



Highland Homes
The value leaders.

3020 South Florida Avenue, Suite 101
Lakeland, FL 33803-4058
Phone: 863 619 7103, Fax: 863 619 7995
Website: www.highlandhomes.org

MAINTENANCE ITEMS NOT COVERED BY WARRANTY

AIR CONDITIONING – A/C filters should be changed monthly. The ceiling around the air conditioning discharge vents will become dirty if the air conditioning filters are not changed often enough or if the homeowner smokes in the house or has pets.

APPLIANCES – Be sure to fill out and mail all appliance registration cards. For appliance warranty and service please contact Whirlpool customer service at the number located in your owner's manual.

CARPET/FLOORING – Carpet seams may be visible with certain types of carpet. This is called "piling" and is normal. Your carpet may also tend to loosen and tighten slightly with changes in weather and humidity. If you are cleaning a spill from your carpet, please blot stain with a damp sponge or cloth. Do not scrub carpet to clean a spill, as this will cause the carpet pile to unravel and "blossom". Consult your manufacturer's guide for suggested cleaning methods. Damage to flooring caused by the homeowner will not be covered by our one year warranty.

Your vinyl flooring will cut if hard or sharp objects (such as cans or knives) are dropped on the floor. Certain types of rubber-backed mats may stain the floor (yellowish color) and should not be used. Throw rugs may bleed onto the flooring if not colorfast. Furniture legs and rollers will dent vinyl floors. Certain types of cleaners are not recommended on vinyl flooring (light dilution of soap and water works well). Consult the manufacturer's product guide for suggested cleaning products. Be careful not to tear your vinyl flooring. Scrapes, rips and tears made after final orientation and closing are not covered under Highland Homes' one year warranty.

CERAMIC TILE – Floor tile grout may develop small cracks where the grout adjoins any baseboards or cabinets. This is normal due to the expansion and contraction properties of cement-based grout.

CONCRETE PATIOS, DRIVEWAYS, GARAGES AND MASONRY WALLS – Concrete products, while strong, efficient and durable, are naturally prone to cracking. This is a normal phenomenon due to the extreme temperature variations that Florida weather may produce. Hairline cracks (horizontal or vertical) less than ¼ inch in width are common and are caused due to slight home settlement or expansion and contraction due to changes in temperature or humidity. This process is normal and is not a structural flaw. This will occur on house slabs, garage floors, lanais, driveways, sidewalks, patio slabs and block walls. Long hairline cracks are not uncommon and require no additional attention. Be sure to caulk any hairline cracks in block walls at the time of repainting your home. Color variations, which may occur in concrete slabs are normal and are caused by different moisture contents and pouring of the concrete at different times. Sunlight will tend to "bleach out" color variations over time. Do not allow water sprinklers to spray directly onto any portion of your home's exterior. Over extended periods of time, this may cause moisture to penetrate through the exterior masonry finish.

DOORS – Exterior door sills are not totally water tight. This is why front doors are usually covered by a porch or overhang. Do not allow sprinklers to spray directly on doors. The side and tops of exterior doors are sealed with compression vinyl weather stripping. With time and door usage, they will need to be replaced. Simply pull them out and insert a new one. The bottom door seal is a wiper sill. This one will tend to wear quicker, especially if sand is tracked in or the door is frequently used. It is removable and can be easily replaced. The front door also has an adjustable threshold that can be adjusted upwards if a gap develops at the door bottom. Be careful not to place heavy furniture or other items directly on the door threshold.

Your interior pre-hung doors (and kitchen door as well) may tend to swell and contract as much as 3/8 inch with changes in humidity and temperature. This may cause slight variations in the jamb reveal, but should not affect the operation of the door.

For hinge style door stops, be careful not to over extend the door and rupture the door surface. Excessive slamming is also not recommended. Damage caused by the homeowner is not covered under Highland Homes' warranty.

DRYWALL – Drywall will develop small hairline cracks in the wall corners and around the edges of the window openings. These are not structural and are cosmetic in nature. Use the caulking to seal these cracks.

COUNTER TOP SURFACES – Formica counter tops and back splashes will swell if caulking is not maintained. Homeowner should keep a tube of caulk and check regularly. Any scratches or chips on any type of counter/vanity tops occurring after final orientation and closing are not covered under Highland Homes' warranty.

GARAGE DOORS – Overhead garage doors are not air or water tight. From inside the garage, the customer will observe sunlight coming in around the door. Insects can get in around bottom corners and hard driving rains will come in. Because of this, the garage floor is recessed and sloped. Do not place cardboard boxes, furniture or other items near the garage door if they are easily damaged by water.



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LANDSCAPING, SOD & LAWN – Landscaping and sod is alive during the final orientation. It is the homeowner's responsibility to water sod, shrubs and planted trees to insure survival. It is imperative that new sod get plenty of water the first 30 days. Trees must sometimes be watered daily for months. The easiest way is to allow a hose to slowly drip on the tree continuously. It is recommended that you fertilize and provide pest control for your lawn on a regular basis. Highland Homes does not warrant dead landscaping and sod after closing. Highland Homes is not responsible for drainage easements or washed out yards caused by heavy rains, floods, utility lines or other acts of nature. It is recommended that watering take place early in the morning. With an automatic sprinkler system, make sure the pop-up heads are clear of debris and do not let grass grow over them.

MIRROR & SHOWER ENCLOSURES – Use only water or a name brand glass cleaner to clean your mirrors. Various cleaning products are available for cleaning glass shower door enclosures. Certain cleaners may fog the enclosure or damage the enclosure frame. Consult the manufacturer's cleaning guide located inside your warranty and closing package for details. Over extended time periods, black spotting may occur around the outer edges of mirrors. This is a normal aging process and occurs due to exposure to moisture (i.e.: steam from shower, etc...).

PAINT –

Exterior Paint: The Florida climate is extremely harsh on your new home's exterior paint. Exterior paint will fade in sunlight. Darker colors will fade worse than light colors. Some chalking (white film on surface) may occur, especially down near the ground level where moisture content is higher. In areas that are shaded from direct sunlight, mildew will occur on the soffit, fascia, gable end siding and masonry painted surfaces. This can be easily removed using a diluted mixture of soap, bleach and water. It is highly recommended that you have your home pressure washed at least once a year. This will greatly enhance the life of your exterior paint. You should plan on repainting the exterior of your home every 3-5 years. A premium grade acrylic based paint is recommended. Exterior paint touch-up is not covered under Highland Homes' warranty.

Interior Paint: Interior flat painted walls will smudge easily. Small children are especially hard on walls. Smudges and dirt can be cleaned from walls with a damp sponge. Use a mild soap and water. Do not scrub walls, as it will remove the drywall texture from the wall surface. Also, paint will chip off of corners when bumped. Plastic corner protective covers are available from many hardware and home supply stores. Highland Homes does not perform touch-up painting after closing and is not covered under our warranty.

PEST CONTROL – Ants, roaches and other pests will come in from the yard and from mulch in flower beds. Ants are especially a problem during the summer months when heavy rains force them to seek drier nesting areas. A spraying program that includes the outside perimeter of the house is recommended. It is recommended that you renew our termite warranty annually upon its expiration. Information regarding your renewal is located in your homeowners Information Package.

PLUMBING – Low-flush toilets will plug easier than old style toilets. Contractors are not allowed by building codes to install any other kind. Homeowners should caution small children not to use excessive paper in toilets. Homeowners should also keep a plunger for emergencies. It is important to clean faucet aerators every 2 months to ensure proper faucet pressure. In the event of an emergency leak, turn off the main water valve located on the side/front of the house or at the meter box.

SLIDING GLASS DOORS – Sliding glass door tracks may hold water during driving rain. Sliding glass door screens are easily damaged, especially by small children. Damage caused by homeowner is not covered under Highland Homes' warranty.

SINKS (STAINLESS OR PORCELAIN) & TUBS – Stainless steel and porcelain sinks will stain if chemicals are left in them. These chemicals may include, but are not limited to these items: soaps, bleach, citric acid, teas, coffee, cola and other types of carbonated drinks. Certain types of highly abrasive cleaners can also cause slight scratches and swirls. Any chips or scratches on porcelain sinks, tubs and commodes occurring after the final orientation and closing are not covered under our warranty.

WINDOWS & SCREENS – It is recommended that you clean your windows, screens and frames annually to ensure smooth operation of the window sash (use WD40 to prevent "sticky window operation"). It is important to caulk the exterior window frames at the time of repainting your home in order to insure a water tight seal. Broken window panes and torn screens occurring after the final orientation and closing are not covered under the Highland Homes' Warranty.

WALL TILE IN BATHROOM – The tile and grout in your bathrooms will develop mildew if not cleaned on a regular basis. A mildew resistant cleaner is recommended. As with any cement based product, as you use your shower or tub, the tile grout will tend to develop small hairline cracks, especially in the tiled corners and along the edges of the bath tub. This is a normal occurrence due to the constant wetting and drying of the grout. Use a mildew proof caulking to seal these cracks as they occur. It is good preventative maintenance to re-caulk the corners of your showers as soon as these conditions warrant. Scratched and chipped tiles occurring after the final orientation and closing are not covered under Highland Homes' warranty.