warranty for information regarding coverage of the humidifier.

Insulation

FIVE-YEAR BUILDING ENVELOPE WARRANTY

Inclusive:

- Daytona will install insulation to meet or exceed the building codes applicable at the time of construction and outlined as part of your purchase agreement.

Laminate Flooring

ONE-YEAR MATERIALS AND LABOUR WARRANTY

Inclusive:

- **Conditions at Orientation** – Correction of any readily noticeable cosmetic defects listed during the orientation. This includes any damage, cupping, swelling or any dull finish.
- Gaps between laminate floor boards that exceed 1/16 inch and remain open in warmer months.

Exclusions:

- Chips, dents, and scratches caused by normal living activities (e.g., moving furniture, dropping heavy/sharp items, walking with spike heels, pet traffic, grit on shoes).
- Swelling or damage caused by improper humidity control or excess moisture applied to the flooring.

Notes:

- Homeowners acknowledge the possibility that filler used for separations may be expelled as humidity levels fluctuate, with no further action from Daytona.

Landscaping

Exclusions:

- Daytona's warranty excludes landscaping materials or sod. Where applicable, landscape materials are warranted by the individual landscaping company. Maintaining landscaping is your responsibility. Be sure to check with your supplier for care instructions.

Masonry: Brick, Stone, Cultured Stone

ONE-YEAR MATERIALS AND LABOUR WARRANTY

Inclusive:

- **Conditions at Orientation** – During the orientation, we will confirm correct installation of designated materials. Exterior masonry and grout lines should appear generally uniform when viewing from 20 feet.
- **Cracks**– cracks or voids in mortar that exceed 1/8" will be repaired.
- Stones or brick that is detaching from the substrate.

Exclusions:

- Irrigation that is directed directly at the masonry will void warranty.

- Loose masonry due to impact, unless identified at the orientation.

Metal Fixtures

ONE-YEAR MATERIALS AND LABOUR WARRANTY

Inclusive:

- **Conditions at Orientation** – During the orientation, we will confirm that fixtures are in acceptable condition.

Exclusions:

- Daytona's warranty excludes corrosion damage whether to the external surfaces or internal workings of plumbing fixtures. This limitation includes solid brass or brass-coated fixtures.

Notes:

- Atmospheric conditions, sunlight, caustic agents such as paints, and scratches from sharp objects can cause the protective coating to crack or peel, exposing the finish and resulting in spotting and discoloration.

Mirrors

ONE-YEAR MATERIALS AND LABOUR WARRANTY

Inclusive:

- **Conditions at Orientation** – We will confirm that all mirrors are in acceptable condition during the orientation. Daytona will correct scratches, chips, or other damage to mirrors noted during the orientation.

Notes:

- Mirrors, being delicate surfaces, can be sensitive to certain chemicals found in cleaning products. The misuse of these products may lead to adverse reactions such as discoloration, deterioration, or damage to the reflective surface. To ensure the longevity and quality of your mirrors, it is crucial to use cleaning agents that are specifically labeled as safe for mirror surfaces.

Paint and Stain

ONE-YEAR MATERIALS AND LABOUR WARRANTY

Inclusive:

- **Exterior Deterioration** – Exterior, horizontal surface finishes on decks and handrails are excluded from warranty coverage. Other exterior paint, stain, or clear finishes on vertical surfaces should not deteriorate to the extent of exposing the substrate beneath. If this occurs, Daytona will provide repairs. Some variation in the colour should be expected.

Exclusions:

- **Fading** – Expect fading of exterior paint or stain due to the effects of sun and weather. Daytona's warranty excludes this occurrence.

Parging

ONE-YEAR MATERIALS AND LABOUR WARRANTY

Inclusive:

- **Cracks** – Hairline cracks are normal in materials containing cement. Cracks exceeding 1/16 in. are considered excessive and will be repaired to match the existing colour and texture as closely as possible. Some variance is acceptable.
- **Separation** – If parging separates from the foundation wall Daytona will repair it matching the original as closely as possible.

Exclusions:

- **Damage** – Parging will not be repaired by Daytona if separation or cracking occurs as a result of the homeowner's actions.

Notes:

- Cracking in the parging does not always indicate a crack in the foundation wall.

Plumbing

ONE-YEAR MATERIALS AND LABOUR WARRANTY

Inclusive:

- Cosmetic damage to plumbing fixtures that were identified at the orientation.
- Faucet or fixture leaks.
- Daytona will correct interior construction conditions that disrupt the supply of water to your home.
- Clogs due to construction debris.
- Persistent water hammering (loud noise) due to a loose plumbing line or pipe.

TWO-YEAR DISTRIBUTION SYSTEM WARRANTY

Inclusive:

- Drainage clogs or backups due to a failure of the drainage system.
- Freezing pipes. Provided the home is heated at a normal level, pipes should not freeze.
- Water supply line leaks.

Exclusions:

- Expansion and contraction noises. Changes in temperatures or the flow of water itself may cause some noise in the pipes.
- Damaged homeowner belongings due to a water leak. Homeowner insurance may cover these items.

Notes:

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- Daytona will repair or replace any damaged items that were part of the home as originally purchased.

Roofing

FIVE-YEAR BUILDING ENVELOPE WARRANTY

Inclusive:

- **Attic rain / frost (condensation)** – Any roof defects that allow excessive warm moist air from the home to enter the attic will be repaired.
- **Ice Damming** – Ice build-up may develop in the eaves during extended periods of cold and snow. If this occurs due to a construction defect Daytona will repair it.
- **Leaks** – Daytona will repair roof leaks other than those caused by severe weather such as hail, or some action you have taken, such as walking on the roof. Roof repairs are only made when the roof is dry.
- **Tabbing** – Tabbing (or sealing) of your shingles occurs during the first extended warm period after installation. Heat from the sun shining on the roof causes the glue on the shingle tabs to adhere to the surface below, forming a bond. Until this has occurred, high winds can more easily lift the edges of the shingle and may cause some shingles to blow off. This will be repaired.

Rough Carpentry

ONE-YEAR MATERIALS AND LABOUR WARRANTY

Inclusive:

- **Floor Level** – unlevel floors exceeding 1/4 inch over a 3 foot distance will be repaired.
- **Floor squeaks** – Floor squeaks will be repaired provided they are readily audible and repeatable. Minor floor squeaks can be expected and may vary between seasons.
- **Wall bowed or not plumb** – Daytona will correct walls that are out of plumb more than 1 inch in an 8 foot distance, or walls that are bowed more than 3/4" from the plane of the wall.

TEN-YEAR STRUCTURAL WARRANTY

Inclusive:

- Load bearing framing members (trusses, structural walls, beams and lintels) are warranted for 10 years provided they are the cause of the failure of a structural component of the home.

Exclusions:

- **Floor Deflection** – Your floors are designed and constructed to meet or exceed Provincial Building Code. Floors will deflect (bend) when walked on. This will be more noticeable next to hutches, bookcases, pianos, chairs, and other heavy furniture. Please note that because this is not a structural deficiency, it requires no warranty action.

Siding

ONE-YEAR MATERIALS AND LABOUR WARRANTY

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Inclusive:

- **Bowing** – Some bowing or waviness of siding is expected in response to weather conditions. If this exceeds 3/4 in. over a distance of four feet, Daytona will take corrective actions.

FIVE-YEAR BUILDING ENVELOPE WARRANTY

Inclusive:

- **Delaminating** – Daytona will correct delaminating siding.
- **Leaks** – We will correct any separation at joints or where siding meets another material if the separation allows water to enter the home.

Smoke Detectors

ONE-YEAR MATERIALS AND LABOUR WARRANTY

Inclusive:

- We will test smoke detectors during the orientation to confirm that they are working and to familiarize you with the alarm. Smoke detectors not operating as intended at the time of possession will be repaired.

Exclusions:

- **Sensitivity** – Daytona will not provide a less sensitive smoke detector or re-locate to an alternate proximity to cooking areas.

Notes:

- Daytona does not represent that the smoke detectors will provide the protection for which they are installed or intended.
- You are responsible for obtaining fire insurance.

Stairs and Rails

ONE-YEAR MATERIALS AND LABOUR WARRANTY

Inclusive:

- **Loose Spindles** – Spindles may move slightly when handled but should not rattle when stairs are walked on in a normal manner.
- **Separation between Stair Trim and Wall** – On finished stairs, shrinkage as wood trim dries can create a separation between the stair trim and the wall. If this separation exceeds 1/8 in., Daytona will apply caulking.
- **Squeaks** – Stair assemblies that exhibit readily audible and repeatable squeaks under normal use will be repaired.
- **Settling** – Daytona will repair exterior stairs that settle in excess of 3/4 in. from the foundation.

Sump Pump

TWO-YEAR DELIVERY AND DISTRIBUTION WARRANTY

Inclusive:

- **Operation** – Daytona will warranty sump pumps for a period of two years provided proper care and maintenance has been taken by the homeowner.

Teleposts and Main Beams

ONE-YEAR MATERIALS AND LABOUR WARRANTY

Inclusive:

- **Telepost Not Plumb** – Adjustable steel columns supporting interior or exterior framing that are out of plumb by more than $\frac{3}{4}$ in. over the length of the column will be repaired.

Ventilation

TWO-YEAR DELIVERY AND DISTRIBUTION

WARRANTY

Inclusive:

- Noise – Expansion or contraction of metal duct work results in ticking or popping sounds. While eliminating all these sounds is impossible, we will correct oil canning. (Oil canning occurs when a large area of sheet metal like those found in air ducts makes a loud noise as it moves up and down in response to temperature changes.)
- Duct works are warranted to not separate or fail and will be repaired.

Excluded:

- Damage – Damages as a result of improper use of your ventilation systems are not covered.

Notes:

- For active components of your ventilation system (e.g. exhaust fans) are discussed under the appropriate headings such as Heating Systems, etc.. Please refer to those sections of this guide.

Water Heater

TWO-YEAR DELIVERY AND DISTRIBUTION WARRANTY

Inclusive:

- **Operation** – Daytona will warranty water heaters for a period of two years provided proper care and maintenance has been taken by the homeowner.

Notes:

- The water heater manufacturer may provide additional warranties on their product. Please refer to their literature.

Windows, Screens and Sliding Doors

ONE-YEAR MATERIALS AND LABOUR WARRANTY

Inclusive:

- Operation – Windows and doors should operate with reasonable ease and locks should perform as designed. General adjustments will be made.
- Excessive air-infiltration caused by a defect in the installation or product allowing for uncompressed weather seals when in the closed and locked position.
- Scratches or damage identified at the orientation. Warrantable scratches in glass must be readily visible under normal lighting from a distance of 10 feet.

FIVE-YEAR BUILDING ENVELOPE WARRANTY

Inclusive:

- Air infiltration through a fixed portion of the window, door, or through the installation around the perimeter of the frame.

Exclusions:

- Normal air infiltration expected with window or door design.
- Post occupancy damage.
- After market tinting. If you add tinting to your windows or doors, all warranties are void. Damage can result from condensation or excessive heat build up between the panes of glass. Please refer to the manufacturer's literature for additional information.

Notes:

- The window and door manufacturer may provide additional warranties on their product. Please refer to their literature.

Wood Trim

ONE-YEAR MATERIALS AND LABOUR WARRANTY

Inclusive:

- **Damage** – readily visible construction damage identified during the orientation.
- **Exterior Trim Cracks or Movement** - Exterior wood trim may split, warp, twist, or cup due to natural shrinkage and temperature extremes. Cracks readily visible from 20 feet under normal lighting conditions, or cracks resulting in displacement or detachment, are considered excessive and will be repaired. Filler and paint is an acceptable repair. Minor colour variances inherent in these repairs are acceptable.
- **Interior Trim Separations** - Interior trim pieces will shrink a bit over time and this may result in a visible separation. If this exceeds 1/8 inch, Daytona will address it with caulk and paint. Likewise, baseboards may pull away from walls slightly. Again, if this separation exceeds 1/8 inch, we will correct it.

Excluded:

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- ***Raised Grain (exterior)*** - Because of the effects of weather on natural wood, you should expect raised grain to develop. This is normal and not a defect in the wood or paint. Please note that warranty coverage excludes this condition.

Care and Maintenance

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Caring for Your Home

At DAYTONA, we take pride in the homes we build and the communities we help shape. Our commitment is to deliver lasting value. Your home has been crafted using only high-quality materials, selected for their durability and performance. Experienced craftspeople, working under diligent supervision, have built your home to meet our exact standards.

Each home we build, including yours, has a distinct character and may change in its own way over time.

Natural and manufactured materials in your home interact with their environment. While we ensure superior quality in materials and workmanship in your home, your home requires ongoing care and attention from the very beginning.

Regular maintenance is key to ensuring that your home remains comfortable for many years to come.

Use and Maintenance Guidelines

Periodic home maintenance is necessary due to normal wear and tear, the inherent characteristics of the materials used in your home, and normal service required by the mechanical systems. Natural fluctuations in temperature and humidity also affect your home, which result in maintenance tasks.

Please take time to read the literature provided by the manufacturers of consumer products and other items in your home. The information contained in that material is not repeated here. Although much of this information may be familiar to you, some points may differ significantly from other homes you've lived in.

Manufacturer Warranties

We make every effort to keep the information in this guide current. However, if any detail conflicts with the manufacturer's recommendations, you should follow the manufacturer's recommendations.

Some manufacturers' warranties may extend beyond the first year and it is in your best interest to know about such coverage. Remember to mail in any registration cards you receive with manufacturer materials. Being in the manufacturer's system assures you that in the event of a recall the company can contact you and arrange to provide the needed correction.

Prompt Attention

In many cases, immediate minor maintenance will save you a more serious, time-consuming, and sometimes costly repair later. Note also that neglecting routine maintenance can impact applicable warranty coverage on all or part of your home.

Being attentive to your home ensures uninterrupted warranty coverage as well as your enjoyment of your home for years. The attention provided by each homeowner also contributes significantly to the overall value of your home and of the community.

General

Common Wall Construction

The design of duplexes and townhomes incorporates a shared wall, known as a common wall, between individual units. This architectural feature not only connects the physical structures but also brings about a communal aspect to living. As residents of such connected homes, it's important to cultivate an environment of mutual respect and consideration for neighbours.

One of the realities of living in a duplex or townhome is the transmission of sounds and vibrations through the common wall. It's normal to occasionally hear noises resulting from everyday activities of your neighbours, such as: doors opening and closing; appliances in use; footsteps, especially on stairs; and voices and music at a reasonable volume.

These sounds are part of the shared living experience and typically fall within acceptable levels of communal living.

In addition to sound, other sensory experiences like light and odours can also permeate through common walls or shared spaces. It's not unusual to notice light seepage from neighbouring units, and cooking aromas, smoke, or other household scents. While these occurrences are generally mild and sporadic, being mindful of activities that might cause excessive light or odour transfer is a courteous practice to follow.

Living in a shared-wall environment calls for an increased awareness of how everyday actions might impact neighbours.

- Keep noise levels reasonable, especially during early mornings and late evenings.
- Be conscious of cooking, smoking, or any activities that might generate strong odours.
- Consider the use of light-blocking window treatments to minimize light intrusion into neighbouring units.

Open and respectful communication with neighbours can greatly enhance the living experience in duplexes and townhomes. If issues arise, addressing them amicably and directly with your neighbours often leads to quick and effective resolutions.

Remember, the shared-wall structure brings unique advantages, such as a sense of community and closeness not always found in detached homes. Embracing these aspects while maintaining a respectful and considerate approach to shared living spaces can lead to a harmonious and enjoyable living environment for all residents.

Energy and Water Conservation

You can save energy and water with daily use of the features and products in your home that take conservation into account. Conservation also has the added benefit of saving you money! Keep these tips in mind:

Heating and Cooling

- Maintain your home's heating and cooling systems in clean and good working order to maximize efficiency and to prevent inconvenience. Arrange for a professional to service heat and air conditioning systems a minimum of once every two years.
- Keep filters clean or replace them regularly.
- Learn how to use your programmable thermostat for comfort and efficient energy use.
- If you have a zoned system (more than one furnace and separate controls), analyze operating schedules and temperature settings to maximize comfort and minimize energy consumption.
- Plan landscaping elements that support efficient energy use:
 - Deciduous trees provide shade during the summer and permit solar warming in winter.
 - Evergreen trees and shrubs can create a windbreak and reduce heating costs.
 - Position trees to shade the roof and still allow good air flow around the home.
 - Plant shrubs/trees to shade the air conditioner without obstructing air flow around it.
 - Keep in mind that your landscaping plans must meet the architectural control guidelines for your community.
- Keep the garage overhead doors closed.
- If you expect a house full of dinner guests, you can turn the heat down a few degrees as body heat will make up the difference (if you have an upgraded humidifier, turn it down).
- During cold days, open window coverings to allow the sun to warm your home. Close them when the sun begins to set.
- During the winter, humidifying the air in your home allows the air to retain more heat and is a general health benefit. Note: If condensation develops on your windows, you need to lower the setting on the humidifier. The setting requirements change with the outside temperature; your manufacturer owner's manual contains a table defining these.
- Consider ceiling fans as they use only one-tenth as much electricity as air conditioning; the moving air can keep you comfortable at temperatures several degrees higher.
- On hot days, close all windows (and the window coverings on windows facing the sun) to minimize solar heating.
- Avoid use of the humidifier when you are using your air conditioner.

Water and Water Heater

- If you have a traditional tank style water heater, set it at “normal” or 49°C (120°F) if your dishwasher has a water booster heater. If not, set the water heater at 60°C (140°F).
- Follow the steps outlined in the manufacturer’s directions for draining water from your water heater in order to remove accumulated hard-water scale that builds up inside the tank. Timing will depend on the nature of your water supply.
- If you have a tankless or heat pump water heater, follow the manufacturer’s instructions for the timing and steps to clean the unit.
- Correct plumbing leaks, running toilets, or dripping faucets as soon as possible.
- Keep faucet aerators clean.
- Front load washing machines require less than half the water of top loaders and cause less wear and tear on clothing. They also wring more water out in the spin cycle so laundry dries faster.
- Monitor the weather report and turn sprinklers off when rain is expected.

Appliances

- In selecting your home's appliances, compare the information on the *EnerGuide* sticker.
- Sometimes spending a bit more up front can reduce operating costs over the life of the appliance, while conserving energy at the same time.
- Use cold water when operating your garbage disposal. This saves hot water and preserves the garbage disposal motor.
- When baking, preheat your oven just five minutes before you use it. When possible, bake several items at the same time or at least consecutively. Turn the oven off a few minutes before baking time is done.
- If your oven includes a convection setting, use it regularly—it can save both time and energy, allowing you to set the temperature 25 degrees lower for most recipes. Avoid opening the door if turning on the light and looking through the window will work as well—this avoids a drop in temperature that wastes energy.
- If you plan to run the dishwasher immediately, scrape rather than rinse the dishes.
- Run the dishwasher when it has a full load and allow the dishes to air-dry. A full dishwasher uses one-half of the energy and one-sixth the water of washing dishes by hand.
- Avoid regular use of the rinse and hold cycle.
- Use phosphate-free detergent.
- Select an appropriate size refrigerator for your needs; two small refrigerators use more energy than one large one. Operating a second refrigerator could use over \$120 per year in electricity.

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- Refrigerators with the freezer on top generally use significantly less energy than side-by-side models. Bottom freezer models are the most energy efficient models available.
- Refrigerator shelves are warmer near the door. The coolest parts are near the bottom and toward the back. If possible, keep your meats and dairy products in those cooler places.
- A full refrigerator does not have to work as hard to keep cool. However, do not pack it too tightly; good air circulation is important to efficient operation. Likewise, keep your freezer full.
- Avoid putting containers of hot food into the refrigerator; allow them to cool a bit first.
- Regularly check refrigerator seals to ensure they are working correctly: if a dollar bill slides out without a tug, you may need to replace them.
- Keep dust off the condenser by cleaning every three months or as needed.

Electrical

- Use compact fluorescent bulbs (CFL) or fluorescent tubes where possible. At this time, incandescent bulbs are the least efficient source of light. Keep your light fixtures and bulbs clean to get all the light they produce.

Caution: Compact fluorescent bulbs contain small amounts of mercury. If you break one, ventilate the area and clean up wearing gloves. Disposed bulbs should be delivered to a facility designed to manage them. Always dispose of CFLs or fluorescent bulbs properly rather than putting them in your normal trash. Contact your local waste management program for instructions.

- Light emitting diode (LED) bulbs, while expensive, last for 50,000 hours (five times longer than CFL and 65 times longer than incandescent bulbs) and they do not contain mercury. They work best for task lighting such as desk lamps and under-counter lights.
- Unplug small appliances when they are not in use. Small items such as hair dryers draw electricity even when they are not operating. Unplug them or plug them into power strips that you can conveniently turn off when they are not in use.
- Consider using a motion detector rather than leaving outdoor lights on overnight. This will keep you safe and reduce electricity use.
- Your vehicle needs to be plugged in for only three hours before starting, even on the coldest days. You can save up to \$15 per month by using an outdoor time or power saver on your vehicle's block heater.

Expansion and Contraction

Understanding how materials in your home respond to changes in temperature and humidity is important. These changes can lead to expansion and contraction, which may result in visible effects such as cracks and separations between materials.

Natural Movement: All building materials, including wood, respond to changes in temperature and humidity by expanding and contracting. This natural movement is a common occurrence in every home.

Effects on Materials: When materials with different rates of expansion and contraction are in contact, it can lead to separation between them. This is often noticeable in small cracks in drywall and paint. Common areas where you might observe this include where mouldings meet drywall, at mitered corners, or where tile grout meets a tub or sink.

Normal Phenomenon: It's important to understand that these effects are entirely normal. While they may be alarming to new homeowners, they are part of the natural behaviour of building materials.

Wood Shrinkage: Wood components in your home will inevitably shrink, and this process is most noticeable during the first year. However, it may continue beyond that time frame. Fortunately, minor evidence of wood shrinkage can be concealed with caulk and paint.

Caulk Maintenance: Properly installed caulk is used to fill gaps and cracks caused by material movement. Over time, caulking can shrink and develop cracks itself. As a homeowner, it's your responsibility to maintain and periodically replace caulking where needed.

Understanding that material expansion and contraction are normal occurrences in your home can help you address any minor issues that may arise. Simply using caulk and paint to fill and conceal gaps or cracks is usually sufficient to maintain the appearance and integrity of your home's surfaces.

Extended Absences

Whether you're going on vacation, a business trip, or an extended absence for any reason, proper planning is crucial to ensure the security and maintenance of your home.

Advance Planning

- Reach out to a trusted neighbour and ask them to keep an eye on your property. Provide them with your contact information for emergencies.
- For absences exceeding two weeks, consider hiring a house sitter. Check your insurance policy for any home-check requirements and compliance.
- Arrange for lawn mowing or snow shoveling, if necessary.
- Notify your security company about your absence.
- Temporarily stop mail, newspaper, and other deliveries to prevent accumulation and signal that you're away.
- Use timers for lights to create the illusion of an occupied home.
- Double-check that all property insurance policies are up-to-date and offer sufficient coverage.

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- Mark valuable items and consider storing irreplaceable items in a secure location.

As You Leave

- Set up call forwarding for your phone to a relative or friend.
- Unplug computers and sensitive electronic devices to protect them from electrical storms.
- Leave window coverings in their typical positions to maintain a normal appearance.
- Ensure all doors and windows are locked, and engage deadbolts for added security.
- Shut off the main water supply and drain water lines (refer to Plumbing/Extended Absence for additional details).
- Adjust the water heater thermostat to "vacation" mode or turn it off to save energy.
- Store items like lawnmowers and bicycles in the garage. Disengage the garage door opener, use a chain lock, and leave a second car in the driveway.
- Adjust thermostat settings to 13°C (55°F) in cold weather and 24°C (75°F) in warm weather. Keep room doors open and cabinet doors with plumbing lines open to allow warm air circulation.
- If you have a security system, activate it before leaving.

By following these steps, you can ensure the security and energy efficiency of your home during your extended absence, giving you peace of mind while you're away.

Green Home Care

Embracing environmentally friendly practices in your home contributes to a greener, more sustainable lifestyle. Here are some suggestions to help you create an eco-friendlier home:

Cleaning

- **Choose Transparent Products:** Opt for cleaning products that clearly list their ingredients, as lengthy and unpronounceable components often indicate the presence of harmful chemicals. Prioritize products that are safer for you and the environment.
- **DIY All-Purpose Cleaners:** Replace chemical-laden cleaners with DIY alternatives using ingredients like baking soda, white vinegar, salt, corn starch, cream of tartar, and borax. Experiment to find recipes that suit your cleaning needs.
- **Conscious Purchases:** When buying cleaning products, select concentrated formulas in containers made from recycled materials. Powdered forms often contain fewer chemicals and require less energy for transportation.
- **Use Wisely:** Whether using store-bought or DIY cleaners, apply only the amount needed for the task. Replace disposable paper towels with reusable micro-fibre cleaning cloths to reduce waste.
- **Natural Deposit Removal:** Combat mineral deposits around faucets by spraying vinegar and letting it sit for 10 to 15 minutes. Gently scrub with an old toothbrush to effectively remove deposits.

Gardening

- **Choose Natural Fertilizers:** Opt for natural fertilizers containing ingredients like bone meal, kelp meal, alfalfa meal, or vermiculture castings (worm poop). These slow-release fertilizers benefit plant growth. Look for certified organic products and use them sparingly to prevent run-off.
- **Composting:** Initiate a compost pile in your backyard using compost bins available at local nurseries or hardware stores. Composting reduces waste and enriches your soil.
- **Consider a Push Mower:** If you have a small, flat lawn, consider using a push mower instead of a gas-powered one to minimize emissions and promote physical activity.

Laundry

- **Optimal Detergent Usage:** Use the recommended amount of detergent for your washing machine. Avoid excess detergent, as it can leave residues on clothing.
- **Eco-Friendly Boost:** Add a quarter cup of baking soda to your detergent to enhance cleaning power and reduce static cling. This eco-friendly alternative avoids residues left by fabric softeners and dryer sheets.
- **Cold Water Washing:** Utilize warm water for washing and cold water for rinsing, reserving hot water for heavily soiled loads.
- **Vinegar Softening:** Incorporate a half cup of vinegar in the final rinse to soften clothes, reduce lint, and control static cling. Adjust the amount for delicate items or use two cups for blankets to help remove soap scum.

By adopting these sustainable practices, you can reduce your environmental footprint and create a healthier, greener home.

Mould Prevention

Mould is a common fungus found naturally in the environment, including thousands of types in North America. It requires specific conditions to thrive: food, air, water, and a temperature between 40°F and 100°F (4°C - 38°C). Indoor mould growth is undesirable and can lead to health issues and property damage.

Moisture Management:

- Mould growth is primarily driven by moisture; control moisture to prevent mould.
- Identify and address sources of moisture, such as leaks, spills, condensation, and high humidity in your home.

Maintenance and Housekeeping:

- Maintain caulking around windows, doors, sinks, and tubs to prevent water intrusion.
- Regularly vacuum and dust to eliminate dust and dirt where mould can thrive.
- Replace or clean filters as per manufacturer recommendations.
- Ensure clear weep holes in windows and bricks.

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- Use mould-inhibiting cleaning products in bathrooms. Check for mould in moisture-prone areas like refrigerator pans and air conditioning condensate lines.

Condensation Control:

- Condensation on indoor surfaces indicates high humidity; wipe it up and reduce indoor humidity levels.

Humidifier Usage:

- If your home has a humidifier, operate it following the manufacturer's instructions and clean it as recommended. Adjust settings to prevent condensation.

Regular Inspections:

- Periodically inspect your home for signs of water intrusion, including musty odours, stains, or standing moisture. Check under sinks, behind toilets, and in closets.
- Ensure your sump pump is functioning properly and inspect weather stripping, caulking, grout, and weep holes around doors, windows, and pipe or vent penetrations.

Landscaping and Drainage:

- Maintain proper drainage around your home, avoiding changes to the grade or exterior additions that hinder drainage.
- Inspect and adjust sprinkler systems to prevent water from reaching your home. Keep splash blocks or downspout extensions in place to divert roof water.

Leaks:

- Report any leaks (roof, windows, plumbing) to the warranty office immediately to prevent further damage.

Stored Items:

- Thoroughly inspect items introduced to your home (such as storage boxes or new houseplants) for mould signs, including musty odours.

Tile Grout Maintenance:

- Regularly examine and maintain tile grout in areas like showers and tubs to prevent moisture from reaching the wall behind the tile.

Valves Awareness:

- Familiarize yourself with shut-off valves for water supply lines and use them if a leak occurs.

Vehicle Run-Off:

- Be mindful of moisture accumulation from vehicles in the garage, as it can increase indoor humidity levels.

Ventilation Practices:

- Promote good ventilation by allowing fresh air into your home. Use hood fans while cooking, run bath fans during showers, connect your clothes dryer exhaust to the vent pipe, and occasionally air out your house by opening windows.
- Adjust door weather stripping to prevent moisture and air infiltration.

By adhering to these mould prevention and control measures, you can create a healthier living environment, free from mould-related issues, and safeguard your property from damage.

Teleposts and Main Beams

Regular inspection and adjustment of teleposts and main beams are essential in areas with soil prone to shrinkage or swelling. Proper maintenance ensures the structural integrity of your home.

Bi-annual Inspection: In regions where homes are constructed on clay or other soil types susceptible to shrinkage or swelling, we recommend checking the teleposts and beams in your home twice a year. This inspection can coincide with your warranty repairs, standard visits, or can be requested when you need assistance.

Main Beam Level Check: To confirm that the main beam is level, follow these steps:

1. Stretch a string line from one end of the main beam to the other.
2. Offset the string line by a standard measure (e.g., 1/2-inch dowel).
3. Check for levelness by comparing the string line to the beam. Any deviation may indicate the need for adjustment.

Telepost Adjustment: If the main beam is not aligned correctly, telepost adjustments may be necessary to achieve proper alignment. Adjustments should be made gradually, typically one half-turn per day, until the desired alignment is achieved.

Indicators for Adjustment: Keep an eye out for signs that adjustments may be required. A hairline crack between the wall and ceiling above a main beam can be an indication that telepost adjustments are needed. Soil expansion may also necessitate shortening teleposts.

Important Note: Avoid the practice of framing tightly against a main beam, especially in basement development. This practice renders the teleposts ineffective. When planning basement development, ensure access to teleposts is maintained for future adjustments.

Regular maintenance and adjustments of teleposts and main beams are critical for the structural stability of your home, especially in areas with soil prone to movement. By following these guidelines, you can help prevent structural issues and ensure the long-term integrity of your home's foundation.

Interior Climate Controls and Building Envelope

Air Conditioner

Your air conditioner keeps your home comfortable, but it needs to be used properly to avoid wasting energy. Keep all windows closed when the air conditioner is on, as open windows let in warm air and make it hard for the system to cool your home. Also, sunlight through open drapes can heat your home too much, even for the air conditioner to handle. Close the drapes on sunny windows for better cooling.

Remember, air conditioners don't work like light bulbs that light up instantly. They start cooling slowly, especially if your home has been heating up all day. To avoid discomfort in the evening, set a moderate temperature in the morning and slightly lower it when you get home. Setting the thermostat too low won't cool your home faster and might damage the unit.

Maintenance Tips:

- **Adjust Vents:** Change the direction of vents to improve airflow in rooms you use most.
- **Compressor Care:** Keep the air conditioning compressor level and clear of debris for efficient operation.
- **Humidifier Settings:** If you have a humidifier, turn it off or to “summer” setting when using the air conditioner to avoid system freeze-ups.
- **Follow Manufacturer’s Instructions:** Regularly check the manufacturer’s guide for specific maintenance of the air conditioning and heating system.
- **Expect Temperature Variations:** Different rooms might have slightly different temperatures due to the house layout and window coverings.
- **Testing and Troubleshooting:** Do a test run of your air conditioner in early spring. If it needs service, it's better to find out before the hot weather starts.

If your air conditioner isn't working:

- Make sure the thermostat is set to "cool" and below room temperature.
- Check that the furnace blower panel cover is correctly installed.
- Ensure all relevant breakers and switches are on, including the condenser disconnect outside.
- Check the fuse in the furnace and make sure the filter is clean.
- Ensure vents and air returns are open and unblocked.

If these tips don't solve the problem, the details will be helpful when you call for service.

Condensation

Condensation on your windows and frames happens when there's a lot of humidity inside your home and it's cold outside. This can also occur if your home isn't well-ventilated. The way you live—like how many showers you take or how much you cook—can affect this.

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If you have a humidifier or humidistat in your home, make sure to follow the manufacturer's instructions, especially when it's cold outside. If you don't have these, consider getting a humidistat and a de-humidifier to control humidity levels. To reduce condensation, you can:

- Use bathroom fans during and after showers.
- Turn on the kitchen fan when cooking.
- Open blinds to let in sunlight and reduce moisture.
- Keep doors inside your home open to improve air circulation.
- Increase the temperature slightly to reduce humidity.

These simple steps can help keep your home's humidity at a comfortable level and prevent condensation.

Forced Air Heating

Keep your forced air system in good shape; it's the key to a comfortable and energy-efficient home. Have your furnace professionally inspected and cleaned each year to ensure optimal performance and safety. Replace or clean the furnace filter monthly (especially during periods of heavy use) to maintain airflow and efficiency. Follow the specific maintenance instructions provided by the furnace manufacturer.

Vent Management:

- **Adjust for Comfort:** Regularly adjust your vents for balanced heating and cooling in different rooms, depending on usage.
- **Seasonal Adjustments:** Modify vent positions as the seasons change to enhance comfort.

Fan Use:

- **Support with Ceiling Fans:** Use ceiling fans to assist in evenly distributing air throughout your home.
- **Maintenance Checks:** Ensure that fan blades are secure and clean to prevent noise and promote smooth operation.

Temperature Control:

- **Room-to-Room Balance:** Use dampers in your ductwork to manage and even out temperature variations between different areas of your home.
- **Thermostat Settings:** Set your thermostat to a comfortable level and avoid constant adjustments for more efficient energy use.

System Noises:

- **Understand Normal Sounds:** Some noise from the ducts, like popping or pinging, is normal as they expand and contract with temperature changes.

Safety Measures:

- **Combustion Air Vent:** Keep the air vent clear to ensure safe and efficient furnace operation.
- **Gas Leak Protocols:** Be aware of how to detect gas leaks and the steps to take if you suspect one.

System Checks:

- **Pre-Season Testing:** Conduct a trial run of your heating and cooling system before the start of the season to detect any issues early.

Troubleshooting:

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- **Basic Checks Before Service Calls:** If you experience issues with your system, ensure thermostat settings are correct, power supply is uninterrupted, and filters are clean.

Troubleshooting Tips— No Heat: Before calling for service, check to confirm:

- Thermostat is set to “heat” and the temperature is set above the room temperature.
- The furnace fan cover needs to be installed correctly for the furnace fan to operate. Similar to how a clothes dryer door operates, this panel pushes in a button that lets the fan motor know it is safe to come on. If that button is not pushed in, the furnace will not operate.
- The breaker on the main electrical panel is on. If a breaker trips you must turn it from the tripped position to the “off” position before you can turn it back on.
- The furnace switch is on.
- The gas line is open at the main meter and at the side of the furnace.
- The filter is clean to allow airflow.
- Vents in individual rooms are open.
- Air returns are unobstructed.
- Exhaust vent is not full of ice or snow.

Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

Attic Ventilation

Attic ventilation plays a crucial role in maintaining the health and longevity of your home. It helps get rid of moisture coming from the living space below through openings like plumbing stacks and bathroom fans. It also removes excess heat from the attic, which protects your roof shingles.

Types of Attic Ventilation:

- **Natural (Passive) Air Flow:** This system uses air flow through perforated soffits at the eaves, letting air in, and through vents near the roof peak, letting air out.
- **Ridge Vent:** A continuous strip vent along the roof's peak for effective air release.
- **Rotating Vent:** A round vent with a rotating top, enhancing air movement.
- **Gable Vent:** Located on the wall at the end of the attic trusses, aiding in air circulation.

Compliance and Function:

- The number and placement of vents comply with the Building Code.
- Passive roof vents work throughout the year and generally don't need maintenance.
- Remember not to block these vents during winter.

In complex roof designs, powered fans might be used, which will need occasional motor maintenance.

Home Ventilation

Proper ventilation is essential for maintaining a healthy and safe indoor environment. Your home is equipped with a ventilation system to ensure adequate air circulation.

Importance of Ventilation: Homes today are constructed with increased energy efficiency in mind; this results in airtight structures. While this saves on energy costs, it can lead to issues such as condensation, cooking odours, indoor pollutants, radon, and carbon monoxide buildup. Proper ventilation is crucial to address these concerns and ensures your health and safety.

Attic and Crawl Space Ventilation: Building codes require the installation of attic and crawl space vents to prevent moisture accumulation. Attic ventilation typically occurs through vents located on the underside of overhangs or gable ends. It's important not to cover these vents, even if precipitation enters during severe weather. The moisture that enters can safely evaporate, and ventilation can still take place.

Inline Ventilation System: Your home is equipped with an inline ventilation system, which is a quality detail in DAYTONA homes. Unlike earlier systems that required manual operation, the current system operates automatically. The system draws air from all cold air returns in your home and ensures consistent ventilation. A timer controls the system and is pre-set by DAYTONA before your occupancy. The ventilation system operates every two to four hours for 10-20 minutes to maintain proper air circulation. Changing the timer settings can lead to issues like condensation and mould growth due to inadequate ventilation.

Daily Ventilation Habits: You can contribute to maintaining a well-ventilated home through your daily habits:

- Avoid obstructing or interfering with the fresh air supply to your furnace.
- Use the hood fan while cooking to remove cooking odours and improve air quality.
- Run bath fans when bathrooms are in use and for an additional 20 minutes after a bath or shower to reduce humidity.
- When weather permits, open windows to air out your house and refresh the indoor environment.

Benefits of Proper Ventilation: Proper ventilation helps prevent excessive moisture from accumulating on the inside of windows, reducing the need for frequent cleaning and contributing to a healthier living environment.

By following these maintenance tips and incorporating good ventilation habits into your daily routine, you can ensure that your home remains well-ventilated and comfortable.

Foundation

Your home's foundation is a critical component of its structural integrity. Proper care and maintenance of the foundation are essential to ensure its long-term stability.

Landscaping and Drainage: To safeguard your home's foundation, it's crucial to follow all installation and maintenance recommendations for landscaping and drainage provided in this guide or by the developer. Proper landscaping and drainage measures are essential to prevent potential issues related to water accumulation around the foundation.

Cracks: While the foundation was designed and constructed to meet all requirements, it's normal for surface cracks to develop over time. These cracks are typically not detrimental to the structural integrity of your home. However, it's advisable to perform regular checks for any significant changes in cracks and address them as needed.

Dampness in Basements: Basements may exhibit dampness due to the water content present in concrete. Additionally, condensation on water lines may result in water dripping, contributing to the overall dampness in the basement. Understanding these natural occurrences helps manage expectations regarding basement dampness.

Future Construction in Basement: If you plan to undertake additional construction in the basement, it's essential to follow the guidelines provided by a licensed professional. Ensure that you obtain the necessary building permits and adhere to all relevant building and electrical codes and safety requirements. Please note that DAYTONA makes no representation regarding future basement development, as building codes may change over time.

Stresses on Basement Walls: Basement walls are subject to various stresses, particularly at the base (below grade) and above grade. Seasonal temperature variations can cause shifts or cracks in the walls. Awareness of these factors is crucial for proactive maintenance.

Water Penetration Prevention: Moisture is a constant presence in the soil, with increased levels during snowmelt or heavy rains. Builders implement measures to divert surface water away from foundation walls. While coatings on walls can repel water, small amounts may penetrate through the concrete and result in dampness on the inside.

Sump Pit and Pump Maintenance: As a homeowner, it's your responsibility to ensure the maintenance and proper functioning of systems designed to prevent water damage. Regularly check the sump pit and pump in spring and fall to ensure operational efficiency. Inspect the power cord for any damage, ensure that connected pipes are in good condition, and confirm that the pump activates when the float is lifted.

Managing Water Damage: Proactive management and regular checks contribute to the prevention of unnecessary water damage.

Damp Basement: Concrete basement walls may initially feel damp due to the water content in new concrete. Over time, this moisture naturally evaporates. Small voids in the concrete can act as conduits for water movement from the soil to the basement walls.

Preventive Measures: Builders employ various techniques such as granular fill, polyethylene membrane, or foam insulation around the foundation to prevent water flow. If dampness persists in your basement, consider installing a dehumidifier or enhancing ventilation to maintain an optimal humidity level. Ensure that your foundation remains dry; it's crucial to prevent potential issues related to moisture and water.

damage.

By adhering to these guidelines and staying vigilant about the condition of your concrete foundation, you can help ensure the long-term stability and integrity of your home. Regular maintenance and proactive measures are key to protecting this vital structural component.

Waterproofing Foundations

Your home's foundation is a critical component of its structural integrity, and both damp-proofing and waterproofing methods are employed to protect it from moisture intrusion.

Damp-Proofing Methods:

- Some homes may have been treated with an asphalt waterproofing material. This method provides a basic level of moisture resistance.

Maintenance Tips for Asphalt Waterproofing:

- Periodically inspect the foundation walls for any signs of moisture or dampness.
- Ensure proper positive drainage away from the foundation to prevent water accumulation near the walls.
- Keep gutters clean and well-maintained to direct rainwater away from the foundation.
- Address any cracks or gaps in the foundation promptly to prevent water infiltration.

Waterproofing Techniques:

- Many modern homes are equipped with advanced waterproofing methods that include the use of dimple board. Dimple board creates an air gap between the foundation wall and the backfill soil, allowing water to drain away from the foundation.

Maintenance Tips for Dimple Board:

- Regularly inspect the exterior of your foundation for any signs of damage to the dimple board.
- Ensure proper positive drainage away from the foundation to allow the dimple board to function optimally.
- Keep gutters clean and well-maintained to prevent excess water near the foundation.
- Monitor the interior of your basement for signs of moisture or dampness and address any concerns promptly.

Both damp-proofing and waterproofing methods are employed to protect your foundation from moisture intrusion. Regardless of the method used, regular maintenance and proper drainage are essential to ensure a dry and secure basement. By following these guidelines, you can help protect your home's foundation and maintain a dry living space.

Humidifier

Humidifiers play a crucial role in maintaining indoor air quality and comfort levels. However, to ensure their effectiveness and longevity, it's essential to follow proper care and maintenance procedures.

Operating Guidelines:

- **Use with Furnace:** Operate your humidifier only when the furnace is running. This ensures that the humidifier functions efficiently and distributes moisture evenly throughout your home.
- **Monitor Window Condensation:** Keep an eye on the windows for any condensation. If you notice excessive moisture on the windows, it may indicate that the humidifier is set too high. Adjust the humidifier settings to a lower level to achieve the desired humidity without causing window condensation.
- **Control Humidity:** Maintain indoor humidity levels between 35-55 percent. This range is ideal for both comfort and the well-being of your home, especially if you have hardwood floors.

Cleaning and Maintenance:

- **Regular Cleaning:** Clean your humidifier semi-annually or as recommended by the manufacturer. Regular cleaning prevents the buildup of mineral deposits and ensures the unit's efficiency.
- **Moisture Pad:** Follow the manufacturer's instructions to clean the moisture pad or filter regularly. The frequency of cleaning may vary depending on usage and water quality. Clean or replace the pad as needed to maintain optimal performance.

By adhering to these guidelines and performing regular maintenance, you can enjoy the benefits of a well-maintained humidifier while ensuring a comfortable and healthy indoor environment for your home.

Insulation

Insulation is a crucial element in maintaining your home's temperature and energy efficiency. Understanding the different types of insulation and how to properly maintain them is essential.

Types of Insulation:

- **Blown-In Attic Insulation:** Your attic is typically insulated using blown-in insulation. This type forms a protective barrier that keeps your home warm in winter and cool in summer, effectively moderating indoor temperatures.
- **Batt Wall Insulation:** The insulation in your exterior walls often consists of "batt" style insulation. These long rectangular pieces fit snugly between vertical wall studs, helping to regulate temperature and maintain comfort.
- **Spray Foam Insulation:** Another effective insulation option is spray foam insulation. This type expands upon application, creating an airtight seal that offers excellent thermal resistance. It can be used in various areas of your home, including walls, attics, and crawl spaces.

Maintenance and Considerations:

- **Outlet Sealing:** Take note of electrical outlets, especially those in exterior walls. In cold weather, outlets may release cold air. Prevent drafts by sealing them with outlet gaskets to maintain a comfortable indoor environment.
- **Settling of Blown-In Insulation:** Over time, blown-in insulation may settle, which is a natural process. The trapped air within the insulation is what provides its insulating properties. Avoid compressing the insulation, as it can reduce its R-value (insulation effectiveness). Allow it to maintain its natural structure.

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- **Spray Foam Insulation Maintenance:** If you have spray foam insulation, periodic inspection is essential to ensure there are no gaps or damage in the seal. Properly maintained spray foam insulation can provide exceptional thermal performance and energy efficiency.

By understanding the various insulation types and addressing maintenance needs, you can keep your home energy efficient and comfortable year-round. Whether you have blown-in, batt, or spray foam insulation, proper care ensures that your insulation performs optimally.

Exterior Elements

Driveways and Sidewalks

Please refer to the “concrete flatwork” information in the “Building Materials and Finishing” section of this guide.

Eavestroughs and Downspouts

Regular maintenance of your eavestroughs (also known as gutters) and downspouts is essential to ensure the proper drainage of rainwater from your roof.

Inspect and Clean Gutters: Periodically inspect your gutters and remove leaves, twigs, or other debris that may accumulate. These materials can clog the gutters, slow down water drainage, and potentially damage your roof.

Extensions or Splashblocks: Ensure that gutter extensions or splashblocks discharge water away from rock or bark beds. This prevents water from damming up behind edging materials, which can lead to water-related issues.

Use Caution with Ladders: When using ladders for maintenance tasks, exercise caution when leaning them against gutters. Leaning ladders improperly can cause dents or scratches on the gutters.

Address Leaks: If you notice a joint between sections of the gutter that is dripping, it's important to address it promptly. You can use a commercial gutter caulking compound available at hardware stores to seal the inside joint. Taking care of leaks is part of your home maintenance responsibilities and helps prevent potential damage caused by water infiltration.

No Re-painting Required: Gutters and downspouts are typically made of prefinished aluminum and do not require repainting. This makes them relatively low-maintenance in terms of appearance.

Snow and Ice Removal: During the winter months, it's essential to clear excess snow from downspouts as soon as possible. This allows the gutter to drain properly and prevents damage. Severe ice or snow buildup can harm gutters, but it's important to note that such damage is typically not covered by warranties.

Regular maintenance of your eavestroughs and downspouts ensures that rainwater is efficiently diverted away from your home, which protects it from potential water-related issues. By following these

guidelines, you can help keep your gutters in good condition and prevent damage to your roof and the surrounding areas.

Grading and Drainage

Proper grading and drainage around your home are essential to maintain the integrity of your foundation and prevent potential structural damage.

Rough Grade and Clay Base:

- The rough grade around your home is a clay base that ensures proper drainage away from your home.
- It is typically located approximately four to six inches below the final grade level; it allows for the placement of black dirt for landscaping.
- If you move into your home during the winter months (October through June), rough grading may not have been completed due to weather conditions.

Drainage Slope:

- The grade around your home should slope one foot in the first 10 feet, tapering to a two percent slope.
- Drainage swales often follow property boundaries to channel water away from your home.
- Maintaining the proper slopes around your home is crucial to prevent water from accumulating near the foundation, which can lead to major structural damage.

Responsibility for Drainage:

- DAYTONA's responsibility for site drainage ends once rough grades are established.
- It is essential to maintain proper drainage as specified in your grade approval certificate.

Grading Work:

- Grading work may resume in June or when weather conditions permit, especially after winter and early spring.
- You will receive an Approved Rough Grade Certificate from the municipal authority (if applicable), a surveyor's Lot Grading Certification, and instructions from DAYTONA that detail the next steps for landscaping.

New Sod Installation:

- Installation of new sod and the extra watering it requires can temporarily affect drainage.
- Maintain your rough grade to prevent flooding and water seepage into the foundation during this process.

Roof Water Management:

- Do not remove splash blocks or downspout extensions from under the downspouts.
- Ensure they remain in place and are sloped to direct roof run-off away from your home.

Tilling for Landscaping:

- When preparing the ground for landscaping by tilling, try to till parallel to drainage swales rather than across them to minimize disruption.

Settling and Maintenance:

- Some settling around your home is expected, especially after heavy rainfall or snowmelt.

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- Regularly inspect the perimeter of your home for signs of settling and fill settled areas as needed to maintain positive drainage.

Proper grading and drainage are vital for the longevity and stability of your home. Be vigilant in maintaining these aspects to protect your foundation and property from potential issues.

Landscaping

Creating a well-designed and maintained landscape not only enhances the aesthetics of your home but also plays a vital role in protecting your property and the environment.

Basic Landscaping Planning:

- Once you receive rough grade approval and weather permits, plan to install the basic components of your landscaping. Well-designed landscaping helps prevent erosion and safeguards your home's foundation.
- Comply with any homeowner's association requirements regarding timely landscaping.

Considerations for Additions:

- Before adding permanent improvements like patios, consider soil conditions and check local municipality requirements for permits.

Backfill and Drainage:

- Understand that soil around your foundation, known as backfill, is less compact than undisturbed ground. Proper landscaping and drainage maintenance can prevent drainage issues like wet basements.
- Settlement in backfill areas should be promptly addressed to avoid damage to your home. DAYTONA provides one load of fill material for settlements exceeding one cubic metre.
- Keep downspout extensions in the down position to direct roof run-off away from the foundation.
- Routine inspections of downspouts, backfill areas, and drainage components are essential.

Bark or Rock Beds:

- Ensure that decorative rock or bark bed edging does not obstruct water flow away from your home. You can use landscape fabric to control weeds while allowing moisture evaporation.

Contractors and Drainage:

- Discuss drainage with any contractors working in your yard to preserve your structural warranty coverage.

Planning and Plant Selection:

- Place plants and irrigation heads away from traffic areas and car bumpers.
- Group plants with similar water, sun, and space requirements.
- Consider local climate, ultimate plant size, shape, and growth.

Community Regulations:

- Check with your community developer for landscaping regulations and architectural controls regarding approved shrubs and trees for your area.

Soil Preparation and Fertilization:

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- Provide good soil mixes with organic material and use mulch for moisture retention and weed prevention.
- Prepare soil before installing grass and use appropriate fertilizers, weed and pest controls.

Sprinkler System:

- Plan for efficient irrigation as part of your landscaping.
- Avoid placing sprinkler heads within five feet of your home.
- Conduct weekly operational checks, direct sprinkler heads away from the home, and winterize the system.

Utility Lines:

- Address slight depressions in the lawn along utility trench lines by leveling with topsoil and re-laying sod.

Timing for Landscaping:

- Avoid leaving the ground un-landscaped to prevent erosion. Check local municipality regulations for landscaping completion deadlines after possession.

Roofing

The shingles on your roof typically do not require any treatment or sealer. They are designed to withstand the elements on their own.

Slight Variations: Slight colour variations and variations in the roof's level are normal and unavoidable. These may occur due to factors such as roof sheeting puckering or the expansion of shingles between nails.

Clean Gutters: Regularly maintain your gutters and downspouts to keep them free of debris. Proper drainage is essential for preventing water from accumulating on the roof.

Detecting Leaks: If a roof leak occurs, try to pinpoint the exact location. Identifying the source of the leak while the roof is dry will make repairs more straightforward.

Limit Roof Walking: Limit walking on your roof to prevent loosening of roofing materials, which could lead to leaks. Avoid walking on the roof when the shingles are wet, as they can be slippery and dangerous.

After Severe Weather: Following severe storms, visually inspect the roof for any signs of damage. Notify your insurance company if you find pieces of shingle in the yard or notice lifted shingle edges on the roof.

Troubleshooting Tips for Roof Leaks: Please note that roof leaks cannot be repaired while the roof is wet. If you encounter a roof leak, follow these steps:

1. **Confirm the Source:** Ensure that the water is indeed coming from the roof and not due to other factors such as plumbing leaks, open windows on higher floors, ice damming conditions, clogged eavestroughs, blowing rain or snow through roof vents, or gaps in caulking.
2. **Contain Dripping Water:** Place a container under the dripping water to prevent further damage.
3. **Address Ceiling Damage:** If the ceiling is involved, use a screwdriver to poke a small hole in the drywall to release trapped water and prevent further ceiling damage.
4. **Protect Personal Belongings:** Remove personal belongings from the affected area to prevent damage to them. In case of damage, contact your homeowner insurance company to submit a claim.

Even if these troubleshooting tips do not immediately resolve the issue, documenting the information gathered will be valuable for the service provider you contact for repairs.

Siding

Siding is a critical component of your home's exterior, and it comes in various types, including vinyl, composite wood (such as Hardie Board), flat panel (like Smart Board), and more. The need for proper maintenance and care applies to all siding types.

Expansion and Contraction: Siding materials naturally expand and contract in response to changes in humidity and temperature. This can result in slight waves or distortions in the siding's appearance under specific weather conditions. It's important to note that these minimal variations are a normal part of siding performance and cannot be entirely eliminated.

Avoid Heat Sources: To protect your siding from damage, avoid placing items that generate heat, such as candles, patio torches, or BBQs, too close to the siding. Excessive heat can warp or melt certain siding materials, affecting both their appearance and functionality.

Proper care and attention to your home's siding will help maintain its visual appeal and structural integrity over time.

Mechanical, Plumbing and Electrical

Carbon Monoxide Detectors

Carbon monoxide (CO) detectors are critical safety devices in your home, designed to alert you to the presence of this colourless, odourless, and potentially deadly gas. To ensure they function effectively, it's crucial to understand their maintenance and replacement requirements.

Always consult the manufacturer's manual for specific instructions. Each model may have unique features or maintenance needs. The manual is your best resource for accurate information on the care and life expectancy of your particular carbon monoxide detector.

Regular Testing and Maintenance: Test your carbon monoxide detectors regularly (ideally monthly) to ensure they are working correctly. Most units have a test button that, when pressed, will sound the alarm to confirm the detector is operational. If your detector doesn't respond during testing, replace the batteries immediately and test again. If it still fails to respond, it may need to be replaced.

Battery Replacement: Carbon monoxide detectors play a crucial role in home safety, alerting you to the presence of this dangerous gas. Proper maintenance is essential to ensure their reliability and effectiveness.

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Battery Management: While your carbon monoxide detectors are hardwired to your home's electrical system, they also include a battery backup. This backup is vital during power outages when the risk of carbon monoxide buildup can be higher due to the use of alternative heating and lighting methods. A practical habit is to replace these batteries when you adjust your clocks for daylight saving time. This routine ensures your detectors are always powered and ready to protect you and your family.

Regular Cleaning: Dust and debris can impair the performance of your carbon monoxide detectors, potentially leading to false alarms or a failure to detect carbon monoxide. To prevent this, it's important to clean each detector monthly. Use a soft brush or a cloth to gently remove dust from the outside of the unit. Avoid using cleaning agents or solvents, as these might damage the sensors.

After cleaning, always perform a test by pressing the test button on the detector. This simple step confirms the alarm is functioning correctly and is a critical part of your monthly maintenance routine.

Refer to the Manufacturer's Manual: Each model of carbon monoxide detector can have specific care instructions. Always refer to the manufacturer's manual for detailed information on the care of your detectors and their recommended replacement intervals.

Lifespan and Replacement: Be aware that carbon monoxide detectors do not last forever. Typically, they need to be replaced every five to 10 years. Keep track of the installation date and plan for replacement before the end of their effective service life. Aging detectors may not detect carbon monoxide accurately, which could be hazardous.

Detector Placement: Ensure your detectors are correctly installed in key areas of your home – near sleeping quarters and on each level including the basement. They should be positioned away from direct sources of heat and humidity and at least 15 feet away from fuel-burning appliances to avoid false alarms.

Adherence to these guidelines ensures that your carbon monoxide detectors will remain effective and reliable, safeguarding your home and family from this invisible threat.

Electrical Systems

Understanding the electrical systems in your home is crucial for both your safety and convenience.

Breaker Panel: Familiarize yourself with the location of the breaker panel in your home. This panel includes a main shut-off that controls all electrical power to the home, and individual breakers that control separate circuits. Each breaker is marked to help you identify which one is connected to specific appliances, outlets, or services. In case of any electrical failure in your home, always check the breakers in the main panel box.

ARC Fault Circuit Interrupter (AFCI): AFCIs are safety features required for all bedroom outlets. They protect against injuries or damage caused by items with damaged cords, loose connections, or damaged wires inside walls. If an AFCI breaker trips, check cords used in the affected outlet before resetting the AFCI breaker at the electrical panel. Turn the breaker off and then back on to reset it. These outlets are also sensitive to vacuum cleaners.

Circuit Breakers: Circuit breakers have three positions: on, off, and tripped. When a circuit breaker trips, it must first be turned off before it can be turned on again. Simply switching it from tripped to "on" will not restore service.

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Breaker Tripping: Circuit breakers can trip due to various reasons such as overloads, worn cords, defective appliances, or operation of an appliance with a voltage requirement that exceeds the circuit's capacity. If a circuit trips repeatedly, unplug all items connected to it and reset it. If it continues to trip with nothing connected, contact an electrician.

Fixture Location: Light fixtures are installed in the locations indicated on your floor plans. Any changes to fixture locations to accommodate specific furniture arrangements or room use must be specified in writing before the final plans are implemented.

Ground Fault Interrupters (GFIs): GFIs are essential safety features installed in areas where contact with water while using electric appliances or tools is possible, such as bathrooms, kitchens, exterior outlets, and garages. GFIs have a test and reset button and should be tested monthly. If a GFI trips during normal use, it may indicate a faulty appliance.

Grounded System: Your electrical system is a three-wire grounded system. Never remove the bare wire that connects to the box or device.

Light Bulbs: You are responsible for replacing burned out light bulbs, except for those noted during your orientation.

Modifications: If you wish to make any modifications to your electrical system, contact the electrician who completed the work in your home. Using another electrician during the warranty period may void that portion of your warranty.

Outlets: New outlets may be initially difficult to use due to safety features. If you encounter difficulty when plugging in devices, push harder on the plug.

Troubleshooting Tips for Electrical Service Issues:

- **No Electricity Anywhere in the Home:** Check if the service is out in the entire area and verify that both the main breaker and individual breakers are in the "on" position.
- **No Electricity to One or More Outlets:** Ensure that the main breaker and individual breakers are in the "on" position, check any applicable wall switches, verify that the GFI is set (if applicable), confirm that the item you want to use is plugged in and works, and check if the bulb in the lamp is functioning.
- **Underground Cables:** Before digging, check the location of buried service leads by calling the local utility locating service to avoid damaging underground cables.

Understanding your electrical systems and conducting regular checks can help ensure the safety and functionality of your home's electrical components. If you encounter persistent electrical issues, it's essential to seek professional assistance from an electrician.

Fireplace

DAYTONA offers both direct-vent gas fireplaces and electric fireplaces. It's essential to read and follow all manufacturers' directions to ensure the safe and efficient operation of your fireplace, whether it's gas or electric.

Gas Fireplace

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- **CAUTION:** The exterior vent cover for a direct-vent gas fireplace becomes extremely hot when the fireplace is operating.
- **Downdraft:** Keep in mind that excessive winds can cause a downdraft, potentially blowing out the pilot light. In the event of a downdraft, you may need to relight the pilot light before using the fireplace.
- **Glass Care:** Prior to using the gas fireplace, please remove the protective plastic cover from the fireplace glass. It's crucial to clean the glass after approximately 10 hours of use to prevent any film from burning onto the glass, which can cause stains. Always use the cleaning product recommended by the manufacturer to clean the glass. Using household glass cleaner can damage the glass, and this damage is excluded from warranty coverage.
- **Ignition Delay:** A slight delay between turning the thermostat on and flame ignition is normal. The flames should ignite gently and silently. If you notice any deviation from this, along with a gas odour, immediately shut off the thermostat and report it to the gas company for inspection and repair.
- **Prolonged Use:** Avoid leaving the gas fireplace on for extended periods of time, as the heat could cause the decorative trim to discolour. Please refer to the manufacturer's manual for operating guidelines.

Electric Fireplace

Electric fireplaces offer a convenient and energy-efficient alternative to gas fireplaces.

- **Realistic Flames:** Electric fireplaces often come with adjustable settings for flame realism. You can enjoy the ambiance of a fire without the actual heat. Adjust the flame settings according to your preference.
- **Heating Mode:** Electric fireplaces can also provide supplemental heat for your home. When using the heating function, ensure that the fireplace is plugged into an appropriate electrical outlet with the necessary voltage capacity. Keep flammable materials away from the heating vent.
- **Remote Control:** Many electric fireplaces come with remote controls for easy operation. Keep the remote control in a safe and easily accessible place.
- **Cleaning:** Electric fireplace glass should be cleaned periodically to maintain its appearance. Use a soft, damp cloth to clean the glass surface. Ensure that the fireplace is turned off and unplugged before cleaning.
- **Safety Features:** Electric fireplaces often include safety features such as overheating protection. If the fireplace detects an unsafe temperature, it will automatically shut off. Familiarize yourself with these safety features.
- **Maintenance:** Electric fireplaces generally require minimal maintenance. However, it's a good idea to periodically inspect the electrical cord and plug for any signs of wear or damage. If you notice any issues, contact a qualified technician for repairs.
- **Energy Efficiency:** Electric fireplaces are known for their energy efficiency. They provide zone heating, allowing you to heat the room you're in without heating the entire house. This can result in energy savings.

By following these guidelines, you can enjoy the comfort and beauty of your gas or electric fireplace while prioritizing safety and efficiency. Regular maintenance and vigilance are essential to ensure the continued safe operation of your fireplace, whether it's gas or electric.

Gas Shut Offs

In your home, you will find shut offs on gas lines near their connection to each item that operates on natural gas. Additionally, there is a main shut-off at the meter. During your orientation, we will point out the locations of these shut offs. It is important to be familiar with their locations and how to use them for safety purposes.

Gas Leak Emergency: If you suspect a gas leak in your home, it is crucial to take immediate action to ensure the safety of you and your family. Follow these steps:

- **Leave the Home:** If you smell gas or suspect a leak, leave your home immediately. Do not use any electrical switches, appliances, or devices, including phones, as they could create sparks that may ignite the gas.
- **Call from a Different Location:** Once you are safely outside your home, use a phone from a different location, such as a neighbour's house or a mobile phone, to call the gas company's emergency service. Do not use your home phone or any other device inside your home.
- **Request Emergency Service:** When you call the gas company, inform them of your suspicion of a gas leak and request emergency service. Provide them with your address and any other information they may require.
- **Do Not Return Until Cleared:** Do not re-enter your home until the gas company has determined that it is safe to do so. They will conduct an inspection to ensure that the gas leak has been resolved and that it is safe for you to return.

Gas leaks can be extremely dangerous, as natural gas is highly flammable. It is essential to prioritize safety and take immediate action if you suspect a gas leak. Being familiar with the location of gas shut offs and knowing how to respond in the event of a gas leak can help protect your home and your family from potential hazards.

Plumbing

A water-saving regulation that went into effect in 1993 prohibits the manufacturing of toilets that use more than 1.6 gallons of water per flush. In the search for a balance among comfort, convenience, and sensible use of natural resources, the government conducted several studies and determined that the 1.6 gallon toilet turned out to be the size that overall consistently saves water.

Flushing these toilets twice is occasionally necessary to completely empty the bowl. Even though you flush twice on occasion, rest assured that overall you are saving water and we have complied with the law. Similarly, flow restrictors are manufactured into most faucets and shower heads and cannot be removed. We apologize for any inconvenience this may cause.

Aerators: Even though your plumbing lines have been flushed to remove dirt and foreign matter, small amounts of minerals may enter the line. Aerators on the faucets strain much of this from your water. Minerals caught in these aerators may cause the faucets to drip because washers wear more rapidly when they come in contact with foreign matter.

Basement Construction: If you perform any construction in your basement, ensure that the plumbing lines in the basement or crawl space are not isolated from the heating source without insulation being added. This will allow water lines to freeze and could lead to water leakage.

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Cleaning: Follow the manufacturer's directions for cleaning fixtures. Avoid abrasive cleaners as they remove the shiny finish and leave behind a porous surface that is difficult to keep clean. Clean plumbing fixtures with a soft sponge and soapy water (a non-abrasive cleaner or a liquid detergent is usually recommended by manufacturers), then polish the fixtures with a dry cloth to prevent water spots. Care for brass fixtures with a good-quality brass cleaner, available at most hardware stores.

For fiberglass tubs and showers, avoid harsh cleaners and use mild soap and water or mild cleaning products. A thin coat of gel-gloss applied to a clean fixture can help restore the shine of fiberglass. Avoid applying it to the floor as it produces a slippery surface.

Clogs: The main causes of toilet clogs are domestic items such as disposable diapers, excessive amounts of toilet paper, sanitary supplies, Q-tips, dental floss, and children's toys.

Improper garbage disposal use also causes many plumbing clogs. Always use plenty of cold water when running the disposal as this helps cool the motor, allowing it to last longer. Allow the water to run 10 to 15 seconds after shutting off the disposal.

You can usually clear clogged traps with a plumber's helper (plunger). If you use chemical agents, follow directions carefully to avoid personal injury or damage to the fixtures.

Clean the drain stopper by loosening the nut under the sink at the back, pulling out the rod attached to the plunger, and lifting the stopper. Clean and return the mechanism to its original position.

Dripping Faucet: You can repair a dripping faucet by shutting off the water at the valve at the main valve location, removing the faucet stem, changing the washer, and reinstalling the faucet stem. The shower head can be repaired the same way. Replace the washer with another of the same type and size. You can minimize the frequency of this repair by turning the faucets on and off without excessive force.

Extended Absence: If you plan to be away for an extended period, you should drain your water supply lines. To do this, shut off the main supply line and open the faucets to relieve pressure in the lines. You may also wish to shut off the water heater. Consult the manufacturer's literature for details on how to do this.

Freezing Pipes: Provided the home is heated at a normal level, pipes should not freeze. Set the heat at 15° C (60° F) if you are away during winter months. Keep garage doors closed to protect plumbing lines running through this area from freezing temperatures.

In unusually frigid weather or if you will be gone more than a day or two, open cabinet doors to allow warm air to circulate around pipes. Use an ordinary hair dryer to thaw pipes that are frozen. Never use an open flame.

Gold or Brass Finish: Avoid using any abrasive cleaners on gold or antique brass fixtures. Use only mild detergent and water or a cleaning product recommended by the manufacturer.

Jetted Tubs: If your home includes a jetted tub, follow manufacturer directions for its use and care. Never operate the jets unless the water level is at least one inch above the jets. Be cautious about using the tub if you are pregnant or have heart disease or high blood pressure; discuss the use of the tub with your doctor. Tie back or pin up long hair to keep it away from the jets where it might become tangled—a potentially dangerous event.

Clean and disinfect the system every one to two months, depending on usage. To do this, fill the tub with lukewarm water and add one cup of liquid chlorine bleach. Run the jets for 10 to 15 minutes, drain and fill again. Run the tub jets for 10 minutes with plain water and then drain.

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Avoid abrasive cleansers which will damage the surface and make it difficult to keep clean.

Laundry Tub: If you have a laundry room tub, the faucet does not have an aerator. This is to allow the tub faucet to accept a hose connection.

Leaks: If a major plumbing leak occurs, the first step is to turn off the supply of water to the area involved. This condition likely means shutting off the water to the entire home. Once you have done so, we recommend contacting the appropriate contractor and/or DAYTONA.

Low Pressure: Occasional cleaning of the aerators on your faucets (normally every three to four months) will allow proper flow of water. The water department controls the overall water pressure.

Marble or Manufactured Marble: Marble and manufactured marble will not chip as readily as porcelain enamel but can be damaged by a sharp blow. Avoid abrasive cleaners or razor blades on manufactured marble; both will damage the surface. Always mix hot and cold water on manufactured marble sinks; running only hot water can damage the sink. Do not clean marble with abrasive cleaners or vinegar; use a special marble cleaner. Seal your marble annually to avoid permanent stains.

Outside Faucets: Outside faucets are freeze-proof, but in order for this feature to be effective, you must remove hoses during cold weather, even if the faucet is located in your garage. If a hose is left attached, the water that remains in the hose can freeze and expand back into the pipe, causing a break in the line. Repair of a broken line that feeds an exterior faucet is a maintenance item. DAYTONA's warranty excludes hose bib freezing and the resulting damage.

Porcelain: You can damage porcelain enamel with a sharp blow from a heavy object or by scratching. Do not stand in the bathtub wearing shoes unless you have placed a protective layer of newspaper over the bottom of the tub. If you splatter paint onto the porcelain enamel surfaces during redecorating, wipe it up immediately. If a spot dries before you notice it, use a recommended solvent.

Running Toilet: To stop running water, check the shut-off float in the tank. You will most likely find it has lifted too high in the tank, preventing the valve from shutting off completely. In this case, gently bend the float rod down until it stops the water at the correct level. The float should be free and not rub the side of the tank or any other parts. Also check the chain on the flush handle. If it is too tight, it will prevent the rubber stopper at the bottom of the tank from sealing, resulting in running water.

Shut-offs: Your main water shut-off is located near your meter. You use this shut-off for major water emergencies such as a water line break or when you install a sprinkler system or build an addition to your home. Each toilet has a shut-off on the water line under the tank.

Sprinklers: You should routinely inspect sprinkler heads and provide seasonal service to maintain proper functioning.

Stainless Steel: Clean stainless-steel sinks with soap and water to preserve their luster. Avoid the use of steel wool or abrasive cleaners; these will damage the finish. An occasional cleaning with a good stainless-steel cleaner will enhance the finish. Stubborn hard water marks can usually be removed with products such as Vim or Cameo. Always wipe in the direction of the grain and rinse thoroughly.

Avoid leaving produce on a stainless-steel surface since prolonged contact with produce can stain the finish. If you are using bleach, the solution must be diluted to prevent damage to the surface.

Tank Care: Avoid exposing the toilet to blows from sharp or heavy objects, which can cause chipping or cracking. Avoid abnormal pressures against the sides of the tank. It is possible to crack the tank at the points where it is attached to the bowl.

Troubleshooting Tips: Plumbing

No Water Anywhere in the Home: Before calling for service, check to confirm:

- Main shut-off on the meter inside your home is open.
- Main shut-off at the street is open.
- Individual item shut-off is open.

No Hot Water: See “Water Heater”

Leak Involving One Sink, Tub, or Toilet: Before calling for service, check to confirm:

- Caulking and grout are in good condition.
- The shower door or tub enclosure was properly closed.

If these items do not resolve the issue, turn the water supply off to the item. Use other facilities in your home and report the problem on the next business day. If a leak involves a main line, turn the water off at the meter in your home and call the emergency number for service.

Backup at One Toilet: If only one toilet is affected, corrections occur during normal business hours.

- Shut off the water supply to the toilet involved.
- Use a plunger to clear the blockage.
- Use a snake to clear the blockage.

Sewer Backup Affecting Entire Home:

- Contact the plumber listed on your Emergency Phone Numbers sheet and notify our warranty office.
- Remove personal belongings to a safe location. If items are soiled, contact your homeowner insurance company.

Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

Smoke Detectors

Smoke detectors are essential safety devices in your home, designed to alert you to the presence of smoke and potential fires. Proper care and maintenance of these devices are crucial to ensure they function correctly when needed. Start by carefully reading the manufacturer’s manual that comes with your smoke detectors; it will provide you with detailed information on the care and maintenance specific to your detectors.

Batteries: While smoke detectors are typically hardwired into your home's electrical system, they also come with a battery backup. It is a common and essential practice to change the batteries in your smoke detectors when you change your clocks for daylight saving time. Fresh batteries help ensure the continued operation of your detectors, even during power outages.

Regular Cleaning: To maintain the effectiveness of your smoke detectors and prevent false alarms or a lack of response in a fire, it's essential to clean them regularly. Follow these steps for cleaning:

- **Monthly Cleaning:** Clean each smoke detector at least once a month.
- **Cleaning Process:** Use a soft, dry cloth or a vacuum cleaner with a brush attachment to gently clean the outside of the detector. Removing dust and debris helps prevent interference with the sensors.

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- **Test the Alarm:** After cleaning, always push the test button on the smoke detector to confirm that it is working correctly. The test button activates the alarm briefly to ensure it responds as expected.

By following these care and maintenance practices, you can help ensure that your smoke detectors are in optimal working condition to provide you and your family with vital early warning in case of a fire.

Sump Pump

Sump pumps are essential for preventing basement flooding by efficiently removing excess water. Regular maintenance ensures they function correctly when needed. A sump pump operates to protect your basement from flooding.

- **Power Connection:** Verify that your sump pump is plugged in and the breaker is in the "on" position. If you notice water on the floor near the pump or seeping in from perimeter walls, check the plug and breaker. If issues persist, consider calling for service, and label your request as "urgent."
- **Storm Sewer Connection:** If your sump pump is connected to a storm sewer, it's crucial to disconnect the coupling to prevent freezing during the winter months. Frozen storm water lines can lead to burst pipes and similar issues as with an exterior hose bib connection. Ensure this disconnection to prevent potential damage.
- **Sump Pump Hose:** If your sump pump has a hose to direct water away from your foundation, it's advisable to remove the hose before winter. Storing the hose during the winter months is essential because winter snow and ice can damage it. Reinstall the hose in early spring to reduce the risk of water pooling around your foundation.

Regular maintenance of your sump pump ensures its reliability during wet weather and helps prevent potential flooding issues in your basement. By following these steps, you can keep your sump pump in good working condition and protect your home from water damage.

Water Heater

Proper maintenance of your water heater is essential for its longevity and efficient operation. Here are some guidelines and tips to ensure your water heater functions optimally, including maintenance tips for on-demand (tankless) water heaters. Carefully read and follow the manufacturer's literature for your specific model of water heater.

Condensation: It's normal to observe condensation inside your new water heater, which may drip onto the burner flame. This is generally harmless and typically disappears after a short period.

Draining the Tank: Review and follow the manufacturer's recommended timetable and instructions for draining several gallons of water from the bottom of traditional tank-style water heaters. This practice helps reduce the accumulation of chemical deposits from the water, extending the life of the tank and saving energy.

Safety: Maintain a safe environment around your gas-fired water heater by vacuuming the area to prevent dust accumulation, which can interfere with proper flame combustion. Avoid using the top of the heater as a storage shelf to ensure safe and efficient operation.

Temperature Settings: Set the thermostat to the recommended "normal" setting for everyday use. Higher temperature settings can result in wasted energy and increase the risk of scalding. Additionally, setting the water heater to a higher temperature may cause the overflow valve to activate more frequently. Keep in mind that hot water will take longer to reach fixtures that are farther from the water heater.

No Hot Water: Before calling for service, perform these checks to potentially identify and resolve the issue:

- Ensure that the temperature setting is not on "vacation" or set too low.
- Verify that the scald protection is not set too low on the shower tap.
- Make sure the water supply valve is open.
- Inspect the exhaust and intake ducts to ensure they are clear of ice and debris.
- Check for any strong odours from activities like painting that may have interfered with the system.
- Restart the water heater by unplugging it and plugging it back in.

Strong odours can sometimes affect the function of the water heater. A sensor may need to be temporarily removed during activities like cleaning or painting basement floors. Refer to your manufacturer's literature for specific details and additional troubleshooting tips.

On-Demand (Tankless) Water Heater Maintenance: If your home is equipped with an on-demand (tankless) water heater, it operates differently from traditional tank-style water heaters. While it doesn't have a tank for storing hot water, it heats water on demand as you use it. Maintenance for on-demand water heaters may involve:

- **Flushing:** Periodically flush the system to remove mineral deposits that can accumulate over time. Follow the manufacturer's instructions for your specific on-demand water heater model. Flushing helps maintain the unit's efficiency.
- **Inspect Components:** Check the unit's components, including the heat exchanger and valves, for any signs of wear, corrosion, or debris. Clean or replace components as needed to ensure proper

operation.

- **Clean Filters:** Some on-demand water heaters have inlet screens or filters. Regularly clean or replace these filters to prevent clogs and maintain water flow.
- **Vent Inspection:** If your on-demand water heater is vented, ensure that the venting system is clear of obstructions and functioning correctly.
- **Scheduled Maintenance:** Consider scheduling professional maintenance for your on-demand water heater to address specific manufacturer-recommended tasks and ensure its long-term performance.
- By following these maintenance tips, you can help extend the life of your water heater and ensure it continues to provide hot water efficiently and reliably.

Building Materials and Finishing

Masonry (Brick and Stone)

Masonry, including brick and stone, is celebrated for its exceptional durability and minimal maintenance requirements, making it an ideal choice for your home's exterior. For easy reference, your exterior colour chart includes details of your specific brick or stone colour.

Efflorescence: Efflorescence, the white, powdery deposit often seen on masonry surfaces, is a natural occurrence. It results from water evaporation that leaves salt deposits behind. While it doesn't harm the structure, it can be aesthetically displeasing. To remove efflorescence, gently scrub the area with a stiff brush and vinegar. For more stubborn cases, seek commercial cleaning products specifically designed for efflorescence at your local home center or hardware store.

Tuck-Pointing: Over time, the mortar between bricks or stones may deteriorate. Tuck-pointing, the process of renewing these mortar joints, becomes necessary to maintain structural integrity and prevent water infiltration. Generally, this is a task for experienced professionals and might be required every few years, depending on environmental conditions and the quality of the original work. Apart from this, regular maintenance of brick and stone exteriors is minimal.

Weep Holes: In your brickwork, small openings known as weep holes might be visible, particularly along the lower rows of bricks. These are not defects; rather, they are an integral part of the masonry design. Weep holes serve as vital exit points for moisture that may accumulate behind the brick facade. It is crucial to keep these holes unobstructed to prevent moisture-related issues such as mould or structural damage. Ensure that landscaping materials, dirt, or debris do not block these weep holes.

By understanding these key aspects of masonry, you can better appreciate and maintain the beauty and functionality of your home's exterior, ensuring it remains in excellent condition for years to come.

Cabinets

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Your interior colour chart serves as a handy guide, detailing the brand, style, and colour of the cabinets in your home. When it comes to wood or wood veneer cabinets, embrace the natural beauty and uniqueness of the material. Variations in grain and colour are common (both between different pieces and within a single cabinet) due to the inherent properties of wood and its interaction with stains.

Cleaning and Maintenance: To maintain the elegance of your wood cabinets, we recommend products like lemon oil or polishes that include scratch cover. These products should be used sparingly – only once every three to six months – to prevent build-up and maintain the cabinet's finish. Always follow the directions on the product container. It's important to avoid paraffin-based spray waxes and water for cleaning, as they can diminish the finish's lustre and lead to damage.

Hinge and Drawer Glide Care: If you notice that cabinet hinges are catching or drawer glides are sluggish, a small application of silicone lubricant can significantly improve their function. This simple maintenance step ensures smooth operation and extends the life of these components.

Preventing Moisture Damage: Be cautious with appliances that generate a lot of moisture, such as crock pots. Operating these appliances too close to your cabinets can lead to surface damage or warping. To prevent this, do not position such appliances directly beneath cabinets. Additionally, use your range hood fan during cooking to help minimize moisture exposure and protect your cabinets.

Understanding Wood Grain Variations: Each wood species used in cabinet making has its unique characteristics. For example:

- **Maple:** Known for its fine, smooth grain, maple's colour ranges from nearly white to reddish brown. It may exhibit mineral or sugar streaks, adding to its unique appeal.
- **Oak:** Oak features a long, linear grain with visible rays. It can show small pinholes or tight knots. Its colour spectrum includes golden tones, grays, and even greens.
- Like maple and oak, other wood types also have distinct traits. These variations in grain, colour, and response to stains and finishes contribute to the natural beauty and individuality of your wood cabinets. Embracing these variations is part of appreciating the natural elegance of wood products in your home.

Carpet

Your home's interior colour chart is a valuable resource, detailing the brand, style, and colour of your carpet. This information is essential for future maintenance and care. Always refer to the manufacturers' recommendations for additional guidance.

Regular vacuuming is the most effective way to extend the life of your carpet. Dirt particles, embedded deep in the carpet pile, act like sandpaper, wearing down the fibres. To mitigate this:

- Vacuum lightly twice a week and thoroughly once a week.
- High-traffic areas may require daily vacuuming to maintain the carpet nap.
- A light vacuuming consists of three passes, while a thorough cleaning may need up to seven.
- Use a vacuum with a beater-bar for effective dirt removal but avoid using beater bars on berber carpeting to prevent damage.
- Professional cleaning is recommended starting 12 to 18 months after installation and typically annually thereafter.

Addressing Common Carpet Issues:

- **Burns:** Trim darkened fibres immediately and clean with a soap free cleaner and water. For extensive burns, consult a professional.
- **Crushing:** Prevent crushing from furniture and traffic by using glides or cups under heavy

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furniture and rotating furniture regularly. Note that some carpets resist matting and crushing better than others.

- **Fading:** To delay fading from environmental factors, vacuum regularly, maintain air filters, control humidity and temperature, and use window coverings to reduce sunlight exposure.
- **Filtration Soiling:** If doors are kept closed, air forced under them can deposit pollutants on the carpet, creating a stain. Regular cleaning is necessary to address this.
- **Fuzzing:** Clip excess fibres on loop carpets. If persistent, consult a professional.
- **Pilling:** Trim fibre balls as they appear. Seek professional advice if widespread.
- **Rippling:** High humidity can cause rippling in wall-to-wall carpeting. If it persists after humidity drops, professional re-stretching may be required.
- **Seams:** Visible seams are normal and typically become less noticeable over time. The visibility of seams can vary based on carpet texture.
- **Shading:** A characteristic of fine-cut pile carpets, shading occurs when pile fibres lie in different directions. Regular vacuuming can temporarily even out appearance.
- **Shedding:** New carpets, especially wool, may shed. Frequent vacuuming helps remove loose fibres.
- **Snags:** Trim snagged fibres carefully. For larger snags, contact a professional.
- **Sprouting:** Cut sprouted tufts with scissors; pulling can damage the carpet.
- **Stains:** Act quickly on spills. Blot, don't rub. Test stain removers in an inconspicuous area first. Be aware of substances that can cause permanent stains or colour changes.
- **Static:** Static electricity can be more prevalent in cooler temperatures. Consider installing a humidifier to mitigate static build-up.

For specific care instructions, refer to your carpet care and maintenance brochures. Remember, consistent and appropriate maintenance is key to keeping your carpet looking and performing its best for years to come.

Caulking

Caulking is a crucial component in the maintenance of various areas in your home. Over time, exposure to elements and normal wear can lead to caulking drying out, shrinking, or cracking. Regular checks and timely repairs are key to ensuring a good seal and preventing potential damage.

Regularly inspect all areas of your home where caulking has been applied, including around windows, doors, and in bathrooms. If you notice any signs of deterioration, such as cracks, gaps, or discolouration, it's time for a repair. Caulking compounds and dispensing guns are readily available at hardware stores. When selecting a caulk, it's crucial to read the manufacturer's instructions to choose the right type for your specific need.

Types of Caulk and Their Uses:

- **Coloured Caulk:** For areas where aesthetics are important, coloured caulking can be a great choice. Available in a variety of shades, it can match or complement different surfaces in your home. Remember, as with any coloured material, dye lots can vary, so try to match the colour as closely as possible to your existing caulk or surrounding area.
- **Latex Caulk:** This type of caulk is ideal for areas that require painting, such as along stair stringers or where wood trim meets walls. Latex caulking is easier to apply and clean up compared to other types and can be painted over; it is a versatile option for many interior applications.
- **Silicone Caulk:** Silicone-based caulks are best suited for areas exposed to water, such as bathrooms and kitchens. They are particularly effective where a tub meets tile or a sink meets a

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countertop. Silicone caulk is durable, flexible, and water-resistant; it is ideal for sealing in moist environments. However, it's important to note that silicone caulk generally can't be painted over, so choose a colour that matches your existing decor.

When applying new caulk, ensure the area is clean and dry to achieve the best adhesion. Remove any old caulk and clean the surface thoroughly before applying the new caulk. Smooth the caulk with a caulking tool or damp finger to ensure a clean, finished look.

By choosing the right type of caulk for each area of your home and performing routine maintenance, you can effectively seal gaps, prevent water damage, and maintain a neat appearance throughout your home.

Ceramic/Glass Tile

Your interior colour chart provides a detailed record of the brand, style, and colour of the tile in your home. It's natural to notice slight variations in colour and pattern between the sample and the installed tile due to the unique characteristics of these materials.

Cleaning Ceramic Tiles: Ceramic tile is valued for its ease of maintenance. To keep your ceramic tiles looking their best:

- Regular vacuuming is sufficient for routine cleaning.
- For a more thorough clean, occasionally mop with warm water. Avoid using detergents, as they can leave a residue.
- If a cleaning agent is needed, opt for a mild solution of warm water and dishwasher crystals, which won't produce a heavy lather on the grout. Ensure you rinse thoroughly after cleaning.
- Ceramic tiles on walls or countertops can be washed with any nonabrasive soap, detergent, or tile cleaner. Avoid abrasive cleaners to maintain the finish.

Glass Tiles: Glass tiles, known for their aesthetic appeal, have some specific characteristics:

- Be aware that grout colour can reflect through the transparent pieces, and bubbles in the grout may sometimes be visible. These aspects are normal for glass tile installations.
- For cleaning, use non-abrasive products to avoid scratching the glass.

Grout Care: Grout plays a crucial role in the functionality and appearance of tile work.

- Regular cleaning of grout is recommended to prevent discolouration or staining. Use a fibre brush with a suitable cleanser for effective results.
- For stubborn stains, grout-specific cleansers and whiteners are available at hardware stores.
- If discolouration persists, particularly in lighter-coloured grouts, consider using a grout whitener for a refreshed look.

Sealing Grout: Deciding to seal the grout is a matter of personal preference, but it can offer additional protection.

- Sealing helps to reduce moisture absorption and can prevent staining.
- Regular maintenance of the sealant is necessary to ensure ongoing effectiveness.

Addressing Tile and Grout Issues: Keep an eye out for any separations or cracks in the grout, as these can be indicators of underlying issues.

- Small cracks or separations can be fixed using tub caulk or premixed grout from your local hardware store.
- Follow the directions on the product for the best results.

Tile Finish Considerations: Different tile finishes require different maintenance approaches.

- Glossy surfaces are easier to clean but can be slippery when wet.
- Matte or textured tiles may require more frequent cleaning as they tend to hold onto dirt.

Regular Inspections: Periodically inspect your tiles for any signs of wear or damage, such as chips or loose tiles. Addressing these issues promptly can help maintain the longevity and appearance of your tiled surfaces.

By adhering to these maintenance guidelines, you can ensure that your ceramic and glass tiles continue to enhance the beauty of your home for many years to come.

Concrete Flatwork

Concrete flatwork, integral to your home's structure, includes the basement floor, porch, patio, driveway, garage floor, and sidewalks. Proper maintenance is essential for preserving these areas and ensuring the longevity of your home's foundation.

Concrete slabs are designed to be 'floating'. They are not attached to the foundation walls, which allows them to move with changes in soil and temperature. This movement can result in cracking, which is a normal occurrence. Minimizing movement and cracking is achievable by maintaining good drainage around your home, thus preventing moisture from affecting the soil underneath the concrete.

Effective Cleaning Practices:

- **General Cleaning:** Avoid using soap on unpainted concrete. Instead, use plain water with washing soda or a mild scouring powder.
- **Exterior Concrete:** Washing exterior concrete with cold water in hot weather can damage the surface bond due to abrupt temperature changes. Sweep regularly and wash only when temperatures are moderate.
- **Garage Floors:** Sweep the garage floor regularly instead of hosing, as water can worsen soil movement by seeping through existing cracks.

Control Joints and Zip Strips:

- **Control Joints:** These are purposefully installed to manage where cracks may occur, although they don't guarantee cracking will be confined to these areas.
- **Zip Strips:** Zip strips are used in concrete flatwork to create a weakened line where controlled cracking can occur. They help to manage the appearance and placement of cracks in concrete slabs.

Addressing Concrete Cracks: Concrete slabs can shrink during curing, and temperature changes also cause expansion and contraction, leading to cracks. Seal cracks with waterproof concrete caulk to prevent moisture penetration.

Understanding Surface Deterioration: Concrete deterioration, especially on driveways, can occur due to:

- **Spalling:** This is the chipping or flaking of the concrete surface, often caused by freeze-thaw cycles, de-icing chemicals, and heavy vehicle use.
- **Cracking:** Caused by shrinkage, heavy loads, or soil movement.
- **Discolouration:** This can result from oil spills, chemical exposure, or uneven curing.

Special Considerations:

- **Exposed Aggregate Concrete:** More slippery than standard concrete, especially when wet or

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frosty. Extra caution is needed.

- **Heavy Vehicles:** Concrete driveways are meant for residential use; heavy vehicles can cause damage.

Protecting from Ice, Snow, and Chemicals: Promptly remove ice and snow to prevent ice formation. Protect concrete from damaging chemicals like de-icing agents, which can cause surface spalling.

Sealing Your Concrete: Annual application of a concrete sealer can extend the life of your flatwork and keep it clean. This is especially beneficial for unpainted concrete surfaces.

By understanding and following these maintenance guidelines, you can protect and preserve the concrete flatwork around your home, ensuring it remains functional and aesthetically pleasing for years to come.

Countertops

Your interior colour chart serves as a valuable record of the brand, style, and colour of your home's countertops. Retaining this information is beneficial for future reference. Alongside these general care tips and product-specific points, it's also important to consult the manufacturers' recommendations for specialized care of your countertops.

General Tips for All Countertops:

- **Cleaning:** Use non-abrasive cleaners to maintain the luster of all countertop surfaces, regardless of material.
- **Cutting Board:** Always use a cutting board when chopping or cutting, to protect the surface and, in the case of granite, to also protect your knives.
- **Heat:** Avoid placing hot items directly on the countertops. As a rule of thumb, if it's too hot for your hands, it's too hot for the counter.
- **Mats:** Avoid rubber drain mats on laminate countertops as they can trap moisture, causing warping or blistering. Dry any wet areas promptly.
- **Wax:** While not necessary, wax can be applied to make countertops shine.

Granite Countertops

Granite, a natural stone, varies from slab to slab, with no two surfaces ever being identical. This material can display visible cracks, blemishes, and fissures, but these do not affect its durability.

- **Acids:** Be cautious of acids from citrus fruits or sodas, as they can etch the surface.
- **Chips:** Avoid chopping directly on granite, as it can chip.
- **Cleaning:** Use a soft cloth with a neutral cleaner or stone soap. Avoid abrasive pads and certain cleaners that can etch the surface.
- **Sealing:** Granite should be resealed every one to two years. Use a silicone impregnator for sealing and follow the specific instructions for application.

Laminate Countertops

Laminate countertops are made from layers of paper and resins bonded to a wood base.

- **Caulking:** Maintain the caulking at joints and around sinks to prevent moisture from seeping underneath.
- **Cleaning:** Use a mild detergent solution and avoid abrasive cleaners. A baking soda paste can remove stains.
- **Heat and Moisture:** Protect from heat sources and avoid leaving moisture on the surface, especially at joints.

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- **Joints:** Avoid placing hot appliances over joints as it can cause separation.

Quartz Countertops

Quartz countertops are nearly maintenance-free and do not require sealing.

- **Cleaning:** Use soap and water or a mild detergent. For tough stains, a non-abrasive household cleaner can be used. Avoid harsh chemicals.
- **Heat:** Use a trivet or hot pad under hot items to prevent damage.
- **Scratches:** While scratch-resistant, it's advisable to avoid using sharp objects directly on quartz surfaces.

By following these care and maintenance tips, you can ensure the longevity and beauty of your countertops, keeping them looking new for years to come.

Doors and Locks

Doors, being wood products, are naturally subject to shrinking and warping due to humidity and temperature changes. Regular maintenance and adjustments can help keep them functioning properly and looking great.

Bi-fold Doors:

- **Adjustment and Lubrication:** Interior bi-fold doors may stick or warp due to weather changes or interior humidity. Apply silicone lubricant to the tracks for smoother operation or adjust the door at the bottom track.
- **Realignment:** Bi-fold doors can easily become misaligned, for example, by catching on clothing. They can typically be realigned easily as part of routine home maintenance.

Exterior Door Finish:

- **Material and Coating:** Your front door is made of insulated steel, primed with baked enamel, and finished with latex paint, offering durability and weather resistance.

Hinge Care:

- **Lubrication:** To address squeaky hinges, remove the hinge pin and apply silicone lubricant. Avoid using oil, as it can attract dirt and gum up.
- **Rust Prevention:** Hinges can rust in high humidity areas. Using range hood and bath fans can help minimize this effect.

Key Management:

- **Duplication:** Keep an original key set aside for making new copies, as duplicating from worn keys can reduce accuracy.

Lock Maintenance:

- **Lubrication:** Use waterproof lubricant on door locks to ensure smooth operation. Avoid oil-based products, which can attract dirt and cause stickiness.

Preventing Door Damage:

- **Careful Use:** Slamming doors can cause damage to the door, hardware, and even the surrounding walls. Educate children on gentle use to avoid these issues.

Managing Wood Shrinkage:

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- **Filling Gaps:** Minor separations in door trim due to shrinkage can be filled with putty, filler, or latex caulk, followed by painting.
- **Panel Maintenance:** Panels in wood doors may require touch-ups with paint or stain due to temperature and humidity changes.

Handling Sticking Doors:

- **Seasonal Adjustments:** If a door sticks due to humidity, wait for a change in weather before making adjustments. Persistent issues may require more significant fixes.

Weather Stripping:

- **Regular Checks:** Inspect and maintain weather stripping and thresholds to ensure a good seal against air leaks and to improve energy efficiency.

By following these maintenance tips, you'll keep the doors and locks in your home in top condition, ensuring they function effectively and contribute to the overall comfort and security of your living space.

Drywall

Drywall is a fundamental component of your home's interior, forming the walls and ceilings that define your living spaces. Over time, you may notice some common issues like cracks, nail pops, and seams. These are typical challenges that can emerge in drywall. They are often the result of natural processes such as wood shrinkage and the normal deflection of rafters to which the drywall is affixed.

Effective Repairs: Resolving these issues typically falls under the purview of routine maintenance. The good news is that most drywall repairs can be easily done.

- **Hairline Cracks:** For minor hairline cracks, a fresh coat of paint can often work wonders, seamlessly concealing these imperfections.
- **Slightly Larger Cracks:** When dealing with slightly larger cracks, consider using spackle; it is readily available at paint and hardware stores.
- **Nail Pops:** These nuisances can be rectified by gently resetting the errant nail with a hammer and punch. Cover the area with spackle; apply two or three thin coats. Once dry, use fine-grain sandpaper to smooth the surface before repainting.
- **Indentations:** In instances where sharp objects have left indentations, use the same method as above.

Custom Paint Colours and Wallpaper: Should you opt for custom paint colours or wallpaper post-closing, it's vital to bear in mind that the passage of time and potential variations in dye lots may result in touch-ups that don't perfectly match the surrounding area.

Addressing Vertical Shrinkage in Two-Story Homes: In two-story homes constructed with wood framing, vertical shrinkage can occur. This natural movement can exert forces on rigid components like drywall, potentially leading to minor cracks. Before repainting a room, these cracks can be filled and primed to ensure a flawless finish.

Managing Nail Pops in Drywall: Nail pops can be a recurring issue as wood expands and contracts with changes in environmental conditions. Typically, they manifest as raised bumps at the upper edge of walls or along truss lines on ceilings.

Repairing Nail Pops: To effectively address nail pops, follow these steps:

1. **Cut Away Damaged Wallboard:** Begin by carefully removing the damaged section of wallboard.

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2. **Adjust or Replace Nails:** Depending on the extent of the issue, either adjust the nail back into place with needle-nosed pliers or replace it with a screw.
3. **Fill with Joint Compound:** Fill the resulting hole with joint compound, applying two or three thin coats for a seamless finish.
4. **Sanding and Repainting:** Once the compound is dry, use fine-grain sandpaper to smooth the surface. Afterward, proceed to repaint the area, blending it seamlessly with the surroundings.

With proper care and timely repairs, you can uphold both the integrity and visual appeal of your home's interior walls and ceilings.

Garage Overhead Door

Proper maintenance of your garage overhead door is essential for its smooth operation and safety. Follow these guidelines to ensure your overhead door remains in optimal condition:

Lubrication and Inspection:

- **30-Weight Oil Application:** Every six months, apply 30-weight automobile oil to all moving parts, including the track, rollers, hinges, pulleys, and springs. Ensure that all hardware is tight, and there's no binding or scraping. Avoid over-lubrication to prevent drips on vehicles or the floor.
- **Electric Eye Safety:** Be aware of the electric eye's safety feature, which stops the door if someone crosses the opening while it's in motion. Keep items away from the electric eye to prevent malfunctions.
- **Lock Maintenance:** If the lock becomes stiff, apply a silicone or graphite lubricant. Avoid using oil on locks, as it can stiffen in winter and make the lock difficult to operate.
- **Opener Operation:** Before using the garage door opener, ensure the door is completely unlocked, and the rope-pull has been removed. Be familiar with the manual operation steps in case of a power failure.
- **Painting Considerations:** Repaint the garage door when repainting your home or as needed for a satisfactory appearance. Be cautious not to get paint on hinges, tracks, or weather stripping, as this may affect door operation.

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Power Outage Security:

- **Secure Disengaged Door:** During an extended power outage, disengage and secure the overhead door using a chain lock for added security.
- **Re-engage Motor Caution:** When power is restored, remove the chain lock and re-engage the motor. Caution: Do not operate the opener when the door is manually locked, as it may damage the motor.

Safety Practices:

- **Manufacturer's Instructions:** Follow the manufacturer's instructions for safe and reliable operation. The moving door can be dangerous.
- **Safe Operation Practices:**
 - Stay clear of the door while it's in motion.
 - Keep hands and fingers away from all parts of the door except the handle.
 - Prevent children from playing around the door.
- **Emergency Cord:** In case of a garage door malfunction, pull the red emergency cord to open the door.
- **Professional Inspections:** After the one-year warranty, have any needed adjustments made by a qualified specialist. The door springs require special tools and knowledge for accurate and safe servicing.

Additional Tips:

- **Spring Adjustment:** Have the springs professionally adjusted before installing a garage door opener, as these adjustments can be dangerous.
- **Periodic Hinge Lubrication:** Lubricate hinges every few years, and inspect perimeter weatherstripping annually, replacing it if necessary.
- **Automatic Door Opener Maintenance:** Most overhead garage doors feature automatic door openers that require periodic maintenance specific to the make and model.
- **Power Outage Procedures:** Familiarize yourself with the procedure to disconnect and reconnect the overhead door during a power outage.
- **Weight Compensation Springs:** Only an experienced installer should repair or install weight compensation springs.
- **Fire-rated Interior Door:** If your garage is attached, ensure the interior door leading to the garage is a fire-rated steel door with an automatic closer. Do not replace it with a conventional wood door, and do not disable the automatic closer to comply with building codes and prevent carbon monoxide risks.

By following these maintenance and safety guidelines, you can ensure the garage overhead door properly functions. Regular inspections and proactive measures are essential for a trouble-free experience.

Hardware

In your home, both cabinet hardware and doorknobs/locks require attention to ensure they operate correctly and securely.

Cabinet Hardware

- **Regular Cleaning:** Wipe down cabinet hardware, such as knobs and handles, regularly to remove dust, dirt, and grease. Use a mild detergent or a mixture of water and vinegar to clean them. Avoid abrasive cleaners that can damage the finish.
- **Tighten Screws:** Just like with doorknobs and locks, cabinet hardware can become loose over time. Inspect the screws holding them in place and tighten them as needed to prevent wobbling.
- **Check Alignment:** Ensure that cabinet doors and drawers close properly and align with the hardware. If the alignment is off, it can put stress on the hardware and affect their longevity.
- **Replace Damaged Hardware:** If you notice any cabinet hardware that is chipped, cracked, or otherwise damaged, consider replacing it. Damaged hardware not only affects functionality but can also impact the aesthetics of your cabinets.

Doorknobs and Locks

- **Regular Inspection:** Periodically inspect all doorknobs and locks in your home for wear, loose screws, or misalignment. Pay close attention to exterior doors for security reasons.
- **Tighten Screws:** Loose screws can compromise the security of your doors. Check and tighten the screws on doorknobs, locks, and strike plates to ensure they are secure.
- **Lubrication:** Apply a small amount of lubricant, such as graphite or silicone spray, to the moving parts of locks and doorknobs. This helps maintain smooth operation and prevents unnecessary wear.
- **Key Functionality:** Test your keys in locks to ensure they turn smoothly. If you encounter resistance, it may be a sign of a problem with the lock.
- **Alignment:** Make sure the latch and strike plate align correctly. Adjust the strike plate if necessary to ensure a secure fit.
- **Locksmith Services:** For significant issues or aging locks, consider hiring a professional locksmith to inspect and repair or replace them.

By following these maintenance tips for both cabinet hardware and doorknobs/locks, you can ensure that they continue to function correctly. Regular upkeep is essential to prevent more significant issues in the future.

Hardwood Floors

Hardwood floors are a stunning addition to your home, but they require special care to keep them looking their best.

General Maintenance:

- **Daily Cleaning:** Sweep your hardwood floors daily using a soft-bristle broom or a microfibre mop to remove dust and debris. This prevents scratches and keeps your floors looking clean.
- **Avoid Excessive Water:** Never clean hardwood floors with excessive water, water and vinegar solutions, or products that require water mixing (e.g., oil soap). Excess moisture can damage the wood and void your warranty.
- **Say No to Wet Cleaners:** Avoid "wet" type cleaners like Swiffer Wet or steam cleaners. Instead, use a manufacturer-recommended cleaner designed for polyurethane finishes when necessary.
- **Preventive Measures:** Place floor protectors under heavy furniture to prevent dimples or damage. Be cautious when moving heavy or sharp objects to avoid floor damage.
- **Furniture Legs:** Install proper floor protectors on furniture legs to minimize scratching and allow easy chair movement.

Humidity Control:

- **Maintain Ideal Humidity:** Keep indoor humidity levels between 35-55% to prevent excessive wood expansion and contraction due to seasonal changes. Use a humidifier in dry winter months to maintain proper humidity.
- **Heating Season (Dry):** Use a power humidifier during dry seasons to minimize shrinkage. Gaps may naturally develop, which is normal for hardwood floors.
- **Non-Heating Season (Humid):** Control humidity levels during humid seasons with an air conditioner, dehumidifier, or heating system fan. Avoid excessive water tracking during rainy periods.

Other Considerations:

- **Pet Care:** Keep your pets' claws trimmed to prevent scratches and damage to the hardwood surface.
- **Recoating:** Depending on your lifestyle, consider an application of an additional coat of polyurethane by a qualified contractor within six months to one year. Follow the manufacturer's recommendations for other finishes.
- **Gap Management:** Gaps between boards may appear and change with the seasons, especially around heat vents or appliances. This is a normal characteristic of hardwood floors.
- **Shoe Maintenance:** Ensure that high heels are in good repair, as damaged heels can exert excessive pressure on the floor and cause marks.
- **Sound Occurrence:** Changes in moisture levels can result in your hardwood floor emitting sounds. This is a natural phenomenon and nothing to worry about.
- **Spill Cleanup:** Quickly clean up food spills with a dry cloth. For tougher spills, use a hardwood cleaner recommended by the manufacturer.
- **Splinters:** Small splinters of wood may appear when floors are new. These are normal and can be sanded if necessary.
- **Sunlight Protection:** Protect your floors from direct sunlight by using window coverings in exposed areas. Occasionally rotate area rugs and furniture to ensure even shading.
- **Heavy Traffic Areas:** Over time, heavy traffic areas may experience a dulling of the finish. This is normal wear and tear.
- **Warping Prevention:** Avoid exposing the floor to excessive moisture, as it can cause warping. Slight warping around heat vents or appliances is typical.

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- **No Waxing:** Do not wax or use products like oil soap on polyurethane finish floors, as they can interfere with recoating. Focus on preventive cleaning and recoating as needed to maintain the desired luster.

By following these guidelines, you can enjoy the beauty of your hardwood floors for many years to come. Regular maintenance is key to preserving their natural elegance and durability.

Metal Fixtures

Manufacturers treat metal fixtures with a clear protective coating, electrostatically applied, to provide beauty and durability. This coating is not impervious to wear and tear. Atmospheric conditions, sunlight, caustic agents such as paints, and scratches from sharp objects can cause the protective coating to crack or peel, exposing the finish and resulting in spotting and discolouration.

Cleaning: Initial care of these products requires only periodic cleaning with a mild, non-abrasive soap and buffing with a soft cloth.

Corrosion: Water that has a high mineral content is corrosive to any metal coating or solid. Use bottled or filtered water for the best results.

Polish: When peeling, spotting, or discolouration occurs, you can sometimes restore the beauty of the metal by completely removing the remaining coating and hand polishing the item with a suitable polish. Apply a light coat of wax and buff with a soft cloth helps to maintain the gloss.

Tarnish: Like sterling silver, most metal finishes can gradually tarnish and eventually take on an antique appearance.

Mirrors

Mirrors in your home can be a beautiful and functional addition, but they require proper care to maintain their clarity and appearance.

Cleaning:

- Use liquid glass cleaner or glass polisher, which are readily available at most hardware or grocery stores.
- Apply the glass cleaner to a soft, lint-free cloth or paper towel rather than directly to the mirror to avoid overspray.
- Gently wipe the mirror's surface in a circular or back-and-forth motion until it's clean and streak-free.
- For stubborn spots or smudges, you can dampen the cloth slightly with the glass cleaner and then wipe the affected area.

Avoid Acidic Cleaners:

- Avoid using acidic cleaners or abrasive materials on mirrors, as they can damage the glass or its backing.

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- Do not use harsh chemicals or abrasive scouring pads.

Prevent Water Splashing:

- Avoid splashing water under the mirror, as excessive moisture can cause the silvering on the back of the mirror to deteriorate over time.

Protect Plumbing Fixtures:

- Be cautious when cleaning mirrors near plumbing fixtures, such as faucets and handles.
- Some glass cleaning formulas can potentially harm the finish of these fixtures, so it's advisable to avoid contact.

By following these cleaning and care guidelines, you can keep your mirrors looking pristine and free from damage, ensuring they enhance the aesthetics of your home for years to come.

Paint and Stain

The painted and stained surfaces in your home add to its overall esthetic.

Painted Surface Care:

- Clean painted surfaces gently using mild soap and minimal water. Avoid abrasive cleaners, scouring pads, or scrub brushes.
- Note that flat paints are more susceptible to showing washing marks than gloss paints.

Newly Painted Walls:

- After moving in, if you find a light film of drywall dust on your walls due to the construction process, allow the paint to cure for 28-35 days before washing it off. Washing the walls too early can damage the paint and the wall surface.
- Alternatively, lightly vacuum with a brush attachment at any time.

Interior Colour Chart:

- Keep a record of paint and stain colour names, numbers, and brands using the interior colour chart.

Exterior Surface Maintenance:

- Warranty coverage excludes exterior horizontal surfaces on decks and handrails. You are responsible for maintaining deck finishes.
- Normal wear and tear that results in finish changes is not a defect. Excessive substrate moisture can lead to premature finish deterioration.
- Light stains may show shading due to wood absorption rates.
- Regular attention is essential. Check the exterior trim and stained surfaces annually.
- Refinish the exterior trim approximately every 2-3 years or as recommended for your area and climate by the paint manufacturer. Repaint before extensive chipping or wearing away of the finish occurs.
- When repainting the exterior, reset popped nails, remove blistered or peeling paint, sand, apply primer, and paint the entire area with quality exterior paint suitable for local climate conditions.
- Ensure sprinklers do not spray water on exterior walls to prevent water damage.

Severe Weather Damage:

- After severe weather such as hail or wind storms, inspect your home for damage, including lifted shingles and dented or scratched eavestroughs. Report any damage promptly to your insurance

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company.

Stain Touch-Ups:

- For minor interior stain touch-ups, use furniture polish and stain treatment that blends with the wood grain. Follow the product's instructions.

Paint Touch-Ups:

- For paint touch-ups, use a small brush and apply paint only to the damaged area. Note that touch-ups may not perfectly match the surrounding area, even with the same paint mix.
- To repaint a room, prepare the wall surfaces by cleaning with mild soap and water or a suitable cleaning product.

Wall Cracks:

- Wait until after the first heating season to repair drywall cracks or separations due to shrinkage.

Proper care and maintenance of painted and stained surfaces will keep your home looking its best and protect it from wear and tear.

Parging

Parging is a cement product used on various surfaces, and it is important to be aware of its characteristics for proper maintenance.

Crack Development: Over time, minor hairline cracks may naturally develop in parged surfaces. This is a common occurrence due to the expansion and contraction of the material.

Efflorescence Management: Efflorescence, a white, powdery substance that can accumulate on parged surfaces, is a natural phenomenon and cannot be entirely prevented. To address efflorescence:

- Consider scrubbing the affected area with a stiff brush and vinegar.
- Explore commercial products designed to effectively remove efflorescence; these can often be found at your local home centre or hardware store.

Understanding these aspects of parging maintenance will help you maintain the appearance and durability of parged surfaces.

Resilient Flooring

Although resilient floors are designed for minimum care, they do have maintenance needs. Resilient flooring (including types like luxury vinyl plank (LVP), vinyl sheet, and linoleum) requires specific care and maintenance. Adhere to the manufacturer's guidelines for the care and cleaning of your resilient flooring. This may entail using recommended floor cleaners and finishes.

Floor Finish: Certain resilient floors may need regular applications of a suitable floor finish to maintain a glossy appearance. It's crucial to avoid using harsh cleaning or finishing agents, as they can lead to discolouration and staining.

Colour and Pattern: Keep a detailed record of your resilient flooring, including the brand, style, and colour, in your interior colour chart for future reference.

Limit Water: To prevent damage, minimize the use of water on resilient floors. Promptly wipe up spills and vacuum crumbs instead of frequently washing with water. Excessive water can infiltrate seams and edges, potentially causing the material to lift and curl, particularly near entry doors.

Moving Furniture: When moving heavy appliances or furniture, protect your resilient flooring by installing coasters on furniture legs. This precaution helps prevent tears and wrinkles. If damage does occur, professional patching services are available, and remnants of the floor covering materials are typically retained for this purpose.

No Wax Finish: Resilient flooring commonly features a no-wax finish. This clear, robust coating offers both a shiny appearance and durability. However, even this surface can develop scuffs or marks over time. To maintain the finish, follow the manufacturer's recommendations diligently.

Raised Nail Heads: Raised nail heads may become visible due to natural movements of floor joists. In such cases, you can reset the nail by placing a block of wood over it and tapping it gently with a hammer.

Scrubbing and Buffing: Frequent scrubbing or electric buffing can be more taxing on floors than regular foot traffic. If you engage in these maintenance activities, consider using acrylic finishes to protect your resilient flooring.

Seams: Seams in resilient flooring may slightly separate due to shrinkage. To seal seams at tub or floor joints effectively, utilize special caulking. Additionally, do not expose the floor to excessive water from baths and showers to prevent seam-related issues.

Stairs

Stairs are a fundamental part of your home's structure as they provide access between different levels. While it's challenging to prevent all issues with stairs, proper care and maintenance can help keep them in good condition.

Vibration and Squeaks: It's essential to understand that no installation method can entirely eliminate vibration or squeaks in a staircase. Over time, factors like usage and settling can lead to these issues. If you encounter squeaky stairs, consider the following:

- **Squeak Identification:** Locate the source of the squeak by having someone walk on the stairs while you listen for the noise. Identifying the exact spot of the squeak will help with the solution.

Daytona Homes
Care and Maintenance Guide

- **Lubrication:** In some cases, applying a lubricant to the areas where wood rubs against wood can reduce squeaks. Dry powdered graphite or specialized stair squeak-reduction products can be effective.
- **Fasteners:** Check if any screws or nails have become loose. Tighten them, and this may resolve the issue.

Shrinkage Cracks: It's common for a shrinkage crack to develop where the stairs meet the wall. When this occurs, follow these steps for maintenance:

- **Clean the Area:** Ensure the area around the crack is clean and free from debris or dust.
- **Latex Caulk:** Apply a thin bead of latex caulk into the crack. Latex caulk is flexible and will help fill the gap.
- **Drying Time:** Allow the caulk to dry according to the manufacturer's instructions. This usually takes several hours or overnight.
- **Touch-Up:** Once the caulk is dry, touch up the area with paint to match the surrounding wall. This will make the repair less noticeable.

By addressing vibration, squeaks, and shrinkage cracks promptly, you can ensure that your staircase remains safe and functional for years to come. Regular inspection and maintenance are key to identifying and resolving these common staircase issues.

Windows and Screens

Your windows, screens, and doors are essential components of your home. Proper maintenance ensures their longevity and functionality. Here are some maintenance tips for these crucial elements.

Windows

- **Refer to Manufacturer's Warranty:** Check the window manufacturer's warranty and guidelines for specific care instructions.
- **Broken Glass:** For broken glass, contact the window manufacturer for professional re-glazing.
- **Cleaning:** Clean window surfaces with warm, clear water. Avoid using powdered cleansers. Clean the glass as needed with vinegar and water, a commercial glass cleaner, or the product recommended by the window manufacturer.
- **Condensation:** Address condensation on interior surfaces by controlling indoor humidity levels. Use ventilation fans and lower interior temperatures to reduce condensation. If condensation occurs between dual-glazed windowpanes, contact the window manufacturer for inspection and repairs under warranty.
- **Sticky Windows:** Ensure smooth operation of sliding windows by applying silicone lubricant if they become sticky. Avoid petroleum-based products.

Fire Code Requirements: Recent changes in building codes, such as High Intensity Residential Fire (HIRF) requirements, may impact window size and placement in new home constructions. Be aware of these regulations, which vary by location.

Screens

Screen Storage: Many homeowners remove screens during winter to allow more light into their homes. Label each screen as you remove it for convenient re-installation. Handle screens with care to prevent perforation and frame damage.

Invisible Glass: Under certain lighting conditions, door glass may be challenging to see. To avoid accidents, keep the screen fully closed when the glass door is open.

Weep Holes: In heavy rains, water may accumulate in the bottom channel of window frames. Weep holes allow excess water to escape to the outside. Keep these channels and weep holes free of dirt and debris for proper functionality.

By following these maintenance tips, you can ensure that your windows and screens remain in good condition.

Wood Trim

Wood trim is a beautiful addition to your home, but it may undergo shrinkage, particularly during the initial years. Shrinkage of wood trim commonly occurs during the first two years or longer, depending on temperature and humidity. It is especially vulnerable during the heating season. Wood shrinks less lengthwise than across the grain. This can lead to separation at joints between trim pieces.

- **Maintain Stable Temperature:** To minimize the effects of shrinkage, maintain a moderate and stable temperature within your home. Avoid extreme temperature fluctuations.
- **Address Separation:** If shrinkage causes separation at joints of trim pieces, use caulking to fill the gaps. After caulking, touch up the area with paint to blend it seamlessly.
- **Securing Loose Trim:** If a piece of trim pulls away from the wall due to shrinkage, follow these steps:
 1. Drive another nail close to the existing nail hole to secure the trim in place.
 2. Fill the old nail hole with putty to conceal it.
 3. Touch up the area with paint as needed for a cohesive appearance.
- **Base Shoe Repair:** If the base shoe (the small trim between the base moulding and the floor) appears to be lifting due to slight shrinkage of the joists below, follow these steps:
 1. Carefully remove the old nails securing the base shoe.
 2. Re-nail the base shoe to the desired position.
 3. Consider waiting until after the first heating season to make any necessary repairs, as shrinkage may stabilize over time.

By following these maintenance tips, you can address and prevent issues related to wood trim shrinkage.