



Homeowner Manual



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Introduction

This manual contains important facts about care, maintenance, warranty coverage, and other information we hope you will find useful in helping you understand the procedures we have established regarding your new home.

This information is intended to help answer many of the questions you may have after you have closed escrow on your new KB home. Since no manual could possibly address every question one might have, we encourage you to come to us for personalized assistance should the need arise.

We have also included in the back of this manual claim forms with self-addressed envelopes. Please use these forms when submitting your claims to us in writing. You may fax, e-mail, or mail your warranty requests to us. If you need additional forms, we will be happy to mail them to you. You also may provide claim information in a letter form. Please be sure to include your name, address, a daytime telephone number, and a brief description of the issue you would like to address. You will be contacted within 2 working days after receipt of your claim.



All warranty items are handled by our Customer Service Department. They are responsible for all repair related matters. This includes inquiries on your orientation, emergency repairs, and all similar matters. The Customer Service Department is also your point of contact for all “non-warranty” inquiries.

Our staff of trained personnel are available to assist you after you move in to your new KB home. Please do not hesitate to contact them should the need arise. Thank you again for making KB Home your builder of choice.



The Closing Process

Congratulations on the purchase of your new KB home!

Because buying a home cannot only be exciting but challenging, we created this section to help guide you through the closing process. We'll take you through each of the steps, from updating your loan approval to picking up the keys to your new home. We'll also outline the time commitments involved and your responsibilities, as well as those of your KB HOME Representatives.

You've just entered an exciting time of your life, and we're glad you selected KB HOME to be a part of it.

Steps involved in the closing process

- 1** Update your loan approval by providing pay stubs and other necessary information to your lender.
- 2** "Lock In" your interest rate with your loan counselor typically (15-45 days before escrow closes).
- 3** The escrow officer will contact you to set an appointment, at which time you'll sign your loan documents and bring in the funds necessary to close escrow.
- 4** Attend your new-home orientation or walk-through (approximately five days before the close of escrow)
- 5** Sign off on any items identified in the new home orientation (one to two days before escrow closes).
- 6** Your lender funds your home loan one day before escrow closes.
- 7** The escrow company records the deed in your name with the county recorder. When confirmation of recordation is received, escrow has closed and you are a happy new KB homeowner.
- 8** Your sales representative calls you to pick up the keys to your new home.
- 9** Schedule moving day!

Your time commitments

There are a number of steps you'll need to take before you can put your keys in the door of your brand-new KB home. Some steps will take more time than others. Be aware that some appointments must take place Monday-Friday during business hours and may require you to take time off from work. In general, here's what you can expect:

- approximately two to two and one half hours to complete your new home orientation
- one hour to sign the closing documentation at the escrow company
- 30 minutes to confirm the completion of any correction items noted during your new home orientation

Visiting your home under construction - If you'd like to visit your home while it's under construction, please make an appointment with your sales representative. Remember that your homesite is a construction site. You'll need to dress appropriately. Sneakers are recommended, and a hard hat will be provided to wear on-site. For safety reasons, it may not be wise to bring children with you during certain phases of construction. Once flooring installation has begun, you will not be able to visit until your orientation.

Purchasing homeowners insurance

You will need to select homeowner's hazard insurance for your new home. Be prepared to notify the escrow company of your choice of insurance company approximately 30 days before your closing date. You can obtain homeowners insurance through KB Home Insurance Agency by calling (800) 446-3371.

Your new-home orientation

Prior to your move-in, our trained Customer Service representative will walk you through your home to acquaint you with the various features, appliances and equipment in your new KB home. We will provide advice and tips on home care and maintenance, including helpful reminders on when to perform tasks to keep your home in tip-top shape. We will also review your KB HOME warranty, answer any questions you may have and note any necessary corrections to be completed before you move in.

Ordering utilities

Before your closing date, KB HOME may provide the initial activation of utilities such as gas, electric and water. When your sales representative con



tacts you about your anticipated closing date, you'll need to transfer the initial utility services into your name. Please make the transfers within three days after your closing date to avoid interruption in service.

Closing escrow

Escrow is the process of holding funds and documents until the terms of your contract have been completed, and then recording of the grant deed and disbursing the funds. When your home nears completion, your lender will forward the loan documents to the escrow company for your signature. Your escrow officer will then compile the purchase price, loan, escrow and title fees into an "estimated closing statement."

This statement includes the amount you will need to deposit to complete your purchase. Next, your escrow officer will call you to schedule an appointment for signing your loan and closing documents and depositing your funds. Your closing funds will need to be in the form of a cashier's check made payable to the escrow company. Once you have signed your closing documents and deposited your funds, your escrow officer will return your loan closing documents to your lender. The lender will review the documents and make sure all outstanding conditions have been met, and prepare the loan to fund one day prior to the close of escrow. On the day of closing, your escrow officer will record the grant deed at the county recorder's office, putting the title of the property in your name. When the county has given confirmation of the recording to the escrow company, they will notify the sales office, and your sales representative will contact you to pick up your keys.



KB HOME's Commitment to "10" Quality & Service

We value our customers and it is our goal to provide you with outstanding service. On a scale of 1-10, we want you to feel you received "10" service!

A "10" doesn't necessarily mean that we did a perfect job; it means we took care of your needs and handled your concerns with the right attitude, on time, and with care and consideration.

During the purchasing process, we will survey frequently to ensure you are receiving "10" service. If at any time you feel you are not getting "10" service, please call your sales representative or our KB care line at (866) 275-9593. Please give us the opportunity to correct any issues or concerns so you'll feel good about your purchasing experience and your new KB Home.

The New

Again, because buying a home can not only be exciting, but challenging, we have created this section to help guide you through the orientation procedures and what to expect. There are four purposes of the orientation:

- 1 To demonstrate all of the components of your new home for you.
- 2 To explain KB Home's warranty and our Customer Service procedures.
- 3 To give you care and maintenance information including a review of the recommended maintenance schedule.
- 4 To examine the cosmetic surfaces of the home.

Home Orientation

You will be contacted to schedule your orientation approximately two weeks prior to the close of escrow. Your orientation is designed as an opportunity for you to learn about all of the systems and materials in your new home.

At KB Home, we are very proud of our thorough and in-depth orientation presentations. We feel that you will be very pleased with the personal attention, great information, and insights you will receive that day. The orientation is conducted in an established, organized manner so that nothing is missed. The appointment usually takes two to two and one-half hours. We recommend that you wear comfortable clothing and shoes as you will be walking both the inside and outside of the home, weather permitting.

Since this is an opportunity to learn about your new home and responsibilities for maintenance, it is usually not a good time to bring friends, neighbors, decorators, inspectors, or small children. Appointments are scheduled Monday through Friday beginning at 8:00 A.M. with the last appointment at 2:00 P.M. These are the days and hours our Trade Partners are available to address any issue that may arise during the orientation.

At the onset of the orientation, you will be provided with a brief overview describing the procedures that will be followed and the purpose of the orientation.



At the conclusion of the orientation, you will then be asked to confirm the Orientation Inspection Report listing any items that are in need of correction. We will then make the necessary corrections as quickly as possible. You will then be asked to return to inspect the repairs and verify the orientation items listed have been completed so you can close your escrow and move into your new home.

Useful Information

Utility Transfer Information

KB Home attempts to turn on certain utilities (electric and water) on a temporary basis prior to your move-in. This is done so we can show you how to operate appliances and other mechanical items in your home. However, please be aware that utility services are not requirements of the new home orientation.

You will be responsible for placing the utilities in your name within 3 days of your close of escrow in order to avoid service interruption. KB Home will terminate our utility account after you close escrow.

Gas Safety Procedures

When dealing with natural gas, it is important to exercise caution and follow the procedures recommended to us by Southern California Gas Company. There are several appliances in your new home that use natural gas as the source of energy. In most of our homes, these appliances are the water heater, stove or cooktop, a gas dryer and the forced air unit (FAU), or furnace. There is also gas run to fireplace appliances in homes with this feature. In some houses, there is also a gas line to the exterior of the home for connecting to a gas barbecue or grill.

All gas appliances installed in the home will be connected and ready to use when the gas is turned on to your home. The Gas Company checks these at the time the gas is initially turned on and lights the pilot light for the water heater (if applicable). Your water heater is the only appliance that may have a pilot light. This will need to be re-lit any time the gas is shut off. The

Gas Company will do this for you or you can re-light it yourself. The lighting instructions are on the front of the unit. It is recommended that flammable liquids never are stored anywhere near any gas appliance.

Natural gas is infused with a distinctive odor as an alert system. In the event of a gas leak, always call the Gas Company immediately if you notice this odor. They will assist you in identifying the source of the leak.

Please conduct regular inspections of and maintenance on all of your gas appliances, including gas fireplaces, as recommended in the schedule in the Homeowner Maintenance Guide.

TIPS FOR MOVING INTO YOUR NEW HOME

As mentioned in your Homeowner Maintenance Guide, there are many ways that homeowners can avoid problems in new homes. Please read the following information in addition to your Maintenance Guide so that you are able to avoid these types of problems in your new home.

Plastic surfaces used under rolling desk chairs

Moisture from concrete slabs evaporates or cures over time. The use of plastic surfaces over carpet, tile,

or wood on the first floor of new homes causes this moisture to become trapped within the flooring. This build-up of moisture in the flooring material is not desirable and can cause numerous problems.

Heavy furnishings and equipment

As mentioned in your sales agreement, the use of heavy furnishings or equipment may exceed the structural design of the home and the flooring system. Please consult a structural engineer or other qualified professional before installing such items as: large fish tanks, waterbeds, safes, weight benches, pool tables or heavy exercise equipment on either the first or second floor of your new home.

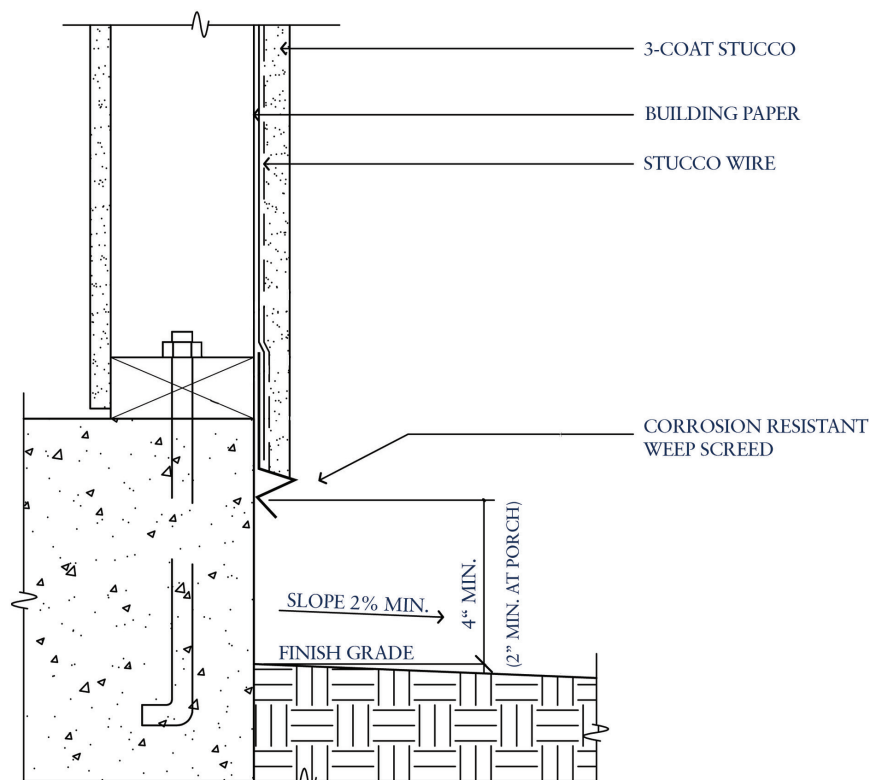
Hanging pictures, towel bars, closet systems and shelving

Care must be taken when installing objects that are to be attached to the walls of your new home. Behind the walls are the components of a number of different systems. These include electrical wiring, drain lines, water lines, copper refrigerant lines, water heater and furnace exhaust ducting, ventilation ducts and, in some cases,

indoor fire sprinkler lines. As a general rule, it is wise to locate anything mounted on the wall so that they are attached to studs. A stud finder, available at any hardware or home improvement store, is a good investment and may assist you in this area.

Planter, patio, and sidewalk additions

Because the stucco covering on your new home is a semi-permeable material, it must be allowed to drain properly through a weep screed at the base of the stucco (see graphic below). If the weep screed is blocked by planters, which do not drain properly, or cement sidewalks and patios, the water will be retained inside the stucco with no method of escape. This causes numerous problems, which are not covered by our warranty. Please be sure to read all of the information on the pages entitled “Stucco” and “Grading and Drainage” in this book. Always make sure that any subcontractor you may hire to do this type of work has also read this information and understands it thoroughly.



STUCCO SCREED - Scale 3" = 1'0"



MAINTENANCE TIPS FOR YOUR NEW HOME

Buying a new home is an important investment for your family's security. As with any investment, it carries certain responsibilities requiring care and maintenance. The better care you take of your home now, the better protection you bring to your home's future value.

In the following sections, we will guide you through basic maintenance of the most important elements of your home. You will also learn about the materials and special features that make up your home and how to provide the proper care and maintenance. Some items you will read about are optional and/or upgraded features and may not be standard in your own home.

We urge you to read this section thoroughly now and then read each sub-section again as you progress through the various stages of your ownership. You will want to refer to the section on maintenance regularly throughout your occupancy. We also encourage you to pass this manual on to any subsequent owners of the home.

It is the responsibility of our Trade Partners and suppliers to provide any correction or repair to their original installation during the warranty period. KB Home will not be responsible for the cost of any repairs made by any contractor other than the original contracted KB Home Trade Partner, and/or supplier, or by our employees, and/or our designated agents except as may be specifically authorized in writing by KB Home.

Consider the information in the pages that follow as a "mini-course" in home ownership, courtesy of your friends at KB Home. Remember, good maintenance practices today are a solid investment in your home's future!

These maintenance tips are not meant to take the place of information provided in your Homeowner Maintenance Guide included with your warranty when you purchased the home and included in this manual.

Warranty

Your Warranty

A brand-new KB home is much, much more than the sum of its parts. It's the professionalism and expert craftsmanship we invest in each one of those parts that guarantees our buyer's lasting satisfaction with the finished product.

Backed by an unsurpassed 10-year limited warranty, every KB home is built from quality materials on a rock-solid foundation of experience, commitment and trust. That's why our homes, and our company stand the test of time.

KB HOME's 10-Year Limited Warranty offers the best in-class warranty coverage for our homeowners. KB homeowners enjoy the security of owning a home built by one of the largest homebuilders in the nation. Our extensive warranty provides peace of mind for our homeowners.

Manufacturer / Trade Partner Warranties

Various manufacturers and Trade Partners are responsible for the warranties on items and systems in your new home. The items include such things as appliances, garbage disposals, furnaces, air conditioners, water heaters, garage doors and openers, doorbells, windows and smoke detectors. The systems are the electrical, plumbing, roofing, indoor fire sprinkler systems (if applicable) and any builder installed systems such as sound or alarm systems. These are warranted for specific periods of time. Therefore, for repair of these items during the warranty periods,

please contact our Customer Service department. The number is page 12 and on the warranty claim forms supplied with this book.

It is the responsibility of our Trade Partners and suppliers to provide any correction or repair that may be required to their original installations. Unfortunately, KB Home cannot assume responsibility for the cost of repairs made by anyone other than the original subcontractor and/or supplier or by our employees and/or designated agents except as may be specifically authorized in writing by KB Home.

Please contact our Customer Service department prior to hiring non-KB Home affiliated contractor to perform warranty repairs.

How to Submit a Warranty Claim

Please be aware that all new homes go through a normal settling period. You may notice items that may be of concern to you. Should you notice items after move in, please submit them to our Customer Service Department in writing. Claim forms have been provided in the back of this book for that purpose. You may fax, e-mail, mail, or visit our website to submit your warranty requests to us. If you need additional forms, we will be happy to mail them to you, or you may provide claim information in letter-form if you include your name, address, daytime phone number and a brief description of the issue you would like addressed.

Emergency Procedures

In case of an emergency, your claim may be called in to our main office. We are here to assist you and get you immediate help in case of an emergency. If an emergency occurs after hours, our Customer Service phone number is forwarded to a 24-hour emergency service and emergency situations will be responded to promptly.

Emergency Situations

Emergency situations are defined as follows:

- Total stoppage of the plumbing sewer system – mainline stoppage within 30 days of occupancy.
- Total loss of electrical power due to circuit breaker overload, shutoff or failure.
- A water pipe leak which requires the water service to your home be shut off to avoid serious damage to building or furnishings.
- A major roof, window or stucco leak which permits a heavy flow of water to enter the home and damage the house or its furnishings.
- Total loss of air conditioning or heating.

Often an emergency can be relieved by shutting off main water or gas valves or electrical circuit breaker switches until professional service arrives.

Non Emergency Situations

Non-emergency situations are defined as follows:

- Toilet is stopped up (only an emergency if all toilets and/or sewer main in the home are affected)
- Dripping faucets
- Drain leaks
- Loss of hot water
- Furnace fan cycling
- Isolated outage of electrical circuits creating a partial loss of power in some areas of the home.

For assistance, please refer to the Troubleshooting section of this book

Our contact information is as follows:

KB HOME

Southern California/Coastal Division
36310 Inland Valley Drive
Wildomar, California 92595

main office: (951) 691-5300

toll free Customer Service: (866) 275-9593

fax: (866) 412-9856

e-mail: customerservice@kbhome.com

website: kbhome.com

Maintenance

Section 1 - Flooring

Section 5 - Appliances

Section 2 - Finished Surfaces

Section 6 - Maintenance Chart

Section 3 - Systems

Section 7 - Troubleshooting

Section 4 - Exterior Features



SECTION 1 - FLOORING

Carpet

Carpeting is most commonly manufactured in 12' roll widths. For this reason, it is impossible to install carpeting without the use of seams. Depending on your choice of carpet, color, texture and the area being carpeted, seams will be more or less visible to the eye. This is particularly true in Berber, sculptured, or high-low patterns. Also, the seams at the joints may appear to have dissimilar materials or colors. This is typically more apparent in Berbers, sculptured, or high-low pattern carpets and is a natural characteristic of carpeting. Should you notice a problem with a seam, or some area of workmanship in your carpet installation which you feel requires attention, please submit your request for inspection on a warranty claim form to KB Home Customer Service Department.

Taking care of your carpet starts at installation. Carpet needs care to prolong its life. The lasting beauty of your carpet will depend on your attention to a few simple and easy rules: (1) Reduce soil accumulation, (2) vacuum regularly, (3) remove spills promptly.

There will be areas where foot traffic is concentrated, such as doorways, stairwells and traffic patterns caused by furniture arrangement. Eighty percent of the soiling of your carpet will be from foot traffic. The use of wipe-off mats at all entrances will help to keep outside soil from being tracked onto the carpet. You may also want to relocate furniture periodically to allow for even distribution of traffic and wear on your carpet. Mats and runners on non-carpeted areas adjacent to carpet will reduce soil in heavy traffic areas.

CAUTION – Rubber backed mats or plastic sheeting runners may cause permanent discoloration to your carpeting

The most important thing you can do to protect your carpet is to vacuum it often. The upright type of vacuum with brushes and beater bar is best for most types of carpet. The agitation of the beater bar causes soil particles to move freely in the fibers and to move into the airflow of the cleaner. Suction only vacuums tend to move surface soil only. A 9'x12' carpet can hold as much as one to two pounds of soil and still look clean to the user. When first installed, carpet can appear somewhat flattened, caused by the weight and pressure of being compactly rolled. Vacuuming the carpet will help the yarn expand and bulk to its normal appearance. Some carpets tend to “fluff” or “shed,” neither of which will affect the appearance or performance of the carpet. Vacuuming easily picks up this loose excess. A certain amount of shedding could continue to occur for several months after installation and is considered normal. Occasionally, a tuft will rise above the carpet's surface. This should be simply snipped off even with the surface.

The brushes in your upright vacuum or the power head of the tank type cleaner must be checked periodically for pins, paper clips and any type of hard object that can lodge in the beater bar. These objects can snag, cut or tear the face yarn, which produces a fuzzy or beard-like surface and reduces the lift of the carpet. Also, threads and hairs must be removed from the bearings to ensure the brush is rotating freely.

Failure to perform routine maintenance will result in your carpet becoming discolored, dingy and flattened. This is the result of ingrained soil and minute greasy dirt particles that cannot be removed by the vacuum cleaner alone. This condition is normally referred to as “graying out” and can only be corrected by an overall deep cleaning.

For further information on cleaning spills, spots and regular care and maintenance, please contact the manufacturer of your particular carpet using the information provided to you at KB Home Studio.

Ceramic Tile

Ceramic tile is not manufactured to exact sizing dimensions. Due to various firing processes, the size, coloration, absolute flatness, etc. may vary. Therefore, slightly irregular grout lines, slight color variations and slight height differences between tiles are considered normal for this product and not subject to warranty repair.

Ceramic tile may be cleaned with mild soap and water or other household cleaners designed for use on ceramic tile. We advise you to check all household cleaning agents for disclaimers against usage on colored grout before use. If you would like to seal the grout after you move into the home, this is considered a homeowner maintenance responsibility. If you do choose to seal your grout and if tile repairs are necessary, please be advised that the grout repair may not match your existing grout.

Vinyl

Regular care is important. Sweep often with a soft broom or dust mop. This will keep grit to a minimum and lessen the chance of the floor being scratched. When you mop, use clean, warm water; change the water as often as needed. Occasionally, you may use a sudsy ammonia formula to clean the floor, but be sure to rinse thoroughly. Do not use dish detergent – it will leave a film on the floor and may turn it yellow or attract dirt.

Permanent damage can be done to your vinyl floors through improper cleaning or waxing procedures. Many vinyl floors today have a no-wax finish and do not require waxing. Please refer to the care and maintenance information provided to you by KB Home Studio, or call the manufacturer for specific questions.

Even though these floors are rugged, they are not indestructible. Please keep in mind that vinyl flooring can be damaged unless proper precautions are taken. When in doubt, use what the manufacturer recommends.

Equip all furniture and appliances that may damage the flooring with large surface casters, glides or furniture

cup. Furniture and appliances can produce permanent indentations in your floor unless you take some preventative measures. Support furniture with wide-bearing, non-staining floor protectors. If you use metal protectors, make sure they are rustproof. Things like chairs, stools and serving carts can scratch and damage the floor unless you use the correct protector. If you want to move furniture and/or appliances, always use wood or Masonite runways. Without the runways, you can damage the flooring. Use runways even if the appliances are equipped with casters or if you use an appliance dolly.

Caution: Rubber backed mats may cause permanent discoloration to your vinyl flooring. This type of stain is not covered under the terms and conditions of the Limited Warranty.

High heels can dent or puncture vinyl flooring. It is important to note that a 110 lb. woman wearing high heels exerts in excess of 1,000 lbs. of pressure per square inch. KB Home recommends removing high heeled shoes before entering areas in your home that have vinyl flooring. This type of damage is not covered under the terms and conditions of the Limited Warranty.

Should seam lifting or separation occur during the warranty period, please submit a warranty claim form to the Customer Service Department. Be sure to inspect these areas regularly as part of your routine homeowner maintenance and reseal them when needed. Proper maintenance can prevent most problems and provide you with years of service from your floor.

Caulking around vinyl in bathrooms (i.e., around toilets, along tubs and showers) must be maintained to prevent water or moisture from seeping under the vinyl. (See Homeowner Maintenance Guide)



Wood

There is a wide variety of wood flooring available for installation in your new home. As with any floor covering, regular care and common sense go a long way in keeping your hardwood looking its best. Follow these simple suggestions to make your floor care easier:

1. Use floor protectors on the feet of furniture to avoid scratches. When moving heavy furniture or appliances, slip a blanket or a scrap of carpet, face down, under each foot and slide the furniture easily. This will help prevent scratching and gouging.
2. Wipe up spills as soon as possible, before they get sticky or dry. Remove spills with a cloth. Only use manufacturer recommended cleaners on your wood floor.
3. If your wood floor is next to exterior doors, put doormats at the entrance to the home to keep dirt and moisture from being tracked onto the hardwood floor. Do not use rubber, foam backed or plastic mats, as they may discolor the floor. To prevent slippage of area

rugs, use an approved vinyl rug underlayment from a reputable manufacturer.

4. Check the manufacturer's instructions for the recommended product to clean your particular floor (included in your option package from our KB Home Studio).
5. Avoid high heels. Spike or stiletto heeled shoes especially those in poor repair, will cause denting and gouging to hardwood floors due to the force they generate.
6. Vacuum or sweep your hardwood floor regularly. Do not let sand and grit build up. A good rule of thumb is to vacuum the wood when the carpet is being vacuumed. Also, dust mops or electric brooms work well.

NOTE: Because wood flooring will expand and contract under temperature and humidity changes, there will be slight shrinkage and small separations between the boards. These are normal, and unless

excessively wide, are not covered under the Limited Warranty. Small shrinkage gaps can be filled with wood filler as part of your routine home maintenance program.

Natural Marble, Slate, and Granite

For regular cleaning, use mild soap and warm water. Never use abrasive soaps, vinegar, waxes, or one-step acrylics. Be aware that most stones are porous and will absorb liquids and moisture and are not impervious to staining. Therefore, all spills should be wiped up as soon as possible. Even though marble and granite are denser, they will also absorb liquids that remain in contact with them for extended periods of time. To protect these surfaces, it is recommended that a sealer be utilized. We recommend that you consult with a natural stone expert for more information on the care and maintenance of marble, granite and other natural stone surfaces.

Flooring Structural

Wood subfloors are glued, nailed and/or screwed down by the framing contractor to meet all codes and specifications required by the building industry and the local building department. Minor shrinkage and expansion are to be expected and this does not mean there is a defect in material or workmanship. All floors built on wood joists are nailed and every reasonable effort is made to minimize squeaking. Minor, random floor squeaks are normal and to be expected. As temperature and humidity levels change in your home, the wood can shrink or swell in response to these changes. This in turn can lead to occasional popping sounds or squeaks. This type of floor noise is normal in any home and cannot be controlled by the builder. However, should a persistent or excessive floor squeak appear during the warranty period, please contact your Customer Service Department and submit a request for an assessment.

SECTION 2 - FINISHED SURFACES

Bathroom Caulking

(See Homeowner Maintenance Guide)

Your home has many areas which need to be sealed to prevent the infiltration of air and moisture. One of the most popular and common sealants is a compound known as caulking. This compound is applied to areas such as the base of toilets, at the junction of tubs and showers, to flooring and tile, around the perimeter of sinks, and at drywall corners and its junction of walls at corners, and door jambs and baseboards, to mention a few.

There are two types of caulking: painter's caulk and plumber's caulk. Painters caulk is used on drywall, wood trim and other areas to be painted. Plumbers caulk is used in areas that will become damp such as bathrooms, kitchens and laundries.

Painter's caulk is used to fill minor gaps and cracking in drywall and trim as they occur due to shrinkage of materials and "seasoning" of the house. After this material has set, it will accept paint and is the standard repair method for small gaps of this nature.

The importance of caulking in areas such as bathrooms, kitchens and laundries can not be overstated. The caulking serves as a moisture barrier, which prevents damage of other surfaces such as vinyl and sub floors. At the time of delivery of your home, the caulking was complete and in good condition. However, even properly installed caulking will deteriorate, shrink and crack over time. The caulk joints in bathrooms need to be inspected and re-caulked (if necessary) every six months. This includes the joint at the bottom of the shower, the joint between the tub and wall, the joint where the tub or shower pan meets the floor, vertical inside corners and seats, and all faucets and spigots. It is very important that these joints do not pass any water, otherwise

dry rot can accumulate and progress unseen for years. Joints should be cleaned of any old, loose caulk before re-caulking. This is considered essential homeowner maintenance and should be replaced as needed. Please consult the Homeowner Maintenance Guide to maintain the integrity of your caulking.

Bathtubs

If the bathtub and/or shower units in your new home are fiberglass, we have included a list of care and cleaning instructions based on the recommendations of the manufacturers of fiberglass plumbing fixtures. It is easy to keep your fiberglass fixtures as bright and sparkling as new. Just follow these simple cleaning instructions:

- Use proper cleaning agents. One cleaner does not necessarily suffice for all the different sorts of grime found in tubs and showers.
- For normal cleaning, do not use abrasive cleaners, scouring pads, steel wool or scrapers of any type.
- For extra sparkle, smear entire unit with a water paste using baking soda, such as Arm and Hammer. Allow to effervesce for a few hours and rinse with warm water.
- For stubborn or extra deep stains, seek assistance from a fiberglass specialist.

If you use a rubber or plastic “anti-skid” bath mat, make sure to remove it from the unit after each use to avoid harm to the surface finish.

Cabinets

All stained wood cabinets have variations in wood grain and color, especially the paneling on exposed ends. The end grain accepts stain differently from the cross grain. The beauty of wood in part stems from grain variation. Variation in grain and knots in wood are part of wood’s natural composition and cannot be controlled by KB Home.

Stained or Natural Finished Wood cabinets, as well as other wood items in your home, should be treated in the same manner as fine furniture. Washing your cabinets with water and detergent will result in damage to your cabinetry’s finish. For daily care, dust with a soft cloth. On stained wood cabinets, it is recommended that you use the proper furniture polish, such as lemon oil, at least every six (6) months.

Laminated cabinets may be wiped with mild soap and water. Oils, polishes, and waxes are not recommended for these surfaces.

If your home has an indoor laundry area equipped with an overhead ventilating fan, be sure to use the fan whenever you use the washer and dryer. Use of the fan will reduce the potential for damage to laundry room cabinets from condensation and heat from the washer and dryer. In the kitchen, use of the cook top fan will help to reduce the chance of damage to the cabinets around your cook top from heat, grease and steam.

Countertops

(see Homeowner Maintenance Guide)

Your new KB Home has been designed with fine quality kitchen and bathroom cabinets and countertops. These easy maintenance tips can keep them looking new for many years to come.

For ceramic tile counters, wash with a mild dishwashing detergent and warm water. Please be aware that grout is a porous filler used between the tiles. Grout is subject to staining and you may wish to contact a tile

professional for advice. KB Home does not apply grout sealer as a standard feature of ceramic countertops. Ceramic tile placed on a cement mortar bed is a very rigid and unforgiving installation. You will experience some cracking in the grout lines where a counter top meets the wall tile (backsplash). You will also see some cracking in the corners where ceramic tile meets another surface at walls and/or floor. This is due to normal lumber shrinkage in the framing of the house and the natural drying process of other materials within the home. Although grout crack repairs are considered a homeowner maintenance responsibility, KB Home will repair cracks once, if reported during the first year of ownership and our Customer Service Representative will be happy to show you how to maintain the cracks in the future.

Cultured Marble

(See Homeowner Maintenance Guide)

The material contained in cultured marble consists of precisely compounded natural stone and polyurethane resin, with a gel coat finish applied to provide a nonporous surface which is resistant to stains. No two pieces will ever be exactly alike. Because of this, some variations in color and veining is to be expected and cannot be controlled by KB Home or its suppliers.

With proper care, the cultured marble will have lasting beauty. Normal cleaning requires only a very mild detergent solution. A solution of vinegar and water will remove most hard water deposits. Occasional application of a good grade liquid or paste wax will retard soil formation while keeping the high gloss. **Caution:** The use of abrasive cleaners is not necessary and is not recommended as it will dull the protective finish and scratch the cultured marble.

For countertop maintenance, KB Home suggests that you wipe off excess water after usage. This will help prevent spotting. Because of their nonabsorbent surface, cultured marble will resist most stains. However, prolonged contact with strong chemicals, such as

bleach, nail polish or ammonia can cause discoloration. KB Home recommends that you hire a professional to make repairs from stains caused by cigarette burns, scratches and other types of marring.

Never mix household bleach and ammonia for a cleaning solution. The mixture is toxic.

Doors

(see Homeowner Maintenance Schedule)

Exterior Wood Doors

Exterior wood doors are subject to slight warping, cracking and panel displacement. Due to varying temperature and humidity conditions between the inside and outside of the home, coupled with the great amount of activity a door receives, doors are under a great deal of stress. Exterior doors should not warp to the extent that they become inoperable or cease to be weather resistant. Doors which warp in excess of ¼" when measured vertically, horizontally, or diagonally from corner to corner will be addressed.

Weatherstripping on your exterior doors will require occasional adjusting to maintain a good seal. Painting wood exterior doors should be done when the house or trim is painted. Depending on your door's exposure to the elements (i.e., rain, sun, etc.) it may require maintenance more often than the rest of the wood on the exterior of your home.

Exterior Metal Doors

Some of the doors in your home may be metal clad doors. Metal doors may be found at the garage to exterior doors and are nearly maintenance free. Surface damage to the paint can be corrected by repainting. Dents to the door can be repaired with an appropriate metal filler and then sanded and repainted.

Sliding Glass Doors

(See Homeowner Maintenance Guide)

Sliding doors should have their tracks (bottom sill) swept and vacuumed monthly. The weep holes should also be inspected and cleaned as needed. Dust and dirt build up in sliding door tracks can interfere with the proper operation of the small wheels on which the doors slide. For swing doors, the hinges and latches should be lubricated annually or as needed with a dry lubricant specifically made for locks and latches.

Fiberglass Doors

This type of door is manufactured from a fiberglass reinforced thermoset composite compound with a wood grain finish. The door is resistant to denting, cracking and splitting. Surface damage to the paint can be corrected by repainting.

Interior Wood Doors and Woodwork

Interior wood doors, like exterior doors, are subject to cracking and warping. You will experience some normal shrinkage in the interior woodwork of your home at the corners of door casings, baseboard joints, stair rails, etc. This activity takes place as the home “dries out” due to temperature and humidity variations. This shrinkage is normal and is considered to be a homeowner maintenance responsibility. Expansion and contraction due to periodic changes in temperature and humidity levels may cause doors to stick, swell or squeak during usage.

Closet Doors

The sliding closet doors in your home have hardware which should give you long and virtually trouble-free service. To keep doors operating smoothly and quietly, you may wish to lubricate rollers and tracks with a silicone spray. Tracks must be kept free of dirt and grit for doors to operate smoothly.

If you have any questions about what type of doors are used in your home, please consult your Customer Service Representative.

Drywall

(See Homeowner Maintenance Guide)

Proper installation procedures are carefully followed to minimize the normal cracking which will occur. KB Home has made every reasonable effort to minimize the necessary joints where sheets of drywall butt together. No installation, however, can completely conceal this joint. Regardless of workmanship, jointing can be detected upon careful inspection, or in certain lighting.

Cosmetic cracking of drywall around windows and door openings, drywall seams, metal corner bead edges, and exposed nails is expected to occur to some extent in every new home. Some of the causes of drywall cracking are stresses to the drywall caused by minor shrinkage of the wood-framing members in the home, high winds and expansion of the soils upon which the home is built. Cosmetic flaws of this nature are not a sign of any structural problem with the home or of defective workmanship.

You can be assured that your home was designed, plan checked and inspected to meet or exceed all applicable building codes. The code does not and could not, allow for elimination of all minor movement and subsequent cosmetic damage within the structure.

The terms of the Limited Warranty do not provide coverage for drywall cracking or exposed nails which occurs as a result of natural settlement of the home. However, a courtesy to you, KB Home will repair drywall cracks and exposed nails once, if reported during the first year of warranty. To be eligible for this courtesy repair, please submit a written request to KB Home's Customer Service Department. We recommend you wait at least 10 months (but within one year) before submitting your request. This will allow your home to go through a cycle of seasons and most of the natural settlement should occur during this time period.

KB Home will repair and do limited paint touch up to drywall cracks. This one-time courtesy offer is valid only during the one-year warranty period. Paint touch up will be done where cracks are repaired, if necessary, however, KB Home will not be responsible for variations in shade or color between existing paint and new paint and specifically excludes custom paint colors chosen by the homeowner. KB Home will not paint entire wall sections, only the areas where crack repairs have been made.

Lighting

Clean bulbs and lenses periodically. Dust, lint, etc. reduces the amount of light the fixture produces. Always use the appropriate wattage in replacement bulbs. Each fixture in your home will have a label or marking specifying the maximum wattage for the fixture. Do not exceed the recommended wattage – it could damage the fixture. It is important that the wattage never exceed the manufacturer's recommendations as this could create a safety hazard. Replacement of bulbs is considered a homeowner maintenance responsibility and is not covered under the KB Home Limited Warranty.

Please follow these helpful hints:

- Always be sure the power supply to the fixture is OFF before cleaning any fixture.
- All metal surfaces should be dusted regularly with a clean, soft, dry cloth. As required, clean all metal parts with a mild non-abrasive soap and dry with a clean, soft, dry cloth.

Glass components that can be removed should be removed from a fixture before cleaning. Many glass cleaners contain chemicals that attack the coatings on the finished surface. Glass cleaners should never be sprayed directly on the metal parts of the fixture. If the glass can not be removed, spray the cloth, not the fixture, and clean the glass carefully as not to contaminate the metal surface.

Lighting/Decorative Ceiling Fans

Decorative ceiling fans should be cleaned on a regular basis. Blades can be wiped clean but should not become wet or bent. The bent blade causes “unbalancing” which results in a noisy fan. Take care to avoid getting the fan or assembly wet. Please refer to the manufacturer's recommendations for any required maintenance.





SECTION 3 - SYSTEMS

Air Conditioning

(See Homeowner Maintenance Schedule)

In some parts of California, air conditioning is an essential part of a family's comfort. Your KB Home has been equipped with a quality residential cooling system designed to produce a comfortable constant room temperature throughout the house. In extremely warm weather, it is considered a rule of thumb for inside temperatures to be approximately 20 degrees below the outside temperature for most units.

In using your home air conditioning system, use good common energy sense, such as blocking the sun with draperies, closing windows, doors (including closet doors), fireplace flues, and turning off unnecessary lights.

Your local power company is a good resource for information about recommending hours of use and proper settings. In general, we suggest that you begin using your unit in early morning hours to take advantage of the cooler outside temperatures. Turning on the system early will cool your home faster and maintain the desired temperature using less costly energy. Please refer to the manufacturer's manual to fully understand the most efficient operation of your air conditioning system.

Like your heating system, your cooling system “breathes” through the filters in the unit. Dirty filters can restrict the flow of air into your unit and decrease its efficiency. Filters should be cleaned or replaced at least three times per year. Check the instructions that come with your system for proper replacement. Check your filter(s) frequently in the early months of occupancy when construction dust can require additional cleanings.

Since your air conditioning system operates much like your heating system, the thermostat and circuit breakers should be checked before calling for service.

Condensate Lines

The condensate lines installed in your new home are an essential part of your home’s air conditioning system. As heat is removed from the air passing through your air conditioning system, the water vapor present in the air condenses into a liquid. This liquid is safely carried outside of your home through the condensate lines.

There are two types of condensate lines: primary and secondary. Most of the primary lines are connected to empty through a sink drain in one of the bathrooms. There is also a secondary condensate line which typically exits through the stucco above a window. This line is provided so the condensate would drain from it in the event that your primary line becomes clogged. These secondary lines are intentionally placed above windows so that you will be aware that the primary line is not functioning. If you see water dripping from this secondary condensate line, you should notify our Customer Service department so that we may assist you in correcting the situation and restore the condensate drainage to the primary line.

Electrical Systems

(See Homeowner Maintenance Guide)

The electrical system in your home carries components approved by Underwriters Laboratories (UL) or comparable testing agencies and meets the code requirements and safety standards for the normal use of electrical ap-

pliances in the home. The household circuits in your home are designed to handle today’s heavy electrical demands, but you should consult with a professional about auxiliary circuits if you consider bringing in any especially high-powered appliance. Ordinarily, small appliances, which require your personal attendance for their operation, may be plugged into any electrical receptacle without fear of overloading a circuit. However, the use of larger appliances or too many small appliances on the same circuit may create an overload of the circuit and cause a breaker to “trip” to the off position.

Circuit Breakers

The main electrical panel shown to you at your orientation is usually located at the outside of the house at a front corner. This panel contains the circuit breakers, which are labeled for each area or appliance they service. Circuit breakers should always remain in the “on” position. Some labeled abbreviations that may not seem obvious would be: “CONV”, meaning convenience outlets and switches in various areas of the home, “GDO”, meaning garage door opener, and “FAU” meaning forced air unit or furnace.

Circuit breakers are designed to “trip” or “kick off” to protect the home from power surges, overloading of circuits, malfunctioning appliances, etc.. If a number of outlets or appliances are not working and they are not controlled by your G.F.C.I. or A.F.C.I. (see next sections), a breaker may be off at the panel. In times of electrical failure, before calling for service, check circuit breakers first to make sure all are on. In order to reset a breaker, it must first be turned all the way to the “off” position, then all the way back on. If a breaker continues to trip, remove all items plugged into that circuit and reset. If it continues to trip, contact a licensed electrician for assistance.

Ground Fault Circuit Interrupters (GFCI)

Building codes require, as a safety measure, that a special circuit is installed in areas where water is used such as kitchens, bathrooms, garages, patios, and sometimes laundry rooms. This circuit is called a GFCI, which stands for Ground Fault Circuit Interrupter (sometimes shortened to GFI). You will recognize the presence of this system by one or more outlets with two buttons in the middle. One is labeled “Test” or “T” and the other is labeled “Reset” or “R”. In some instances, there is a separate, marked breaker on the electrical panel.

The GFCI is a moisture-activated device which serves as a fast acting circuit breaker if an appliance plugged into it comes in contact with water. Should this happen, the “Reset” or “R” button will pop out slightly, and the effected outlets will be deactivated. To reactivate the effected outlets, unplug the appliance that caused the problem, dry it off, and push the “Reset” or “R” button to reset the circuit. Lawn sprinklers should be directed away from outdoor outlets, as they can cause a GFCI circuit to trip. Electricians and GFCI manufacturers recommend testing the GFCI monthly. To test for proper operation, press the “Test” or “T” button. The outlet should deactivate. Reset as described above.

If an appliance that is not wet continuously trips the GFCI, it is possible that the appliance has a short, or the circuit has been overloaded. GFCI circuits will not carry appliances that draw a lot of amps, such as but not limited to freezers, refrigerators, and power tools. If you plan to use these items in your garage, additional wiring may be required. Also, this sensitive circuit may trip if your patio/outside outlets are used for string trimmers, electric hedge trimmers, mowers or other gardening equipment. Because of the transformers in automatic sprinkler controls, these devices should not be plugged into GFCI protected outlets.

If you experience a loss of power at the bath, garage, kitchen or exterior outlets, please unplug all appliances and try resetting the GFCI before calling for assistance.

If an appliance stops while in use, check the GFCI first. The “R” or “Reset” button may have popped out; all you need to do is push it back in. If the GFCI is located on a breaker at the electrical panel, simply move the breaker to the complete “Off” position, then to the “On” position.

As the GFCI is very sensitive, it cannot be used for a freezer or additional refrigerator as the load placed on the circuit by this type of appliance may result in repeated power outage in those areas of the home that are connected to the GFCI circuit.

The word when checking electrical items in your home is CAUTION. Always be sure to unplug anything electrical before working on it. Never touch electrical switches while bathing or if hands and feet are wet. Do not use defective cords; they are dangerous.

Arc-Fault Interrupted Circuits

Beginning in 2003, bedroom duplex outlets are wired to a special circuit called an Arc Fault Interrupter. This special circuit will trip if there is an “arcing “ situation in the wiring or in an appliance that is plugged into it. This can also occur if an appliance, such as a vacuum cleaner, is unplugged while it is still running (This creates an arc or spark). Once tripped, this system can only be reset at the main electrical panel (See section under Circuit Breakers for reset instructions).

Electric outlets

Three-holed electrical outlets (grounded receptacles) are standard in most homes. They can wear out like any object in use. Do not try to repair a worn or broken receptacle – have a professional replace it.

Switched wall outlets

Most bedrooms, living rooms and family rooms have a switch controlled plug, sometimes referred to as a “half hot”. This reference relates to the fact that one half of the outlet is wired to the switch and the other half is always on. The outlet under your kitchen sink for the garbage disposal is also one of these types of outlets. To

assist you in locating a switched outlet, the electrician will typically install this outlet upside down in relation to other plugs in the room. This is the ideal place to plug in a lamp or any other appliance you might wish to activate as you enter the room. If a wall plug fails to operate, first check to see if the wall switch controls the plug before calling for service.

Lights dimming and /or flickering

Occasionally, a momentary dimming of lights or other signs of power drains on an electrical circuit can be detected. These occur typically when an appliance is turned on, an air conditioner starts up, or some other instantaneous draw of electrical current is required.

This is a normal characteristic and does not represent a defective condition. Lights should not flicker with normal use. This could indicate an overloaded circuit or an oversized light bulb. To avoid this problem, and for your family's safety, be sure to use only light fixtures that are UL (Underwriters Laboratories) approved and follow the recommendations for maximum wattage.

Dimmer switches

Some homeowners elect to have the option of dimmer switches installed so that they may vary the intensity of lighting in an area. These devices are either controlled by a knob or a sliding lever. Often it is possible to dim a light so that it appears to be out. However, it is not truly "off" unless it is "clicked" off. It is also imperative that the wattage of bulb(s) used do not exceed the manufacturer's recommendations. This can cause the knob/lever to overheat and feel warm to the touch and also result in an unsafe condition.

Electrical System Warranty

Please follow the recommendation in your Homeowner Maintenance Guide to maintain this important system. Your electrical system, the wiring and connections, carries a four-year functional warranty. If you are contemplating any changes or additions to your electrical system, be sure to seek the advice of a professional licensed electrician. In addition, during the warranty

period, to maintain the warranty, it is best to hire the original subcontractor. The name and number can be obtained from our customer service department.

Fans - Exhaust

(See Homeowner Maintenance Guide)

Your home may come equipped with electrical exhaust fans on your kitchen appliances or in bath and laundry areas to reduce odors, smoke and moisture caused by cooking and bathing. For best results, exhaust fans should be cleaned every three months, depending on use and condition. Filters can be washed in hot, sudsy water and allowed to air dry before reinstalling.

Fireplaces

(See Homeowner Maintenance Guide)

Even though California is considered to be a mild climate, many families like to enjoy the warmth of a fireplace in the winter months.

New homes are now equipped with "decorative gas appliances" as defined by the American National Standards Institute. These "fireplace appliances" are not designed to burn wood or any other material. Artificial logs and embers have been provided for esthetics. Your local fireplace or building supply store will carry additional items to enhance the fireplace. **NEVER BURN WOOD, ARTIFICIAL LOGS OR PAPER IN A FIREPLACE APPLIANCE.**

KB Home warrants the mechanical operation of your fireplace for one year. The fireplace should function properly except under unusual conditions such as temporary down drafts, high winds or wind-driven rain. No adjustments will be made for these unusual conditions. Safety regulations require that gas fireplaces have a damper that remains partially open at all times. This provides venting in the event of a gas leak. Please do not be concerned if your damper cannot be closed completely – it is designed this way intentionally for your safety.

Some fireplaces are equipped with an electrical switch

to light the fire. These fireplaces may also have a pilot light. Should the pilot light need to be relit, you will find instructions in the bottom section of the fireplace, usually attached to a chain. If your fireplace is equipped with a manual lighting system, make sure you light a match first and then turn on the gas. **Manufacturers recommend inspections and servicing of gas appliances at least once a year by a qualified technician.**

Fire Sprinklers

(See Homeowner Maintenance Guide)

Building codes in some areas require indoor fire sprinklers. If your KB home is equipped with this system, you will see round sprinkler heads in the ceiling. These heads are activated by excessive heat, the temperatures only a fire can create. Caution should be exercised when working around the sprinkler heads because they can also be activated accidentally by blows from heavy objects. Particular caution should be taken on moving day. The sprinkler heads should never be painted or used to hang objects. Fire sprinklers should be checked for leakage on a monthly basis. Pressure regulators should also be monitored on a monthly basis. Do not allow the pressure regulators to exceed recommended levels determined by the manufacturer. Contact a licensed fire sprinkler contractor if you observe any leakage or abnormal pressure levels. Fire sprinkler alarms should be tested at the exterior valve provided once a month.

Garbage Disposal

(See Homeowner Maintenance Schedule)

The garbage disposal in your home is warranted for one year by KB Home against defects in material and workmanship. Garbage disposals are permanently lubricated and are self-cleaning. Use a steady flow of cold water and allow the unit to run long enough to do a thorough job of pulverizing the waste and flushing it through. Fibrous material such as cornhusks, artichoke leaves, pea pods, banana peels and the like, should not be put down the disposal. To clean and sharpen your disposal, fill with ice and operate for a few minutes once a month.

While the disposal will grind some bones, it is not a good idea to put bones down the disposal. Large pieces of food waste, such as melon rinds, citrus rinds, etc. will be more quickly pulverized if you cut them up before placing into the disposal. In the event your disposal will not start, unplug the disposal under the sink, remove the material, rotate the grinding blades from the underside with the wrench provided, plug the disposal back in and try pressing the reset button on the disposal.

Caution: Keep your sink clear of metal, glass, crockery and silverware while the disposal is in use to avoid accidental damage to the disposal. Never put lye or drain-cleaning chemicals into the garbage disposal.

Heating

(See Homeowner Maintenance Guide)

All KB homes have heat loss and heat gain calculations done on them before a building permit is issued. Those calculations (Title 24) determine the size of the unit required for heating and cooling your home. In order to best understand your HVAC system, we recommend you read the manufacturer's information given to you during your orientation. The operation and programming of the thermostat is thoroughly described in a separate pamphlet, also given to you during the New Home Orientation. Please familiarize yourself with the thermostat by reading the instructions. Understanding the thermostat offers conveniences for using the HVAC system as well as maximizing its efficiency.

Your KB Home heating system is designed for many years of trouble-free use. Here are some tips to make sure that you are getting the most from your heating system.

Draperies and furniture should not restrict airflow from registers and grills. All windows should have draperies or some type of covering. This is to prevent heat loss in the winter and heat gain during summer months. Also, closets, windows and garage doors should be closed to prevent heat loss.

Heating registers can be used to control individual room

heat without major adjustments to the system and to balance the temperature in your home. Do not close registers completely— this will only cause your heating and cooling system to work less efficiently.

Registers and return air ducts should be cleaned out once a year. As you switch between cooling and heating, adjust the registers to provide greater comfort room by room with the attached adjustable lever. This is even more important in homes with dual systems.

During the winter months, try to maintain an average room temperature of 68 degrees. Once you have moved into your home, a gradual increase of heat will help the doors, frames and drywall to dry evenly and to minimize any effects of drying and settling.

Your heating system has filters which remove dust and dirt from the air. The cleaner the filter, the more efficient the heating. They should be replaced at least three times per year. Any filter which you cannot see through when held to the light needs to be changed.

Your thermostat has been manufactured to reasonable tolerances and engineered for long years of service. However, sometimes they need to be adjusted or calibrated. **Please read the manual that comes with the thermostat before calling for service.** Should the thermostat not operate properly, contact your Customer Service Representative for assistance.

Should your heating system fail to work, you may want to check for a few of these trouble spots:

- Is the thermostat set above the current room temperature?
- Is the selector turned to heat?
- Is the circuit breaker on?
- Is the furnace plugged in?
- Are the filters clogged?
- Is the gas line turned on?

Remember, never store or keep flammable materials near any gas appliance.

To keep your system operating efficiently, we suggest that you have a yearly service check up done by a licensed heating/air conditioning contractor.

Plumbing

(See Homeowner Maintenance Guide)

During your homeowner orientation we identified the main supply valve that shuts off the entire water supply to your home. Make sure everyone in your family is aware of the location in case of an emergency. Smaller supply valves for toilets and sinks are often found directly under or behind the fixtures.

Your new home's plumbing system has been engineered and tested prior to passing county/city building inspections. Even though all of your plumbing has been flushed out to remove dirt and other foreign materials, a small amount of pipe sealant compound or other small construction debris may come out of the faucets for the first few days of regular use.

Emergencies: Your first step is to shut off the main water supply. Familiarize yourself now with the location of the emergency shut off valves to avoid damage if an emergency happens. The main shut off valve is usually located where the main water supply pipes enter the house. Individual fixture shut off valves are typically just below the fixture (at the rear of the toilet at the wall, under the sink in the rear of the cabinet). If the leak is a shower head or tub spout area, you will need to shut off the main water valve to the home. This valve was pointed out to you during your homeowner orientation. In the event of a water leak between walls, turn off the main water valve to prevent damage to flooring and/or walls. force water into the wall areas.

Aerators

Cleaning the aerators will be a frequent homeowner maintenance task. This attachment to the faucet adds air to the water as it leaves the faucet, reducing splashing and provides some savings because less water is used. To clean an aerator, unscrew it from the mouth of the faucet, remove any debris, remove and rinse the washers and screens, replace them in their original order and put the aerator back on the faucet. Frequency

of required cleaning will depend upon the condition of the water. If the water flow at the faucet becomes slow or light, the aerator probably needs to be cleaned. This is a homeowner maintenance responsibility and is not covered under the Limited Warranty.

Faucets

When your faucets are kept in good condition, they will save you money by helping to make your use of water more efficient. Keep faucets free of foreign debris. Corrosion of chrome and/or brass is due to hard water drying on it and is not a part of the manufacturer's responsibility. The finish on your fixtures can also be damaged through the use of improper cleaning methods. Avoid abrasive or acid based cleaners. Fixtures may be cleaned with non-abrasive, foam type cleaners or mild soap and water. Always dry the fixtures off after cleaning and use; hard water deposits will break down the protective lacquer finish and cause corrosion, tarnish and discoloration to the finish. Certain cleaners can cause damage to clear faucet handles which is not covered under the warranty. Please refer to the manufacturer's recommendations for cleaning. Also, do not attach any type of sprayer or line extension to your tub spout. These attachments can cause the spout to malfunction causing water to back up inside the unit and force water into the wall areas.

Toilets

Please remember that the toilets installed in your home are water-saver toilets. This means they use significantly less water than toilets found in older homes and sometimes will appear to be flushing slower or less efficiently. A slow flush is not necessarily a symptom of blockage. Some times you may need to flush more than once. Usually, holding the flush handle down until all solids have cleared the bowl will help prevent blockages. To reduce the risk of overflows or blockages in toilets, be sure to observe the following:

- Never use the toilet for disposal of cottonswabs, dental floss, disposable diapers, feminine hygiene items, or any other personal care products.

- Avoid use of toilet bowl cleaners that are in solid form. The particles they drop can clog the water jets in the toilet rim. Tank type bowl cleaners may damage rubber and plastic parts and void the warranty.

Service Notice

KB Home warrants against sewer stoppages and toilet overflows for the first thirty (30) days after delivery of the home. After the first thirty days, repairs will be considered to be the responsibility of the homeowner.

Know the locations of your shut off valves in the event of a leak or emergency!

Traps

Each plumbing fixture in your home has a drain trap a "J" shaped piece of pipe designed to provide a water barrier between your home and sewer gas. The trap holds water which prevents airborne bacteria and the odor of sewer gas from entering the house. If any fixture is used infrequently, it should be turned on at regular intervals to replace evaporated water in the trap and insure that the barrier remains intact.

Sink Traps

(see Homeowner Maintenance Guide)

Depending upon frequency of use, sink traps should be cleaned with a cleanser approved for the type of plumbing pipes under the sink (plastic or metal). For a kitchen sink that receives daily use, a cleaning every 60 days should be sufficient. DO NOT put sink cleaner into a garbage disposal. It may corrode the cutting blade edges. Pipes under sinks should be checked periodically for loosening (from garbage disposal vibration) or leakage.

Clogged Pipes

Traps, because of their shape, are the point at which drains are most likely to become clogged. Sink drains are subject to clogging by grease, hair, soap curds, etc. Never pour grease into a drain or toilet. To prevent stoppage in the kitchen sink, run very hot water through

the drain every week. Remember, however, that only cold water should be used when you are running the garbage disposal. Petroleum-based products, such as paint or lacquer thinner can damage PVC pipes and should never be put down the sink. Clogged traps are easily cleared with a plunger, or in more severe blockages, by opening the sewer clean out and snaking the line to remove the blockage. KB Home recommends that a qualified contractor be used to clear blockages if the use of a hand-held plunger does not correct the problem.

In the event of a stoppage or overflow, shut off the water at the shut-off valve at the base of the fixture. Every homeowner should have a plunger. It will usually clear a toilet stoppage. Use a rapid, but firm, up and down motion. Have water in the bowl while doing this.

Sinks

Your sink can be chipped or scratched if subjected to sharp instruments or heavy blows. Clean your sinks with a non-abrasive cleanser and with normal usage and care, they will give you many years of service.

If you have a stainless steel sink or bar sink, care should also be taken to use a non-abrasive cleanser or commercial stainless steel cleaner.

Water Circulating Pump

Your home may be equipped with a water circulating pump which decreases the time it takes to get hot water to fixtures farthest away from the hot water heater. The pump is supplied with a timer that is designed to turn the circulator on and off at preset times, allowing the user to select operation of the circulator during high use periods of the day. Please contact the plumber if you need additional information on the pump supplied in your home.

Water Heaters

Your home is equipped with a quality storage type water heater with sensitive thermostatic controls and is warranted by KB Home for one year after you close

escrow. **By draining your water heater once a year, you will add to its service life.** (See Homeowner Maintenance Guide) If the water heater makes rumbling and cracking sounds, or there never seems to be enough hot water, it may be time to clean the tank. This condition occurs when layers of sediment (caused primarily by hard water) build up on the tank bottom and heating surfaces, producing scale which is heat retardant. The noises you hear are actually a series of small steam explosions between the layers of scale. To drain the water heater, attach a hose to the faucet at the bottom of the heater and allow the water to run until it flows clean. If your water heater is equipped with a non-metallic drain valve, the water must be cooled before draining. Failure to allow the water to cool may damage the valve and is not covered under the warranty. Draining the water heater regularly will drain off mineral deposits from hard water before they become solid. Failure to maintain the water heater properly can result in higher operating costs for this appliance. As the scale builds up in the tank, heat transfer is reduced. The water heater tries to compensate for this by longer heating cycles. This in turn results in increased burner operation and higher utility costs to you.

To light your water heater, refer to the manufacturer's instructions on the heater or call your public utility company.

Smoke Detectors

(See Homeowner Maintenance Guide)

Your new home is supplied with smoke detectors, which continuously monitor the air in your home. It is factory adjusted to sound the alarm when smoke reaches a condition that exceeds most normal household activities.

Most smoke detectors are hard wired with a battery backup. Whether hard-wired or not, batteries should be replaced twice a year. While most units "beep" when batteries are low, changes twice a year are still recommended. We recommend that you test your smoke alarms monthly to assure proper operation. To test, firmly depress the light lens or "test" button located

near the center of the cover for a few seconds. The alarm will sound as it would if smoke from a fire were actually present.

It is important to vacuum the slots on the cover if the smoke alarm accumulates dust or grease. This cleaning procedure should be followed on a monthly basis. The smoke detectors operate on the household electrical system, however, a battery backup is provided so that it is operational in times of power outages.

Vents

(See Homeowner Maintenance Guide)

This includes kitchen hood filters and bathroom and laundry fans. The hood filters should be removed and washed with a grease removing cleanser at least four (4) times a year (depending upon use). Bathroom and laundry fans should be vacuumed with a hose vacuum and crevice tool at least once a year.

SECTION 4 - EXTERIOR FEATURES

Brickwork and Masonry

Bricks, by their nature, tend to be irregular in size and shape and normally contain some chips and/or surface cracks. Do not expect each brick to be perfect and spaced perfectly. Small surface chips or cracks and slight variations in size and placement are normal. They help create the texture, beauty and interest of brickwork. Because of irregularities in brickwork cannot be controlled, KB Home cannot be responsible for natural cosmetic differences in brickwork and masonry.

Mortar joints in masonry are subject to cracking and will weather with exposure to the elements. Should the joints crack during the warranty period, KB Home will repair cracks greater than 1/8" by filling with mortar.

KB Home cannot be responsible for color variations between old and new mortar. Brick or slumpstone may discolor due to moisture. A white powdery substance, which may appear, is known as "efflorescence" and is caused by soluble salts leaking from the bricks. This can be removed by scrubbing with a stiff brush (not wire) and a solution of 60% vinegar to 40% water. **Caution – Do not allow this solution to contact any finished flooring, walls or furnishings.**

Concrete

All concrete is subject to cracking. Due to varying soil conditions, weather conditions and simply the nature of any cement-based product, a certain amount of cracking is unavoidable. These conditions are beyond the control of KB Home.

While cracks may not be pretty, they do not necessarily reduce the serviceability of the concrete or reduce its structural strength. If, during your warranty period, you feel your concrete has undergone excessive cracking, please submit your inquiry in writing to the Customer Service Department. An inspection will be arranged in order to assess the concrete's condition and you will be advised of our findings. Crack repairs will be done in accordance with acceptable industry methods.

In certain cases, where expansive soils are present, exterior concrete slabs such as driveways, sidewalks, patios, front stoops, etc. are subject to upward lift as a result of these expansive soils. Since expansive soils are affected adversely by water, it is very important that water not be "trapped" and therefore must drain properly when you install your landscaping.

Garage floors are designed to provide slow drainage of water from back to front of the garage. As the floor is sloped gradually, it is not uncommon to notice some puddling on it when you wash down the floor. Simply sweep any slight water accumulation out of the garage.

Differences in color are common in cured concrete. The concrete may take on varying shades of color during the drying (curing) process. This is unavoidable. Please remember that any replaced portion of a driveway, sidewalk or other concrete area will not match the original concrete around it. KB Home cannot guarantee a match if concrete repair or replacement is necessary and will repair or replace only those portions of concrete which are defective or damaged.

Remember, concrete driveways are designed for normal vehicular use. Cracking or breaking of drives caused by heavy vehicles such as moving vans, delivery trucks, etc. is not warranted by KB Home and will be considered the homeowner's responsibility.

Due to the expansive soil conditions in some parts of Southern California "post-tension," slabs are installed in certain areas. Post-tension slabs are reinforced with cables put under tension at the time the slab is poured. If your house has this type of construction, it will be evidenced by a stamp into the concrete in the garage floor. This will have been pointed out to you during your orientation. It is important that the integrity of this system remain intact. There should be no coring, cutting or drilling without consulting an expert in this area. Failure to do so could result in injury and have an adverse effect upon the structural integrity of your slab.



Grading and Drainage

Now that you have bought your new home, we realize that you are eager to proceed with landscaping of your yard and that you may wish to use your own talents and ingenuity to accomplish the effect you wish to create. However, serious problems can result if you interfere with the carefully designed drainage system that has been installed on your property. To avoid considerable expense to you and aggravation during the next heavy rain, **please read the following information carefully.**

It is very important for surface water to drain away from your house and off your lot to a street or drain. If water does not drain away from your house, heavy ponding and saturation of the soil can cause severe property damage, particularly if standing water seeps underneath the foundations of your home.

The berms and swales, the contours on your lot such as little hills and valleys are designed to remove surface water from your lot with a minimal effect to your property and/or the adjoining property. Earth berms are mounds that prevent water from flowing over slopes. It is very important that these berms be maintained. Side swales are shallow depressions which direct water around the house and off your lot, keeping the water about three feet away from the house on both sides. The diagram on page 34 illustrates the way these berms and swales typically direct water off the property, usually to the street or rear property line.

The drainage system for your lot was designed by professional civil engineers, in accordance with all applicable local ordinances. However, now that the home is yours, it is your responsibility to maintain the existing drainage pattern. Disturbing the grade or interfering in any way with the drainage can not only create problems for you, but in storm conditions might cause water or erosion damage to your neighbor's property for which you would be financially responsible.

We have found that drainage problems frequently arise when homeowners install, or hire contractors to in-

stall landscaping, swimming pools, patios, sidewalks, walls, or fences. Often these contractors will disrupt the designed drainage pattern, causing problems for the homeowner the next time it rains. One of the most common mistakes is placement of a sidewalk, patio, planter, or some other feature inside a swale which causes it to block the drainage flow. Another common mistake is for a landscaper or fence contractor to change the shape of a berm by moving earth around, thus directing the water flow either too close to your house or off the side of your property onto your neighbor's lot. It is your responsibility as a homeowner to advise any contractors you may hire that they must design and install their work with these factors in mind, and you should take great care to see that the proper drainage of your lot is maintained.

To maintain the safety features in your present grading pattern, experts often recommend the following:

- Make inspections during rains, as this is when trouble occurs. Watch for gulling and silting (fine soil washed into swales by erosion) and correct them as soon as possible. If you decide to defer installation of landscaping, it is important to maintain the drainage swales at the designed depth by removing any soil and debris that washes into them. This will enable your lot to drain properly until your landscaping is installed.
- If you plan to have flower beds or shrubbery near the house, do not disturb the earth next to the foundation – dig two or three feet away. Make sure that, after planting, the earth slopes away from the house, not toward it.
- Do not create a planter near the foundation.
- During the construction of your home, service trenches were dug from the property lines to the foundation (for gas, electric, telephone, sewer, and water). In many instances, natural settling occurs in the trenches after construction. The minor

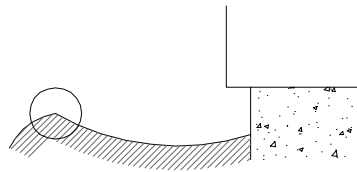
settling areas should be filled with dirt immediately so that water will not collect in them. Small depressions in the lawn should also be filled.

- If your home has downspouts or gutters, adjust them if necessary to carry surface water away from the foundation walls.
- If there are paved drains or catch basins serving your lot, keep them free of silt and debris. Check periodically to make sure drainage devices are not clogged. Do not block the water flow by building a wall or fence over a drainage flow line.

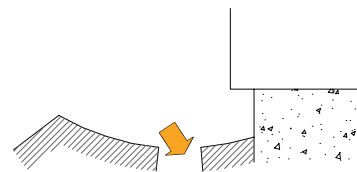
We advise that in the development of your landscaping and fencing program, you take special care not to destroy the drainage system carefully designed for your particular lot. We will not assume any responsibility for water or erosion damage to your home or your neighbor's property if you modify the grading or drainage contrary to the established plan or fail to maintain the proper drainage of swales. If you move any earth around your lot, or install any improvements that block the drainage pattern, you must provide some alternate method of drainage. We strongly recommend that you get expert advice from a civil engineer and check with the city or county engineer's office before undertaking any lot improvements that might alter the existing grading or drainage patterns on your property. [Please review the illustration of a typical drainage pattern on the following page.](#)



1



2



The drawing on the opposite page is a very simplified illustration of typical property drainage. The flow pattern shown is only one of many possible drainage patterns recommended by qualified civil engineers. In general, most situations will direct the water to the street in front of the house, but that is not the only scenario.

It is also almost impossible, even for experts, to discern the drainage pattern on a piece of land merely by visual inspection of the property, because the slopes involved are so slight. Therefore, the drainage or your particular lot will be explained during your New Home Orientation.

1

EARTH BERMS prevent water from flowing over slopes. It is important that these berms be maintained.

2

SIDE SWALES direct water around the house. Keep flow line (arrows) at least 36 inches away from the building wall.

Other than the earthen swales graded on your property to direct water away from your home, your lot may have one or more of several types of drainage systems. The most common systems used are:

- Concrete drainage swale or trough providing a path for excess water flows.
- Plastic drainage grates leading to an underground pipe.
- Downspouts from rain gutters piped directly into an underground drainage system.

Each system is intended to direct water away from the house. Please inspect the various types of drainage systems on your lot on a regular basis as instructed in your Homeowner Maintenance Guide at the back of this book, prior to the rainy season. We recommend that you check for obstructions that could impede the flow of water and clear them if necessary.

Failure to properly maintain any of the systems may lead to damage to your property or home. (see Maintenance Schedule) The builder is neither responsible for maintaining the drains nor liable for any damage due to the lack of proper maintenance.

Storm Drain Water Systems

The Federal Clean Water Act, enacted in 1972 has been amended to establish a framework for regulating municipal and industrial storm water discharges. Simply put, it is illegal to dispose of any type of pollutants into the storm drain systems and the gutters that run into those systems.

Our communities are equipped with storm drain systems to collect rain water which is eventually directed to streams, rivers, lakes and the ocean. The water in storm drains must remain as pollutant free as possible to protect our environment. As your new home community is under construction you will notice that we have many precautions in place to contain run-off from our lots as we build. This is becoming an increasing concern and there are several Federal, State and local agencies that monitor water flowing into drains and hold us all responsible for our actions, or lack of action, with regard to run-off from our properties. There are penalties and fines which apply to homeowners and contractors for polluting the water that enters the storm drain systems. The agencies that monitor water and debris in storm drains and gutters are actively pursuing any and all violators at this time. Please keep in mind that water that flows into storm drain systems is never treated in any way. Unlike sanitary sewers, storm drains are not connected to a treatment plant. The water that flows into the gutters and into these drains travels directly into

lakes, rivers, streams, and the ocean. Therefore, storm drains are intended only for rain water collection.

At your orientation, you will sign a Storm Drain Water Acknowledgement. This indicates that you understand that all pollutants must be contained upon your property and disposed of properly. The following is a brief list of activities that typically generate pollutants in run-off:

Home Improvement Projects

(This involves any contractor that you hire or any projects you do yourself.)

- Paint, lacquer and other solvents must be disposed of at a site designated by your local government for hazardous materials.
- Concrete and masonry residue must not be washed into storm drains, but contained in a bermed pit upon the property and broken up and disposed of as part of trash haul away activities.
- Bags of concrete, cement, plaster and other building materials must be stored under cover and out of rain. All materials must be kept away from streets, gutters and storm drains.
- If your project requires a portable toilet for worker usage, special rules apply as to where and how it may be placed. Please make sure that any units placed upon your property are in compliance with all local restrictions regarding these units.

Landscaping Projects

- All landscaping materials must also be away from the street, gutters and storm drains. These materials must be securely covered. It is best to undertake large landscape projects during dry weather.

- Plant yard and slope areas as soon as possible to prevent erosion. Place mulch, sand or gravel bags or straw rolls to prevent loose soil from migrating.
- Pesticides, fertilizers and other chemicals must be stored in a covered area. Do not fertilize when rain is expected as this washes the chemicals into the storm drains.
- Do not leave yard clippings or pet waste near gutters or catch basins. Dispose of this type of debris in trash containers.

Pools and Spas

- Pool water must be de-chlorinated to a level of 0.1 parts per million or below to be drained into the street, gutter or storm drain system. Contact your local governmental agency to see if a permit is required.
- Never dispose of any pool chemicals into the street, gutters or storm drain systems.

Auto Repair and Maintenance

- Coolant, oil, gasoline and the other types of fluids used in the automotive industry are extremely dangerous pollutants. These must always be disposed of at an authorized site. Please check with your local government agencies for information on disposal sites.
- Washing cars with soap, or any other type of cleaning agent, on hard surface pavement such as driveways, easily allows contaminated water to flow into the streets and gutters of your community. Do not dispose of water containing soap or any other type of cleaning agent into the storm drains. This is a direct violation of state, and/or local regulations. Professional car wash businesses may be a better choice as they are required to have systems in place to conform to all proper methods of water disposal.

Please be careful to think about the run-off from your property. In this way, you will be a good neighbor and not run the risk of committing violations in this important area.

Decks and Balconies

(See Homeowner Maintenance Guide)

You can easily maintain your decks and balconies. Frequent sweeping to remove dirt and debris as well as a light washing now and then are generally all that is needed. If your deck has a drain installed, it should be checked periodically to be sure it is free of leaves and other debris which might cause it to become clogged. Keep deck furniture, potted plants and similar items off of the drain. The weight of these items may crack the drain and lead to leakage. Leaving potted plants in one location may stain the deck over time. We suggest that you periodically move all pots and furniture to prevent permanent staining and wood rot.

Surface manufacturers recommend that only neutral, biodegradable liquid cleaners which are free from harmful alkali acid and solvents be used to clean deck surfaces. Soaps and scrubbing powders containing water soluble, inorganic salts or crystallizing salts should never be used because of possible water spots. Abrasive cleaners should also be avoided. Stain treatments should be utilized only by trained and experienced personnel. The solution should be applied to the surface, allowing several minutes for the grime dissolving action to take place. The dirty solution should then be removed by washing into drains (if applicable) or by mopping action. Complete removal is necessary to eliminate a slippery surface.

Note: Electric scrubbing machines should not be used because of their highly abrasive action which could damage the texture and top coat of decking.

Decks that have a coated surface will need to be refinished by a professional. The life of the deck coating can vary depending on exposure to the elements and general care given to the deck. Inspect for cracks and signs of deterioration annually and have preventive maintenance done if needed. Deck drains should be flushed with a garden hose and should flow freely prior to the start of each rainy season.

Foundations

Your home has been built upon a concrete foundation, engineered to be more than sufficient to do the job required of it. These foundations are subject to a wide variety of stresses and strains. Changes in temperature, soil shrinkage and expansion, as well as the natural shrinkage that takes place when concrete achieves its final set, can all cause cracks in concrete foundations. This type of cracking does not affect the structural integrity of your home in any way. Since the factors, which cause this cracking cannot be controlled by KB Home, this is not covered under the terms of your Limited Warranty. If during your warranty period, you feel that the foundation of your home is exhibiting unusual or extensive cracking, please submit a written request for service to the Customer Service Department. Arrangements will be made for a KB Home representative to inspect the foundation and you will be advised of our findings.

In some areas, based on the recommendations of an engineering report, post tension concrete slabs are used for the foundation of the home. These slabs have large cables running through them, which are used to exert pressure on the slab and minimize stresses caused by highly expansive soil conditions.

Important Notice: If your home is built on a post tension slab, it is essential that a licensed contractor review the building plans before beginning any work which would involve any drilling or penetration of the slab (i.e., remodeling, installation of a floor safe, room additions, etc.). It is absolutely necessary that the location of the cables in the slab be known before beginning any work of this type. Accidental breakage of a cable can result in severe property damage and/or personal injury to yourself, workers on your property, or, in the case of attached housing, property damage or personal injury to adjacent homes or persons.

The building plans are the exclusive, proprietary and copyright protected property of KB Home. We do not provide copies to our homeowners. They are available for your review at the sales office of your community during the building phase of your home or at the local KB Home division office after your close of escrow.

Garages

In compliance with current building codes, all standard electrical outlets in garages will be on the GFCI circuit (see electrical systems). Therefore, please be aware that certain appliances plugged into a GFCI protected outlets, which require constant power (like a freezer), may often trip the circuit. Professional grade power tools will have the same effect.

Do not store anything on any exposed horizontal framing members in your garage ceiling. This framing is not designed to carry extra weight or to be used for storage purposes.

In most of our plans, the water heaters are in the garages on elevated platforms. Most gas water heaters have a pilot light, which is on continuously. Therefore, it is extremely dangerous to store flammable liquids in garages. Please also keep the screened vent areas clear so that the garage is properly ventilated.

The wall backing your electric panel on the outside of the house will be dry walled. Nails should not be placed in this area due to the wiring behind this portion of wall and the presence of the gas line.

Garage Doors

(See Homeowner Maintenance Guide)

Your garage doors and hardware were carefully selected to provide you with dependable service. Since it is a large moving object, periodic maintenance by you is essential. To keep your door in good condition, perform the following maintenance as required:

1. Lubricate moving parts of the door at least every six (6) months, with a 30 weight oil.
2. Inspect and tighten any loose bolts on your garage door regularly. Garage doors vibrate when opening and closing. Therefore, it is important that an inspection be made every six months during the first year and annually thereafter to ensure these bolts remain snug. The wood shrinks as it ages and this may leave the mounting bolts a little loose.
3. Operate the door only when adjusted properly and clear of obstructions. With an automatic garage door

opener, obstructions can cause the sensors to be bumped out of alignment. Also be sure to protect these sensors when hosing out your garage.

The door is under constant spring tension. Repairs and adjustments, particularly to cables and the spring assembly, can be hazardous and should be performed by qualified repair personnel only. Your garage door has been installed per the manufacturer's recommendations. **Overhead garage doors are not designed or intended to be completely weather-tight. Because of this, some intrusion of the elements, particularly wind-driven rain, can be expected.**

Garage Door Openers

(See Homeowner Maintenance Guide)

If your garage door is equipped with an automatic garage door opener, it is recommended that you read the manufacturer's instructions and become familiar with it's operation. If your garage door is not equipped with an automatic opener, please be aware that if you decide to install one, you should hire the original company who installed the garage door if you wish to keep your warranty on the garage door. This number may be obtained from our Customer Service department. Also, if you have a garage door opener installed please remove the T-lock (manual lock) which could become engaged accidentally and cause damages to your garage doors.

Having an opener installed by someone other than the garage door company will void all warranty on the garage door.

There are some minor problems that can be remedied by simple adjustment on the part of the homeowner, thereby avoiding a charge for a service call from the Trade Partner. The most common of these situations would be the adjustment of the sensors located at the bottom of the track on each side. If these are not lined up properly, the door will not operate. The sensors are sensitive and can be bumped out of adjustment by objects stored in the garage or other unintentional blows. They will usually adjust back to alignment easily without the use of any tools. It is important to check this before you call for service, as it is not covered by your warranty. The sensors can also be damaged if exposed to excessive moisture. If on occasion you hose out the garage, the sensors should be protected from water by covering with plastic bags. Please follow the manufacturer's instructions for testing of these units

and consult your Homeowners Maintenance Guide for the required periodic maintenance.

In the event of an electrical outage, or if the door opener should fail to operate for any reason, you can bypass the electrical opener by pulling down on the cord which hangs down from the track. This release cord disengages the automatic opener and will enable you to operate the door manually. Care should be taken so that high vehicles, or those with roof racks, do not become entangled in the release cord.

Your overhead garage door opener, if supplied by KB Home, is warranted for one year from your close of escrow. Should you experience difficulties with the door's operation during the warranty period, please submit a written request to KB Home's Customer Service Department. Automatic garage door openers, whether they are chain drive or screw drive, should have the drive mechanism (chain or screw) lubricated with light grease every six months. **For detailed instructions, please refer to the owner's manual provided with the opener.**

Locks

(See Homeowner Maintenance Guide)

Once a year, or when they become stiff, apply a dry lubricant as directed into the lock. Use a lubricant specifically designated for locks and avoid use of popular synthetic oil sprays. The latter can form a gummy residue on lock parts.

Paint

Interior paint

Two types of paint have been used on the interior of your home. Enamel is located in the kitchens, baths, laundry room, doors and door jambs all of which respond well to washing. The walls and the balance of the house have been painted with a flat paint that does not respond well to washing. No paint is completely washable or scrubable. Walls painted with flat paint are best touched up with paint. Allow your paint to "set" for the first three months before washing your walls. Second, when you do clean, use mild cleaners only with a minimal amount of water.

Preventive maintenance practices such as inspecting and replacing caulking on an annual basis or as needed, will help you avoid leaks and unnecessary repainting.

Exterior paint - Although the painted surfaces on the exterior of your house are of a durable nature, they will respond to some of the intense weather conditions experienced here in Southern California (see separate section on "Dealing With the Effects of Weather"). Always test any paint you purchase on a small piece of scrap material before you apply it to your house to be sure it is the correct color. However, please keep in mind that due to the weathering and fading that occurs once the paint is applied to the home, touch ups using the same paint may stand out or appear not to match even on a relatively new home.



Pest Control

(See Homeowner Maintenance Guide)

Pests find their way into every home at one time or another. Some insects are more prevalent in certain regions due to soil and climatic conditions. A professional exterminator is your best resource to properly eliminate pests which can damage your home.

Insects, particularly termites and carpenter ants, can be harmful to the structure of your home. An annual inspection should be made of the foundation (both on the outside and inside of the crawl space, if applicable). Look for brown termite tubes running up the foundation walls and bore holes of the carpenter ants on the exterior of your home. Homeowners should pay close attention to pest control maintenance and should not hesitate to call a pest control service if destructive insects are suspected to be present. Firewood should be stored away from the home in a structure or holder that is not in contact with the ground. Do not let vines grow on the house; they will attract insects.

Roofs

(See Homeowner Maintenance Guide)

Special care should be taken not to walk, stand or nail anything on the roof of your home. Only experienced personnel should be allowed on your roof. Any problem with your roof should be reported promptly to your Customer Service Department.

As one of the most important systems of your house, your roof will require periodic checking and/or maintenance as recommended in the Homeowner Maintenance Guide included in this manual. Visual inspections of your roof are necessary to address potential problems in a proactive manner. Visually inspect your roof to locate any cracked or broken tiles, or dried out mastic. The replacement of damaged tiles and deteriorated sealing materials are a function of routine maintenance, and the responsibility of the homeowner, to insure the integrity of your roof. Any needed repairs to the roof should be undertaken only by a licensed professional. Many roofing problems occur as a result of broken tiles caused by window cleaning or the installation of holiday lights or antennas. The warranty does not cover damage caused by walking on tiles. Therefore, walking on concrete tile roofs is not advisable except by a licensed roofing contractor. Any problem or leakage experienced during the warranty period should be reported to the Customer Service Department immediately; however, KB Home cannot accept responsibility for damage caused from others walking on the roof or by acts of nature (i.e., high winds, hail, etc.)

Visually inspect your roof two times per year. The first task should be performed just prior to the rainy season, and the second task should be performed during the rainy season after the trees have shed their autumn leaves. The valleys of the roof will collect wind blown debris. It is advisable to remove this accumulation as it occurs by setting a ladder against the fascia, and rake it off using a long handled broom or rake. Prune branches that overhang roofs and gutters. Cleaning of gutters and downspouts at this time would also be recommended (See section on Rain Gutter Maintenance). Check them at least twice a year to be sure they are clean of blockages and debris.

Sodded Lawn and Tree Maintenance

These general guidelines will help you care for your

newly sodded lawn and will enhance the appearance of your new home.

Watering

If your sod is newly installed, it should be thoroughly watered and kept moist for the first several weeks. Water sodded areas three times a day, three to four minutes per watering time, one valve at a time. Don't let water puddle. After the lawn is fully established and has been mowed, water your lawn once a day in the early morning; less in cooler seasons.

Mowing

Your lawn should be first mowed when it is two to three inches high, probably about two to three weeks after installation of the sod and once a week thereafter. Use only a sharp mower with blades set about two inches from the ground. Be sure the soil is dry before mowing. Established lawns should be cut at two inches from the ground. Shorter cuttings will only expose the grass roots to the sun and allow weeds to compete favorably. All clippings should be removed when mowing. When trimming around trees, care must be taken so that the bark is not removed by a trimmer. This will often cause trees to die.

Fertilizing

Fertilizer can be applied lightly after the first mowing to promote vigorous growth. Thereafter, consult your garden supplier for fertilizer recommendations. To prevent grass blade burning and to make the fertilizer more available to the grass plants, always lightly water the lawn immediately after fertilizer applications. Be sure to clean any excess fertilizer off concrete walks and driveway as it will cause staining and etching.

Weed Control

Many chemicals are available which may aid in weed control. You can inquire about and purchase weed killers at you garden supplier. Be sure to follow instructions carefully.

Trees

The tree(s) you receive are container grown. They received 2½ to 3½ inches of water daily at the nursery. In your lawn or garden, they should have extra water, above and beyond what is applied to your lawn, for the first three to four weeks.

Please Note: Sod and tree maintenance are the homeowner's responsibility. Please check your irrigation system monthly as recommended in the Homeowner Maintenance Guide.

Stucco Walls

(See Homeowner Maintenance Guide)

The exterior walls of your home may be finished with stucco, which is a mixture of Portland cement, sand and water. Like concrete or plaster, stucco is not flexible. You can expect some cracks to appear in the stucco. These cannot be controlled by KB Home.

There are many factors which cause stucco to crack. What takes place in any building is that stresses are generated in the building from such things as heavy winds, impacts, vibrations, shrinkage in the underlying framing lumber, expansion and/or contraction of the underlying soils, and seismic activity. These stresses travel through the stucco and can cause cracks as they dissipate. Susceptible areas for stucco cracks always exist to some degree at corners of doors and windows, and around penetrations of the stucco. Cracking will occur on most residential homes finished with exterior cement-based plaster. Cracking is typical in cement-based plaster systems and in most cases is not considered a defect. Cracking of the stucco does not jeopardize the structural integrity of your home.

Cracks in the stucco do not mean water will be able to penetrate the home. Stucco is naturally porous material. Lath paper is installed over the shell of the home before application of the stucco takes place. When water penetrates the stucco, it hits the lath paper and travels down the face of the paper, exiting at the weep screed. Trim, flashings and penetrations through the stucco need to be maintained, so that water intrusion behind the water resistive barrier does not occur. It is important that care is taken when making additions or improvements to the exterior of your house. Patios, shade structures, room additions, satellite dishes and the addition of decorative items can cause damage to stucco if the stucco is punctured as a result of the installation of these items. To puncture the stucco or the membrane behind the stucco, or to pour cement above the weep screed will cause water to be directed into the walls of the house. As with all building projects, it is recommended to seek professional assistance when considering these types of improvements.

KB Home recommends that you wait until you are ready to repaint the exterior of your home before making repairs to minor stucco cracks. Allow this time for the normal shrinkage to end and then cracks can be filled and repainted.

The texture of your stucco finish may vary around the home, as well. Textures are applied by hand or by machine and may vary for this reason. Texture variations are normal and to be expected. Because of this, they are not covered under the Limited Warranty.

It is recommended that your stucco walls remain free from plants or vines to prevent staining and deterioration and that your sprinklers be adjusted away from your structure so that water does not over-saturate your stucco walls.

Most stains caused by the above mentioned items can be removed if addressed in a timely manner following the steps listed below:

1. Pre-wet the wall, saturating it. Start at the bottom and work to the top.
2. Use a garden hose to direct a pressure stream of water against the wall to loosen the dirt. Start at the top and wash the dirt down the wall. Caked on dirt may require brushing.
3. Mild cleaners may be used to remove stains. Choose water-soluble cleaners that will not attack Portland cement, lime, or oxide pigment colors.
4. Flush remaining dirt or cleaners off the wall with a follow-up rinse.

In the event you encounter a stain that cannot be removed by using the above steps, refinishing, fog coating, or brush coating may restore the original color. You may obtain the color number and stucco manufacturer's information for future maintenance from our Customer Service Department.

Finally, there are a few preventative maintenance steps that may be followed to assist in the upkeep of your exterior finish:

1. Installation of gutters and downspouts is the best way to prevent staining and efflorescence on the exterior walls.

2. Lining the first few feet of planters with rock, gravel, bark, etc. will prevent dirt from splashing on the walls during seasonal weather conditions. Caution: All sprinkler and irrigation systems must be directed away from all exterior stucco walls.

3. Installing concrete walkways soon after move-in will also help to keep your walls clean and dirt free. Caution: When installing concrete make sure the finish grade remains below the weep screed, allowing the exterior wall to drain as designed. Also, make sure that the walkway slopes away from the house.

4. Window cleaning solutions should be rinsed off so that they are not left to dissolve or dry on the stucco surface. Over time, rust and dirt accumulates on metal accessories such as windowsills, light fixtures, vents, etc. and must be removed periodically to prevent stain deposits on the stucco surface.

Wood Fencing

Fencing made of wood will show wear from exposure to the elements over time. The following information will help you to extend the life of your wood fencing.

Wood fencing requires maintenance so that it will last for many years. A coat of sealer should be applied every two to three years. Please keep in mind that sealing one side of a fence does not completely seal it. All sides need to be sealed each time. Since fencing is normally installed on lot lines, this will require coordinating the sealing with your neighbors.

Keep dirt away from the fence. Wood fencing should never be used as a retaining wall. This will cause decay and deterioration to the fence. Also, do not attach vines or shrubs to the fence as this encourages insect infestation and moisture retention. Do not let water puddle around the fence posts. Direct all irrigation away from your fence. Be aware that you should never change the grade of your lot in a way that causes the fence to impede the flow of water. Water continuously hitting the fence will stain the boards. All of the above conditions will cause deterioration.

Inspect your fence at least once a year for loose nails and re-nail any that have worked out due to the expansion and contraction of the wood. The use of weed whips around the posts should be kept to a minimum as this will destroy any applied sealer and allow an entry point for moisture.

With proper preventative maintenance you and your neighbors will be able to maintain the function and attractive look of your wood fencing for many years to come.

Ornamental Iron Fencing

PREVENTATIVE MAINTENANCE

1. SCRATCHES AND NICKS in the paint must be cleaned, primed, and repainted, or they will rust.

2. POSTS - Precautions should be taken to insure that water will not puddle or settle near the posts. Also, make sure that all posts remain capped to prevent water from entering.

3. SPRINKLERS should be directed away from the iron fence. When this is not possible, extra maintenance will be required for these areas.

4. VEGETATION on the iron, although very attractive, will lead to extra maintenance of the iron.

5. KEEP YOUR WEED EATER AWAY FROM THE FENCE - If not, it will cut through the primer and finish coats and rust will appear. There is not any paint coating on the market that can stand up to this abuse.

GENERAL INSPECTION

Because each fence resides in a unique environment mandating different levels of maintenance, we suggest a quarterly inspection of your iron fence. A simple three-part procedure is recommended:

1. Mark your yearly calendar with 4 dates approximately 3 months apart so you do not forget about the inspection.

2. When the inspection week arrives, walk the fence lines paying close attention to “problem areas” – welds, post bottoms, sprinkler areas, heavy vegetation, etc..

3. If there are areas where breakdown is beginning, clean with a wire brush, prime, and paint them before damage can occur.

YOUR IRON WILL MATURE

Determining when to repaint your fence depends on aesthetics and in what area your home is located. Proper maintenance will prevent damage to the fence. When you do repaint, view it as a long-term investment. The older your iron gets and the more coats of paint are applied, the less maintenance will be required and the more attractive it becomes.

As a rule of thumb, we suggest you paint your iron fence as often as needed. However, if your fence is adjacent to a common area, golf course, or HOA maintenance area that reclaims water for irrigation, then you need to repaint every 12 months, or as necessary, to avoid rapid deterioration.

Your iron, if cared for properly, will mature, growing in beauty and requiring less and less care with each coat of paint. Always remember that the key to longevity for your fence is **PAINT, PAINT, PAINT!**

Trim and Siding

(See Homeowner Maintenance Guide)

The term “trim” refers to fascia, eaves, wooden trim around windows and doors, or accents on the home. The trim should be inspected each year prior to the start of the rainy season; and if the trim is pulling away from the house or the caulking has deteriorated, these areas should be re-caulked. If warping or twisting is severe (more than ½”), the trim should be replaced. Do not caulk the bottom gap of the trim piece over a window or patio door. Also, the siding (exterior wall material such as panels, lap boards, shingles, or other non-stucco, non-brick, or non-stone material) should be inspected for warpage and protruding nails. Inspections should be annual and prior to the start of the rainy season. Warpage should be caulked and painted, and protruding nails should be pulled and replaced with a slightly larger nail. Use hot dipped galvanized box or common nails in exterior applications. Drive the nail head even with the siding; DO NOT drive the nail

head into the siding. Driving nail head into the siding may break the seal and cause the siding to swell and leak during precipitation. Touch up all work with caulk and paint.

Weather and Its Effects

Our variable weather conditions in Southern California require homeowners to take an aggressive approach to home maintenance. These pages will highlight some of the common situations our homeowners encounter related to weather conditions and our recommendations for dealing with them. An awareness of the effects of weather upon the surfaces and systems of your house will assist you in the ongoing maintenance of your new home.

Wind

If you are located in an area that may be subjected to high wind, there are many issues to consider. The winds are particularly prevalent in the fall/winter as we experience Santa Ana type wind conditions. Windows and doors are areas that pose particular challenges for homeowners in high wind areas.

Modern window construction requires “weep holes” at the base of each window. These are visible from the outside at the base of each window track. The purpose of these weep holes is to allow any water, which accumulates in the window track from rain to drain out. These are an extremely important feature of the window. They should never be obstructed, as the ensuing back up of water will then invade the house and cause drywall damage in the reveal around the affected windows. However, in extremely high wind conditions, it is reasonable to expect that some amount of wind blown fine dirt will enter through the weep holes and accumulate on the windowsills and other surfaces.

Front doors have weather stripping which, when properly adjusted, under normal conditions provides a seal against air infiltration. High wind conditions will cause even a door which is weather stripped and adjusted properly to flex slightly. This will allow a certain amount of air and dirt infiltration to accumulate at the entryway. Please note that a door with weather stripping adjusted too tightly will not close properly. In this case, the door may bind and be difficult to open and/or lock.

These conditions are to be expected in high wind areas,

particularly during excessively high winds. The best way to deal with this is to vacuum the accumulated dirt on days when high winds are prevalent.

Wind also can cause damage to gates that are not secured properly. Be sure your gate latch is adjusted so that it will close and latch each time it is shut. The excessively high winds can also pick up many objects that are not secured. If high winds are anticipated, you may wish to move lawn furniture, trash cans, etc. to a secure location.

Wind will also cause dirt to accumulate inside the condenser unit(s) of your air conditioning system. Frequent hosing out of these units is recommended by the manufacturer. This will prevent the accumulated dirt from affecting the operation the system.

Sun

The intense sun and heat of Southern California are conditions that have considerable effect upon many exterior surfaces of your home. Paint is often most notably effected as the intense constant effects of sun exposure will cause fading even in a relatively short time. As this happens gradually, you may only notice it when you attempt to touch-up an exterior area of a painted surface. Although our painting contractors use good quality paint manufactured to high industry standards, there is little that can be done to prevent fading over time.

Any wood surface such as fences, trim and fascia will be affected by sun exposure as this causes the wood to dry. If the wood is not protected properly, it will show conditions such as cupping, warping and splitting. These conditions can be mitigated and the life span of wood surfaces greatly improved if the wood is sealed properly with paint or sealer and caulking is maintained on a periodic basis. (see Homeowner Maintenance Guide).

Rain

Preparing for the rainy season helps to prevent many problems. At least twice a year, you should conduct a visual inspection of your roof (see Homeowner Maintenance Guide). This can be accomplished by setting a ladder against the fascia board and working your way around the house or, have a licensed reputable roofing contractor perform this inspection. You will want to check for broken roof tiles or accumulated debris in valleys or around chimneys. Debris can be removed using a long

handled broom or rake. If there are broken tiles, call a professional roofer to get an estimate to have them replaced. **DO NOT** walk on your roof. This is dangerous and can cause damage.

Gutters should also be cleaned of accumulated debris. A build-up of debris can cause water to back-up under the roof tile at the edge of the roof.

The window tracks should be cleaned as necessary to remove the dirt that accumulates in these areas. This is essential so that the weep holes are not obstructed and function properly when rainy conditions occur. Please refer to the Homeowner Maintenance Guide.

If you have not yet installed your landscaping when rains begin, you will want to pay particular attention to your stucco. As the rain falls, it drips from the edge of the roof and splashes dirt on the stucco. If this is allowed to dry, it will stain the stucco at an area around the base of your house. Hosing down the dirt after rainstorms will mitigate this staining effect. The best way to deal with this is to install either landscaping or gutters and downspouts as soon as possible.

If you have unlandscaped areas during the rainy season, you will also want to pay close attention to the earthen swales around your home (See section on Grading and Draining). Silt accumulated in the swales will need to be removed in order to maintain proper drainage around the home. It is important to address areas subject to erosion as soon as possible after taking possession of your home to reduce the opportunity for standing water or flooding.

Windows and Screens

(See Homeowner Maintenance Guide)

The windows in your home are of excellent quality and are part of the overall energy conservation package in your new home. Most if not all of the windows in your home are dual-paned for energy conservation. These windows are made with two pieces of glass between which there is a seal or gasket making them virtually weather tight. Dual-paned windows have several outstanding features including higher insulation properties than single-paned windows for energy efficiency as well as reducing outside noise when closed.

Occasionally, the seal between the panes of glass may fail and condensation will build up between the panes of



glass. Commonly described as “fogged” glass, this needs to be repaired to protect the energy conservation features of the window. Inspect for broken or breached window seals in dual pane windows at least once per year. When this condition exists, the insulating value of the window is diminished and will necessitate replacing the window glass. Note: seals can be broken by misuse of the window. Do not slam windows in either direction and contact the manufacturer for suggested lubricants for continued proper operation. Typically, dual pane windows should be pushed open and not pulled which may cause the frame to separate from the glass.

KB Home warrants the windows in your home for a period of one year against defects in material and workmanship. If you discover a “fogged” window in your home during the warranty period, please submit your claim to the Customer Service Department.

Note: Manufacturers recommend against applying tinting or films to your dual-paned windows. Tinting the windows causes heat to be reflected into the air space between the panes creating excess pressure and will cause the seals to fail. The application of tints or films to reduce ultraviolet light penetration will invalidate the warranty on your windows. Do not power wash your dual paned windows.

Cleaning by this method can break the factory seal causing moisture to build up between panes. The warranty will not cover damage caused by power washing.

Sometimes the air outside cools the inside air against the glass. This inside air will then drop to the floor and set up a current, which moves through the room. This current of cool air may feel as though the window is “leaking” cool air, but it is actually nothing but cool air in motion. Exhaust fans and fireplaces remove air from your home and it needs to be replaced from somewhere, often through weepholes in the windows.

To avoid excessive moisture (condensation) on your windows and in your home, it is a good idea to keep bathroom, laundry and kitchen windows open an inch or so when using these rooms. In the absence of a vented (sliding) window, use the exhaust fans. This will help to reduce condensation, which can damage your wall finishes and painted surfaces.

Windows may sometimes stick because they are tightly fitted. Do not be too anxious to have the windows operate freely. Allow for normal shrinkage, wax the tracks occasionally with paste wax and allow them to “wear” into good operation.

The tracks of windows and patio doors should be swept and vacuumed frequently to prevent dust and debris build-up. Clean window and door tracks, allowing the sliding window to move more freely, so that the drainage through the weep holes will not be impaired by any wet debris. In open areas where there is ongoing construction or agricultural operations that generate dust, track cleaning should be done frequently. Window frames should be cleaned when condensation builds up on these areas on a regular basis to limit potential mold/mildew growth.

Weep holes at the bottom of windows and patio doors serve a purpose: to allow water to drain out from the track during rainstorms. Weep holes should be inspected at least annually to make sure that no debris has plugged the holes and that rainwater will drain freely from them..

Clean aluminum surfaces with warm clear water as often as needed. Do not use powdered cleaners. After each cleaning of the metal, apply paraffin wax to the locks and rollers to obtain longer life.

Screens should be carefully removed from your windows if necessary for cleaning. They can be easily bent out of shape or have the screening torn. Clean the screens using warm, clear water with mild detergent. Rinse them off thoroughly and allow to dry completely before reinstalling.





SECTION 5 - APPLIANCES

Every KB Home features a specially selected grouping of fine quality kitchen appliances. Your Customer Service Representative will provide you with owner's maintenance and warranty information. In order to insure that your appliances give you top-notch performance, make sure to fully acquaint yourself with the complete safety, use and maintenance instructions before using your new appliances. Be sure to mail in all warranty cards to the manufacturer(s).

It is also recommended that you do not plug freezers or refrigerators into a Ground Fault Circuit Interrupter (GFCI) circuit. These circuits are sensitive and may not be able to carry the load placed on the circuit by these appliances. This load may result in repeated power outage in those areas of the home that are connected to the GFCI circuit.

Service notice: Warranty for your appliances is covered directly through the manufacturer and KB Home

cannot make repairs on your appliances, as it would invalidate the manufacturer's warranty. Included in your Homeowner Manual, you will find the phone number for service on your appliances. Please keep all appliance information in a readily available place. If you experience a problem with any of your appliances, it is your responsibility to follow the procedures in the applicable manufacturer's warranty and deal directly with the manufacturer. If you are unable to locate the phone number for appliance service, please call our office. **It is important to KB Home that you are satisfied with the service you receive from our various suppliers and manufacturers. Should you need assistance, please notify our Customer Service Department in writing so that we can properly assist you.** Please provide specific details as to the nature of the problem, the date(s) you reported the problem to the manufacturer, and the action that has been taken to date.

Section 6

Recommended Maintenance Schedule for Homeowners and Homeowners Associations

ITEM	MAINTENANCE	FREQUENCY	DATE PERFORMED				
Air Conditioner	Turn on twice during winter months to prevent mechanical parts from sticking.	Twice a year					
Bathroom Caulk	Seal joints that are subject to water contact to prevent leaks, dry-rot, mold and mildew.	Twice a year					
Ceramic Tile Grout	Seal grout with silicone-based sealer; cracked grout should be caulked with a caulk specifically made for filling grout. Sealing and caulking improves appearance and prevents leaks.	Twice a year					
Chimney Cleaning	Removes buildup of tar and creosotes from the flue; prevents flue fires. This task should be performed only by a qualified professional.	Twice a year					
Doors	Vacuum tracks monthly, and lubricate hinges and latches annually to keep parts operating smoothly.	Twice a year					
Drainage	Prevent drains from backing up and flooding during the rainy season by removing debris from ditches and swales. Maintain positive drainage away from buildings.	Annually					
Drywall	Set nails, caulk and paint to improve appearance of finished interior-wall surfaces.	Annually					
Electric (GFI test)	Test GFI circuits (kitchen, bath, garage and outdoor) monthly to check safety of electrical circuits.	Monthly					

Recommended Maintenance Schedule for Homeowners and Homeowners Associations

ITEM	MAINTENANCE	FREQUENCY	DATE PERFORMED				
Electrical (wiring)	Eliminate possible fire hazards and open circuits. Within first two years, all connections should be checked for tightness. This task should be performed only by a qualified professional.	Every two years					
Fences	Inspect and repair fences to retain privacy and security, and to prolong life of fence. Wrought iron should be checked for rust four times a year.	Annually and quarterly					
Fire Sprinklers	Increases evacuation time. Critical life/safety device. Check for leakage	Monthly					
Fireplaces and Gas Appliances	Check for proper, safe operation	Annually					
Furnace Filter Change	Change filter to remove dust and pollen from interior air, improve furnace efficiency, and consume less energy.	Three times a year					
Garbage Disposal	Fill with ice and operate to clean and sharpen.	Monthly					
Garage Door Systems	Lubricate to promote smoother, quieter operation and extend system life.	Twice a year					

Recommended Maintenance Schedule for Homeowners and Homeowners Associations

ITEM	MAINTENANCE	FREQUENCY	DATE PERFORMED				
Grounds	Inspect for pavement breaks, heavy sidewalks from tree roots, dry-rot at decks and blockage of drainage system to avoid more expensive repair costs.	Annually					
Gutters and Downspouts	Clean gutters and unclog downspouts to prevent overflow onto walls, prevent eave leaks, and extend gutter life.	Twice a year					
Insect Control	Detecting and treating early will help prevent structural damage and help control annoying pests. If found, treat monthly. This task should be performed only by a qualified professional.	Annually					
Irrigation Sprinklers	Direct water spray properly to eliminate excess watering, staining of exterior walls and dry-rot of structures.	Monthly					
Registers and Supply Air Ducts	Clean registers and air ducts to help remove dust and pollen from interior air.	Annually					
Roof Inspection/ Maintenance	Detect and correct conditions that can lead to leaks and premature roof replacement. This task should be performed only by a qualified professional	Twice a year					
Sink Trap Cleaning	Clean sink trap to avoid backups and plugged drains, and to promote sanitation. Only use cleaners recommended by manufacturer.	Every two months					

Recommended Maintenance Schedule for Homeowners and Homeowners Associations

ITEM	MAINTENANCE	FREQUENCY	DATE PERFORMED			
Smoke Detectors	Critical fire alert and life/safety device. Vacuum unit, test monthly, and change batteries twice a year to maintain.	Monthly and twice a year				
Thermostat	Change batteries if battery-powered or use a battery backup.	Twice a year				
Trim and Siding	Caulking and painting keeps system water tight, improves appearance, extends major maintenance periods, and reduces chances of mold and mildew.	Annually				
Vents	Kitchen vent filters remove cooking-related vapors and should be cleaned at least four times a year. Bath and laundry fans remove water vapor and should be cleaned at least annually.	Quarterly and Annually				
Water Heater (partial drain)	Partially drain water heater to extend its life, provide more efficient operation, and use less energy.	Annually				
Windows (tracks and weep holes)	Check weep holes in tracks to keep windows sliding freely, and prevent standing water in tracks and potential leaks.	Twice a year				
Windows (dual-pane seals)	To ensure insulating ability and improve appearance, replace the dual-pane seals and broken seals when windows appear foggy. This task should be performed only by a qualified professional.	Every two months				

© 2006 KB Home. Homeowner's Maintenance Guide Version 1.1 (November 2005). This Maintenance Schedule summarizes the minimum maintenance schedule requirements and is not of all possible maintenance requirements. More frequent maintenance and additional maintenance not listed above may be required depending upon the circumstances, usage and environment, property, any manufacturer warranty and maintenance requirements, and other maintenance in accordance with commonly accepted maintenance practices to prolong the life of the property in the house and property.

Section 7-

Troubleshooting

PLEASE READ BEFORE REQUESTING SERVICE,
MAKING CHANGES OR ADDITIONS

Appliances – Range, Oven, Dishwasher

Before calling for service please check the circuit breakers and read the troubleshooting sections in your appliance manuals. With the dishwasher, water can be turned off at the valve under the sink. If your clothes dryer runs continuously without drying, check the dryer vent to be sure it is clear of lint or debris to the outside and the vent flapper works free and clear. If your problem persists, please call the appliance manufacturer for service or the number below if you purchased your dryer from KB Home:

[Whirlpool Appliances 1-800-442-1111](tel:1-800-442-1111)

Electrical

This includes all plugs, outlets, GFI circuits, smoke detectors, address lights and doorbells. Check all circuit breakers. (see following paragraph) Some electrical plugs are wired so that one half of the plug works by a switch and the other half is always on. Always double check on the Ground Fault Circuit Interrupter (GFCI) buttons, located either in kitchens, bathrooms and/or garages. DO NOT plug freezers or refrigerators into a GFCI circuit (standard garage outlets) as these circuits are sensitive outlets which will not carry the demands of these appliances.

All breakers must be in the ON position. When checking, if one is OFF, push it all the way to OFF and then snap it back to ON. If the breaker will not stay in the ON position, unplug all items on that circuit before trying to reset it. If this fails please report the problem to our Customer Service Department. Please be aware that electrical Trade Partners usually bill a service charge if the problem is caused by a tripped breaker or GFCI.

Air Conditioning, Heating, Fans and Vents

Be sure the furnace is plugged in and that no system breakers are tripped. Bathroom and laundry exhaust fans should be plugged in behind the ceiling covers, and once again, check the breakers.

Plumbing

Always call leaks into our office immediately and turn off water to the affected area at the shut-off valves under each sink or the main shut off located at the front of the house at the hose bib. Regardless of the cause, it is the homeowner's responsibility to mitigate damages by turning off the water in the event of a leak.

Garbage Disposal

If the disposal is clogged, unplug the unit, clear the machine of excess food and rotate the grinder blades with the wrench provided. Remove any foreign material that is evident after rotating the blades. Then plug in the unit and press the reset button on the side or bottom of the unit. Be sure to also check the circuit breakers.

Indoor Fire Sprinkler System

If your house is equipped with an indoor fire sprinkler system, you should contact our office with any problems or questions. If there is a leak in this system, you must turn off the water at the street as shown to you during your new home orientation and contact our customer service department as soon as possible.

In order to maintain your warranties, it is important that repairs, alterations or additions to the above systems and appliances be performed by the original Trade Partners or employees of KB Home or our designated agents. Please call our customer service office to obtain the appropriate information if you are planning to make additions or changes.

Commonly asked questions

What is the purpose of the New Home Orientation?

This appointment is our opportunity to demonstrate where everything is in your new home and how it works, and how to care for it. Our experience has shown that this demonstration will last approximately 2 to 2½ hours. Because this is a time for you to learn about and inspect your new home, it is recommended that small children, neighbors, decorators, inspectors, or friends do not attend. The Customer Service Representative will fully explain the warranty procedures and offer advice on maintenance of your home. As you walk through your home, any deficiencies will be noted on the orientation form and addressed prior to your close of escrow. Please refer to the Homeowner Orientation section of this manual for details.

When will I get my keys?

Your Sales Representative will give you the keys to your home after your home has been recorded with the county recorders office.

When should the utilities be turned on in our new home?

KB Home tries to turn on the utilities on a temporary basis, prior to your move in. We do this as a convenience to our customers and so we can show you how to operate appliances and other mechanical items in your home. You will be responsible for placing the utilities in your name within 3 days of your close of escrow in order to avoid service interruption. KB Home will terminate our utility account after you close escrow.

Will our house keys be on a master key system when we move in?

During the construction period, we have a builder's construction key, which opens all units. Once you use your key in the lock, the builder's key no longer works. As a matter of convenience, you may decide to give KB Home permission to enter when you are not home for repair work. We will only accept a request to enter your home upon receipt of your house key and after you have signed written permission on the orientation or warranty request form.

Can we have repairs done on weekends or during evening hours?

The normal working hours for Trade Partners are 7:00 am until 4:00 pm, Monday through Friday. It is your responsibility to arrange access to your home during regular hours, either by providing a key, being home, or having a friend or neighbor provide access for you. Access to your home for deliveries and services provided by tradesmen not on contract with KB Home is your sole responsibility.

Can I obtain a copy of the building plans used to build my home?

The building plans are the exclusive, proprietary and copyright protected property of KB Home. For this reason, we do not provide copies to homeowners. The approved building plans used in the construction of your home can be accessed for viewing at either the City building department, or in unincorporated areas, at the County building department. They are also available for your review at the sales office of your community during the building phase of your home or at the local KB Home division office after you close escrow.

CAUTION: Having someone other than the original contractor make any modifications to your new KB Home may void your warranty. Should you have any questions regarding this, please feel free to contact us.

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