TOLL BROTHERS

HOME CARE GUIDE

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HOME CARE GUIDE

SERVICE INFORMATION

Congratulations on the purchase of your new Toll Brothers home. This guide has been prepared to help you understand our service procedures and your responsibilities, and, to assist you in the enjoyment and protection of the substantial investment your home represents. Based on the variation of products installed there may be items covered in this guide that don't pertain to your home. Please read this guide carefully.

If your home is in a community with a Community Association or is part of a condominium, the Community Association or Condominium Association may be responsible for some or all of the exterior maintenance of your home. In that case, some of the topics in the guide won't apply to you. Refer to the Association documents or contact the Association management for details.

SERVICE POLICY

As with any newly constructed product using natural materials, your home may need adjustments in accordance with your limited warranty coverage. Following these procedures will expedite service and increase your satisfaction and help lessen the possibility of errors or misunderstandings.

MANUFACTURERS' WARRANTIES AND INSTRUCTIONS

Many of the products in your home, including appliances, flooring, plumbing and electrical fixtures, etc., have warranties and care instructions provided by their manufacturers. These may have been provided to you with the appliance or may be available through the manufacturer's web site or toll-free warranty service number often found on the item's label. If there is any conflict between the information in this guide and the manufacturer's instructions, **follow the manufacturer's instructions.**

CUSTOMER CARE PROGRAM

Home Orientation. The purpose of the orientation is to familiarize you with the operation and maintenance of your home.

Requests for Warranty Service. Use the following procedure for all non-emergency warranty service requests Failure to follow these procedures may result in **delay in responding to your request.**

A. To submit a warranty request, log into https://mytollhome.tollbrothersinc.com/Login and follow the instructions.

B. If you are unable to use MyTollHome, submit a Warranty Request form. A sample copy is provided for you in the Appendix "B" of the Toll Brothers Limited Warranty. Send the request and any subsequent correspondence to the address indicated in Appendix "C" of the Toll Brothers Limited Warranty.

Putting your requests in writing ensures that there will be accurate documentation. We cannot accept oral requests for non-emergency warranty service. We thank you for your cooperation.

Emergency Service.
If there is an actual emergency, you should phone the appropriate contractor noted on the emergency contact list provided to you during your Home Orientation and/or on the contact information label affixed to the respective equipment. If the emergency is due to a warrantable condition, notify your community's warranty department as soon as practical.

WINDOWS

On the exterior of certain sliding windows or sliding doors, you will find "weep holes" provided at the base. These should be kept free of any obstruction to allow moisture to escape. During cold weather, you may notice a movement of air in the vicinity of the windows or doors. This is caused by the difference in temperature between the cold outdoors and the heat in your home. When the warm air inside is chilled on the glass surface, the air mass near the windows is set in a motion. This air feels cooler, like air pushed by an electric fan, but it is not actually cold air coming into the home.

You may experience condensation on your windows because of the following:

1. Our construction techniques greatly reduce air infiltration, therefore normal household moisture does not escape through cracks around the windows, doors and walls.

2. If you have electric heat, there is no heater flue for moisture to escape.

3. If you have a humidifier, its setting may be too high.

4. Cooking vapors, showers, dishwashers, laundry appliances and house plants add a great deal of moisture to the air.

5. As new homes dry out, the building materials give up moisture to the air in your home during the first few months.

If you are experiencing sticking windows, apply a small amount of silicone lubricant to the tracks to ease operation.

EXTERIOR DOORS

All exterior doors are affected by the elements. At times, especially after heavy rains, they may not open or close as smoothly as at other times. This is because wood frames absorb moisture and swell. The doors will adjust themselves in the course of a normal drying-out process (also refer to the section on "Shrinkage").

Your sliding door or patio door may come with a sliding screen door. If the screen door sticks or comes off of the track when you use it, make sure the track is clear. You may also need to adjust the rollers on the top and bottom and to apply a silicone lubricant to the track.

The frequency of repainting or re-staining is determined by the degree to which the doors are exposed to the elements. Weather-stripping is provided between the door and the frame to help keep the cold air out and the heat in. Do not paint weather-stripping or remove any small felt pads which are attached to doors or door jambs.

Stainable doors - A high-quality, exterior-grade, UV stabilized, clear polyurethane, protective topcoat must be renewed according to the door manufacturer’s recommendations. See your door's warranty literature for details.

GARAGE DOORS

The garage doors should be lubricated several times a year. Lubricate all pulleys and rollers.

If the doors are prefinished, routine cleaning is all you'll need to do to maintain their appearance. If they are painted metal or wood, they will need periodic refinishing or painting.

Adjustments are provided for the rollers to permit a tighter fit of the door against the frame. There is also an adjustment on the lock bar guide if locking the door becomes difficult.

Improperly installed garage door openers can damage your garage door system. Openers improperly installed by you may void your warranty on your garage door system. We will not adjust garage doors once openers have been installed by you. If you have installed an opener and problems have developed with the door, disconnect the opener to see if the door operates properly without the opener.

ROOF

Following these common-sense precautions will help your roof last for years.

1. Keep the gutters and downspouts clean and unobstructed by tree limbs, leaves, balls, trash, etc. Clogged gutters can lead to leaks caused by ice damming which is not warrantable.

2. Do not permit any installation that punctures the roof, and make sure that anyone walking on the roof takes care not to damage tiles, shingles, or flashing.

3. Have a professional check the roof periodically for damage.

CONCRETE WALLS AND FLOORS

Concrete walls and floors expand with summer heat and contract with winter cold. Expansion and contraction, and natural shrinkage as concrete cures, occasionally cause small cracks to appear. They do not affect the strength of the concrete. No matter how thick the walls, no matter how solid the ground on which the house is built, these cracks will occur. **Cracks which are larger than the limited Warranty specifications** should be reported to us in accordance with the warranty procedures.

MASONRY (IF APPLICABLE)

You may notice what appears to be a series of mortarless joints toward the bottom of the brickwork and above doors and windows. These weep holes allow any moisture that penetrates the brick to pass outside. Do not point or fill these holes or bury them with landscaping mulch.

Brick is porous and absorbs water. If you have chosen a particularly porous brick or if your brick faces the prevailing winds, you can have a contractor apply a silicone sealer to reduce water penetration. Cracks can develop in the mortar which is normal due to shrinkage.

Efflorescence is a white, powdery substance which sometimes appears on the surface of brick, masonry and roof tiles. It is caused by minerals leaching from the masonry due to the absorption and evaporation of moisture. It is not a defect in the brick or masonry. Because it is a natural attribute of masonry products, it is not a warrantable condition.

STUCCO

Minor cracks are typical in stucco wall surfaces. You can minimize them by coating stucco with an approved stucco sealant or paint.

WALKS, DRIVEWAYS, STEPS

Due to the nature of concrete and asphalt, it is impossible to prevent surface cracking.

Protect concrete and asphalt by keeping them clear of ice and snow. Do not apply salt in any form because salt will cause scaling and pitting.

Do not permit heavy trucks, loaded or unloaded, inside the curb line of your property. They may seriously damage your concrete and asphalt surfaces.

Damage called "scrubbing" may occur to your asphalt driveway by turning your front wheels while your vehicle is not moving. Avoid turning the wheels of your car while it is stopped as the resulting damage is not warrantable.

FIREPLACES

For wood burning fireplaces, start fires slowly. Do not create a fast, hot fire, as it may cause cracking. Remember to open the damper and outside air intake.

High winds can cause temporary negative drafts. When it is windy, you may have to postpone building a fire. You may be able to help get a draft started by cracking open a window.

Because of the "stack draft" effect of a chimney, even fireless fireplaces draw air out of your home. Close the fireplace dampers when the fireplace is not in operation.

For gas fireplaces, follow the manufacturer's instructions for safe operation.

GRADING

As the earth around your home becomes compacted and sinks, depressions may appear, particularly where there had been a trench near the foundation of the home. A positive grading slope away from the home must be maintained at all times to prevent the collection of water against the foundation which may cause dampness or water in the home. If you plan to have flower beds near the home, make sure the finish grade of the flower beds slopes away from the foundation. Landscaping mulch may hide the ground settlement around your home. Check the grade in this area each time you mulch and maintain at least 6” from the grade to the top of the foundation.

Drainage swales which facilitate the drainage of your home site or adjoining home sites should not have any obstructions in them. Adding structures, trees, or plants, or modifying the grade of a swale is prohibited.

LAWNS (IF APPLICABLE)

1. **New lawns need plenty of water. To establish a new lawn you must water every day, as thoroughly as possible, without creating erosion or washout.** Water your new lawn very early in the morning so that the water penetrates the soils, rather than evaporating.

2. We are responsible only for initially establishing the proper grades and swales. You are responsible for maintaining them once they have been properly established. Be sure to repair any washouts as soon as possible to minimize erosion.

3. Once your lawn has become established, it is very important to maintain a regular lawn care program. It is usually best that you concentrate on fertilization, rather than weed control the first year. Healthy, regularly fertilized lawns will control most weeds naturally. Allow your lawn to become fully established before using weed control products.

4. Different lawns require different lawn care treatments. Ask a lawn care specialist to evaluate your lawn and soils to establish the best suited treatment program.

5. During summer, do not cut your grass too short. Moisture will remain in the soil longer if the grass is taller.

6. Until the homes on adjacent sides of you are completed, refrain from any planting within five feet of the property line. Often the establishment of adjoining lawns will require minor work on the property line to properly establish the grading in the area. This will allow us to better grade and drain adjoining properties, as well as your own.

7. If you plan major plantings or fencing along property lines, a survey is recommended prior to the start of work. **See your deed restrictions or municipality before you plant trees, shrubs or place fences within drainage swale areas or easements.**

8. **Watering and fertilization are the most important things you can do for your lawn. Watering and fertilization will be much less expensive than reestablishing a lawn which has not been fully nurtured in the critical first year.**

These are only suggestions. You should contact a lawn care specialist for more specific recommendations. It takes time and special care to fully establish your new lawn. It is common for lawns to take up to three years to become fully established. Please be patient and follow good lawn care procedures and you will be rewarded with a beautiful lawn.

SHRINKAGE

Being a natural material, the wood in your home will shrink: baseboards, wood moldings and trim sometimes work out of position, doors may shift out of alignment, wood simultaneously exposed to outside and inside environments (as in the instance of outside door frames) tends to twist or pull in cold or wet weather. Normal shrinkage can be minimized by maintaining an even interior temperature and humidity during the first year and by avoiding overheating of your home in winter. The appearance of drywall seams or the drawing or protruding of drywall nails is due to shrinkage. Please refer to your limited warranty for specific information.

HARDWOOD FLOORS

Your hardwood floors should last as long as the home itself. Follow the manufacturer's recommendations for their care to keep them looking their best. Never use water on hardwood floors or allow damp objects to rest on them because it may damage the finish. Do not move heavy objects across the floor without protecting the surface of it. There may be a certain amount of shrinkage. This in no way affects their durability.

RESILIENT VINYL FLOORS

Follow the manufacturer’s recommendations for the care of your resilient floors to keep them looking their best. Do not scrub or use abrasive cleaners as this may scratch your floor. Apply cleaning solution with a mop, cloth or electric polishing machine. **Do not flood the floors with water or cleaning solutions.**

HARD SURFACES INCLUDING GRANITE, MARBLE AND CERAMIC TILE

Follow the manufacturer's recommendations for their care. Do not scrub or use abrasive cleaners as they may scratch. Try any cleaners in a hidden spot prior to using them on the entire surface. Be careful with heavy or sharp objects as they may cause chips or spalling (splintering) if dropped on the surface. Keep the surface clean as well. Sand and dirt can cause the finish to look dull.

Marble, granite and other natural products have variations in the colors, veining and size. Man-made products like tile will have variation between dye lots. Therefore, when replacements or repairs are made, the color match is not guaranteed.

CARPETED FLOORS

Proper care will assure you many years of enjoyment from the carpeting you selected for your home.

There are common characteristics of carpeting that may cause you some unnecessary concern:

1. Some carpet weaves "sprout". That is, loose ends of yarn protrude above the surface. Clip them off. Do not pull them.

2. Short fiber ends and lint frequently work their way to the surface of new carpeting. This "fluffing" may occur for the first several months of use but will not in any way injure the carpet. Simply remove these excess fibers by vacuuming regularly.

3. "Shading" is a characteristic of all pile fabrics, especially good quality, high pile or worsted carpets. The pile lays at different angles causing irregular shades or spots. This may be reduced by regular vacuuming and maintaining the correct humidity level in your home.

4. Carpets sometimes change in hue and appear discolored. Oily film from cooking and heating can settle on carpet fibers and make them "dull or gray". Professional cleaning will usually remove this "atmospheric" soil and return your carpets to their original brilliance.

5. Carpets do not usually fade unless exposed to the direct rays of the sun. This can be avoided by the proper use of window coverings.

6. Many carpet and furniture fibers shrink when they get wet. Do not expect the exact original dimensions after cleaning. Most professional cleaners, however, will "slow dry" to reduce shrinkage.

7. Heavy traffic, together with soil, will sometimes cause matting down in some types of twisted carpets. This is known as “twist-blooming” and can be reduced by cleaning. Never let your carpets get too soiled. Dirt and grit left on carpeting acts as an abrasive that will slowly wear away carpet fibers.

FLOOR SQUEAKS

Extensive research and writing on the subject conclude that much has been tried but little can be done to completely eliminate floor squeaks. Generally, these squeaks will appear and disappear with changes in the weather.

INTERIOR WOOD AND DOORS

Wood cabinets, hardwood floors, paneling, doors and wood trim all have variations in wood grains and color. As wood ages, these variations may become greater or smaller, and cannot be controlled as wood is a natural material. Interior doors expand and contract with the seasons and may bind. If door sticking persists, a simple adjustment of the door by you will control this natural process.

PAINT

Checking (splits), cracks, and peeling are common items due to causes other than the paint or its application (e.g., allowing lawn sprinklers to hit painted areas will greatly reduce the life expectancy of the area involved). Annual exterior maintenance is required to preserve your home's exterior finish. Please refer to your limited warranty for specific information on warrantability.

SPECIAL FINISHES

Chips, scratches or mars in tile, granite, porcelain, mirrors, marble and plastic tops, kitchen appliances, etc. may be accidents caused by members of your family, guests, or movers. Any of these defects not noted on the Pre-Settlement Orientation form are your responsibility. Do not use abrasive cleaners. Seal granite tops annually to protect the finish.

KITCHEN APPLIANCES

All kitchen appliances are warranted by their manufacturers. Please read the instructions. Contact the manufacturer's service department by calling the number listed on your emergency phone list or in the appliance's instruction manual or web site for any questions or service requests. Toll cannot perform service work on kitchen appliances.

CAULKING

Caulk will shrink over time. For re-caulking painted surfaces, use a latex-based caulk. For surfaces exposed to moisture and water, use a silicone-based caulk. You should inspect and maintain both the interior and exterior caulking twice per year.

PRIVATE WELL (IF APPLICABLE)

Your well water meets your health department's standards for potability but should be tested immediately after you move into your new home to determine if any further treatment of your water is recommended. Sometimes a water conditioner or softener will add to the life expectancy of your plumbing fixtures and appliances. We suggest that you contact one of the many reputable water testing companies in your area to perform this test.

PRIVATE SEWER (IF APPLICABLE)

A private septic system requires specific use and care for its proper operation. If your home is served by a private system, you will receive a "Septic System Care" booklet at settlement. Please read the booklet and familiarize all family members about the proper use and care of your system. Connecting a sump pump to the septic system will void the warranty.

PLUMBING

Water enters your home through the main water supply valve (the location of the main water supply valve will be shown to you during your Home Orientation). Familiarize yourself with its location. To shut off both hot and cold water, simply close this valve. There is also a shutoff valve located just above the water heater which only shuts off water to the heater. Closing it will not affect the cold water supply. When closing this valve, electrical power and/or any fuel to the hot water heater should be shut off too.

Most faucets have washers or cartridges which will have to be replaced occasionally due to normal wear. To avoid excessive washer wear, never close a faucet tighter than is necessary to shut off the water. Never allow faucets to drip for long periods, as this can cause damage to the faucet. Excess noise from faucets can usually be traced to a loose washer or cartridge. To eliminate the noise, tighten the screw holding the washer. Noisy or dripping faucets may also be caused by worn or damaged washers which you should replace.

Your home is equipped with Low Flow toilets. These are required by code in order to conserve water.

Never use abrasive cleaners or steel wool when cleaning your plumbing faucets as they may scratch the finish. Never throw non-disposable items in your toilet. This will cause a stoppage. Should your toilet and/or drain become stopped up by such items, and you request a service call, you must pay for the service call.

If you are in an area that experiences temperatures below freezing, you must winterize all exterior hose bibs and irrigation systems to prevent frozen water lines.

Your plumbing is warranted against leaks (except those caused by worn washers, cartridges or misuse) for a period of two years from the date of settlement. Condensation on pipes should not be confused with a leak. During humid periods some condensation is normal.

Water heaters are warranted by the manufacturer for a specified period of time. Please refer to the manufacturer's warranty literature.

The 24-hour emergency number for the plumber who installed the plumbing in your home should be affixed to the water heater.

ELECTRICAL SYSTEM

If an interruption of electrical service occurs, first check to see that the circuit breakers are in their normal operating positions. If necessary, reset the appropriate breaker. Sometimes a tripped breaker may look like it is in the "on" position, but a closer examination will show that the tripped breaker has moved slightly from the normal position. To reset, switch the breaker first to "off" then to "on."

Repeated tripping is an indication of a short in the affected circuit. Forcing or holding a circuit breaker in its operating position may result in extensive damage to the circuit or to the appliances involved or may even result in fire.

Depending upon the jurisdiction, your home may have Arc Fault Circuit Interrupters (AFCIs) which are a type of circuit breaker that trips if it detects any sparking.

Some circuits in your kitchen, baths, basement, and garages are equipped with a ground fault current interrupter (GFCI). If power in your circuit is lost in these areas, push the reset button located on the outlet controlling the circuit. Not every outlet on a GFCI circuit has a reset button.

For **emergency** service, call the electrician listed in your emergency phone list or the electric utility company. The electrician's 24-hour emergency service number should be located inside the circuit breaker panel.

HEATING SYSTEM

With any heating system, regardless of type, the actual room-to-room temperatures will vary as the outside weather conditions change. These are affected by the direction and intensity of sunshine, and by the direction and velocity of the wind. In severe or windy weather, you may have to set the thermostat higher. Read the instruction manual for your heating system to learn how to operate your thermostat. If you have a heat pump, do not set the thermostat on emergency heat unless there is a problem with the outside compressor.

Air conditioning/heating supply registers are located throughout your home; some have handles to allow opening and closing. Return air registers have no handles. They allow the air to return to the equipment. Be sure that registers are not blocked by furniture, rugs or drapes. During the Home Orientation, you will be shown how to adjust the dampers and registers. Adjusting the supply registers and dampers will allow you to "balance" your heating system for more comfort.

To balance the system (heating mode example):

1. Set the thermostat at a point high enough to start the equipment operating.

2. Make sure that the supply registers in the cooler rooms are open all the way. If their supply ducts have dampers, they must be open as well.

3. In rooms where the warm air is coming out in great force, either close the registers by moving their handles or if there are dampers on the supply ducts in the basement, adjust them for proper air flow.

4. Closing of the heat registers in the area where the thermostat is located will lower the temperature in that area, and, in effect, will increase the temperature in other rooms.

5. After you close the registers in rooms where the heat supply is greater than necessary, the warm air coming from the equipment will be forced through the heat ducts to the registers that are open wider. This results in more heat flowing to the cooler rooms of the home.

Keep in mind, when you make these balancing adjustments, that results may not be immediately noticeable. It may take a day or so for you to feel the full effects. Remember too, that the sun location and wind changes affect temperatures of various rooms during the course of a day. The system will probably need to be balanced again at the start of each season as cooling requirements will vary from heating requirements. **For proper air flow, the air filter** in the air handlers must be regularly cleaned or replaced in accordance with the manufacturer's recommendations.

For immediate or emergency service, call the H.V.A.C. contractor or utility company listed on the emergency phone list and/or contact information decal affixed to the equipment and/or contact information decal affixed to the equipment.

CENTRAL AIR CONDITIONING

To cool your home the following steps should be taken:

1. The thermostat's COOL-HEAT switch should be set on COOL.

2. The thermostat must be set below room temperature. The fan switch should be in the AUTOMATIC position.

3. If the compressor (the outside unit) fails to operate, check to see if the service disconnect is "on". The disconnect is usually located near the compressor.

Once the home is cooled to the temperature set on the thermostat, the compressor will stop. The fan switch can be set in the "ON" position, which will continually circulate the air within the home whether the compressor is running or not. The air conditioning system can also be "balanced" as described in the previous Heating System section for greater comfort.

Refer to the manufacturer's literature for warranty information and recommended service procedures.

For emergency service, call the H.V.A.C. contractor listed on the emergency phone list. The 24-hour emergency number is also affixed to the air handler.

HOME IMPROVEMENTS

Many homeowners will wish to add home improvements after closing. Many improvements to the interior or exterior or to the property will require approvals from your Community or Condo Association or municipality. Refer to the deed restrictions, Association documents, your municipality, and the Fence, Pool, and Tennis Court Policy for guidance.

You will be responsible for any damage to public improvements (i.e., curbs, streets, utility lines, swales, etc.) done by you or your contractors.

SUMMARY

We hope that the information contained in this guide will be of assistance to you. We are proud of the home we built for you and know it will provide years of comfort and protection for you and your family with a minimum of care on your part.