

HOMEOWNER'S MANUAL

A Guide for Homeowners



New Home Limited Warranty and
Performance Standards

Arete 
HOMES OF SANTA FE

Excellence is our standard



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Arete Homes of Santa Fe is committed to providing excellence in customer service and providing the best value in building quality homes through careful land-planning, premium locations and exceptional views.

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WELCOME HOME

Dear Homebuyer,

Congratulations on your home purchase from Arete Homes of Santa Fe!

The Arete Homes of Santa Fe Homeowner’s Manual has been designed to provide you with important information on the care and maintenance of your home and our warranty program.

Please take the time to review this material and familiarize yourself with it. If you need any clarification or additional details regarding the various topics discussed in this manual, please give us a call. We are delighted to be working with you and hope you enjoy many years to come in your Arete Homes of Santa Fe Home.

Sincerely,

Arete Homes of Santa Fe Real Estate Development Team





HomeBUILDING PROCESS

CONSTRUCTION SCHEDULE

Arete Homes of Santa Fe / Roberts & Sons, LLC takes approximately eight months to complete a home from the start of construction until we receive the Certificate of Occupancy. The start of construction does not always coincide with the time you sign your purchase agreement. The timing of construction starts depends on many factors, including our overall construction schedule, the city or county building permit process, weather conditions, and the capacity of our contractors. There may be some time between when you sign your purchase agreement and when we start construction. Alternately, it may be that you have signed a purchase agreement sometime after we have started construction. We can provide you information on the current status of construction for your particular unit.

Any estimated completion date given to you at the start of construction, including any date listed in any documents you receive from your Home Selection Agents or Loan Officers, is an estimate only. **Do not rely on this estimated date for such important actions as giving notice to a landlord or making moving arrangements.** Because construction can be an unpredictable process, the actual completion date is subject to change. Arete Homes of Santa Fe / Roberts & Sons, LLC will not be responsible for costs you incur because of changes to the construction schedule.

Do not give notice to vacate a rental unit or make moving arrangements until Arete Homes of Santa Fe / Roberts & Sons, LLC has contacted you to schedule your final walk through and Closing date. Weekly updates will be provided on the home construction status through Arete Homes Sales Broker or Home Selections Agent.

COLORIZATION AND FINISHES SELECTION PROCESS

Part of the fun of buying a new home is selecting finish materials and colors. Prior to the start of construction, you will be contacted by Arete Homes of Santa Fe to begin the process of selecting exterior colors, interior finishes and options for your home. You will be provided personal access to our builder software, BuilderTrend, which catalogs all color choices and options for your floorplan. All selections can be made online, or at least narrowed down.



HOMEBUILDING PROCESS

If needed, we will pull samples for you to review your selections. Selections will then be confirmed in BuilderTrend, and paperwork will be forwarded to your Realtor with the options total, if applicable. Decorating choices that exceed the specified budget, such as those for floor coverings, countertops, or light fixtures, will require additional payment.

Plan to finalize your selections within 30 days of signing your new home contract. Your prompt completion of these selections helps prevent the delays caused by back orders. We strive to get all decisions made ahead of releasing plans and purchase orders to our trades. This helps to insure the most accuracy and helps to guarantee that we complete your home on time. If changes are made after plans and purchase orders are released, they tend to be more costly.

In order to ensure that construction stays on schedule, you must make your selections by the deadline given to you by Arete Homes of Santa Fe. This deadline is based on the overall building schedule of the development. Failing to make your choices by the assigned deadline can severely delay the construction schedule.



Spec Homes

Arete Homes of Santa Fe / Roberts & Sons, LLC often begins constructing homes before a buyer has gone under contract. These homes are called Spec Homes and may be in various stages of construction by the time a buyer signs a purchase contract. If the home you choose is a Spec Home, your choices on some options and upgrades may be limited, dependent on that home's phase of construction and the construction schedule. Arete Homes of Santa Fe will provide you information as to what options and upgrades are still available and any choices which have already been made. **Any choices already made on Spec Homes are final and cannot be changed.**



HomeBUILDING PROCESS

Selections Are Final

All selections for options and upgrades are considered final. Changes to these selections will be allowed only at the sole discretion of Arete Homes of Santa Fe / Roberts & Sons, LLC and will be subject to a \$500 processing charge. Thus, we encourage you to review all of these choices carefully before making your selections. Remember that the Arete Homes of Santa Fe / Roberts & Sons, LLC team is available to answer questions should you need additional information while making your decisions.

Custom Requests

Requests for options, upgrades, additions or changes will be considered and accommodated based on the approved permits, development approvals, and construction schedule.

Material and Color Samples

Any material and color samples provided during the selection process are intended to indicate general color and texture of a given material. Variations in color may occur in concrete, granite, tile, stained wood, cabinets, carpet, stucco, grout and other countertop materials due to natural variations in the materials used. Arete Homes of Santa Fe / Roberts & Sons, LLC and its subcontractors will not be responsible for such variations.

WALK THROUGH AND ORIENTATION

Arete Homes of Santa Fe / Roberts & Sons, LLC will schedule a Final Walk Through and Orientation as your home reaches completion. The Final Walk Through and Orientation will take place upon completion of the home but before your closing. This is an important meeting as it will be our best opportunity to orient you to your new home in its completed state.

Arete Homes of Santa Fe / Roberts & Sons, LLC will contact you to schedule this Final Walk Through and Orientation, which usually takes 1 to 2 hours to complete. During the final walk through, we will create a final punch list of any remaining items that need to be addressed, such as paint touch ups. Final punch list items will be completed within thirty days or less from date of walk through.

THIRD PARTY INSPECTIONS

Some homebuyers choose to hire a third party home inspector to inspect their home before closing. Arete Homes of Santa Fe / Roberts & Sons, LLC will provide access to the home for these inspections but does not make recommendations for particular inspectors. If you wish to hire a home inspector, please coordinate with Arete Homes of Santa Fe / Roberts & Sons, LLC to arrange an appropriate time for the inspection. The inspection should take place after Arete Homes of Santa Fe / Roberts & Sons, LLC has received the Certificate of Occupancy for the unit but well before your scheduled closing. Please note that the home inspection cannot take place at the same time as your Final Walk Through and Orientation since this is our opportunity to orient you to your house.

In addition, it is important to know that Arete Homes of Santa Fe / Roberts & Sons, LLC may not always agree with items listed on your home inspection report. The Real Estate Development Team will be happy to review such reports with you, but does not guarantee that it will adopt all of the action items recommended by a home inspector. Arete Homes follows all City and State Building Codes and obtains all required inspections and approvals for each home.



Please be aware that Arete Homes of Santa Fe / Roberts & Sons, LLC will not be responsible for any damage to the house or lot by a home inspector, nor for any injuries suffered by a home inspector or any other individual on the lot during the inspection.

POLICIES DURING CONSTRUCTION

The construction process can be exciting and fun to watch, but it can at times be unpredictable or complex. It is natural for new homebuyers to want to observe the construction of their home. However, it is important that you follow Arete Homes of Santa Fe / Roberts & Sons, LLC policies



HOMEBUILDING PROCESS

regarding the construction process, not only to help keep construction on schedule but also to ensure your safety and the safety of workers.

Progress of Your Home

To an outside observer, some steps in the construction process seem to fly by while others seem to drag on with little progress. The Arete Homes of Santa Fe / Roberts & Sons, LLC Real Estate Development Team works hard to keep construction on schedule. However, some of the vital steps in the construction process do not result in dramatic visible changes. It may look like there is “nothing being done” on your house even while important steps are being completed. If you have questions about the progress of construction, please contact your Arete Homes of Santa Fe / Roberts & Sons, LLC sales person.

Visiting the Site

Construction sites are inherently dangerous worksites so **it is important that you do not visit the construction site unless accompanied by a Arete Homes of Santa Fe / Roberts & Sons, LLC representative.** Arete Homes of Santa Fe / Roberts & Sons, LLC will not be responsible for any injuries to persons on the construction site without authorization.

Many homebuyers wish to drive by their construction site periodically to view the progress of construction. If you wish to drive by the site, we ask that you be considerate of the needs of the workers on site by staying out of the way of construction vehicles and limiting your drive by visits to evenings and weekends when workers are less likely to be on site.

Communicating with Contractors and Subcontractors

To avoid costly and dangerous confusion, **you must not attempt to communicate with the contractor or subcontractors** working on your home unless you have been specifically authorized to do so by Arete Homes of Santa Fe / Roberts & Sons, LLC. **There are very clear lines of communication between Arete Homes of Santa Fe / Roberts & Sons, LLC, its Contractors and their Subcontractors, and these lines must be maintained to keep construction on schedule and avoid mistakes.**

Arete Homes of Santa Fe / Roberts & Sons, LLC will not honor any agreements made between you and a contractor or subcontractor, nor will Arete Homes of Santa Fe / Roberts & Sons, LLC warranty any work that was not specifically authorized by Arete Homes of Santa Fe / Roberts & Sons, LLC.

HOMEBUILDING PROCESS

If you have any questions or concerns about the construction of the house, please contact the Arete Homes of Santa Fe / Roberts & Sons, LLC Real Estate Development Team.

Homebuyer or Third Party Work Not Allowed

Arete Homes of Santa Fe / Roberts & Sons, LLC does not allow homebuyers or their own contractors to do any work on homes during the construction process. Any options or upgrades you wish to select must be ordered from Arete Homes of Santa Fe / Roberts & Sons, LLC and completed by its authorized contractors. If there is work you wish to do on your own, this work must take place after you have closed on the house.

Delivery of Appliances from a Third Party

Your home will come equipped with the appliance package that you chose in your selections meeting. Of course, you may also purchase additional appliances, such as outdoor kitchen equipment, from other retailers. However for liability reasons, Arete Homes of Santa Fe / Roberts & Sons, LLC will not allow these appliances to be installed before your closing. Please make arrangements for delivery and installation to be completed after you close on the home. If you order additional appliances, make sure they are compatible with the rough-ins installed in your house. Also, ensure that all appliances you order from another retailer will fit in the spaces provided for them. Arete Homes of Santa Fe / Roberts & Sons, LLC will not be responsible for mistakes or costs associated with appliances that do not fit the space or the rough-in provided.



Building Plans

Building plans are subject to change in the field and Arete Homes of Santa Fe / Roberts & Sons, LLC reserves the right to make changes to its plans without notice. Homes and homebuyers under contract will be consulted regarding necessary field changes.



HOMEBUILDING PROCESS

The building plans are the property of Arete Homes of Santa Fe / Roberts & Sons, LLC and/or its architect who has copywritten them.

SCHEDULING CLOSING

The Arete Homes of Santa Fe / Roberts & Sons, LLC will work with your Real Estate broker to schedule your closing date at the appropriate time. At certain benchmarks, Arete Homes of Santa Fe / Roberts & Sons, LLC will indicate that it is appropriate to lock in an interest rate. If you lock in an interest rate before we have indicated that it is appropriate to do so, you will run the risk of that rate lock expiring before we are ready to close your home. However, because construction schedules are inherently unpredictable, Arete Homes of Santa Fe / Roberts & Sons, LLC will not be responsible for any costs associated with a higher interest rate or a rate lock extension.

Your purchase contract indicates that closing will take place within 5 business days (typically one week) of completion of the home unless Arete Homes of Santa Fe / Roberts & Sons, LLC, in its sole discretion, agrees to extend the closing date. Unless an alternative closing date was agreed to by you and Arete Homes of Santa Fe / Roberts & Sons, LLC at the time of contract signing, ***Arete Homes of Santa Fe / Roberts & Sons, LLC will charge a closing extension fee of \$100 per week if closing does not occur within 10 business days (typically 2 weeks) from the completion of the unit in order to help defray the costs of delayed closings.***

TRANSFERRING UTILITIES AND OTHER SERVICES

Prior to your move in, you should make arrangements to have all your utilities and other services transferred to your new address. Please note that some services, such as water, PNM, and HOA dues, will be in the name of Arete Homes of Santa Fe / Roberts & Sons, LLC or its Builder during construction. **It is your responsibility to transfer these services into your name.** Since Arete Homes of Santa Fe / Roberts & Sons, LLC is not authorized to open accounts in your name, we cannot transfer these services for you. **If you do not transfer these services within 5 days of Close of Escrow, Arete Homes of Santa Fe / Roberts & Sons, LLC will cancel service in its name, which may result in an interruption of service to your home.**



HOMEBUILDING PROCESS

PNM

(800) 687-7854

Call before closing to transfer service and request they transfer service the same day you close.

New Mexico Gas Company

(888) 664-2726

Call before closing to transfer service and request they transfer service the same day you close.

County of Santa Fe Utilities Department

(505) 992-9870

If your new home is in the County of Santa Fe: The title company may send documents to the County of Santa Fe to request transfer of water, sewer and refuse services into your name however, this is usually not sufficient to get the services transferred successfully. Arete Homes of Santa Fe / Roberts & Sons, LLC recommends that, after your closing, you take your Settlement Statement to the County of Santa Fe Utilities Department (424 NM 599, Santa Fe, NM 87505 – on the north frontage road near the intersection of Airport Rd and 599) and make sure that water and/or sewer service is transferred into your name.

City of Santa Fe (Water, Sewer)

(505) 955-4333

If your new home is in the City of Santa Fe: The title company may send documents to the City of Santa Fe to request transfer of water, sewer and refuse services into your name however, this is usually not sufficient to get the services transferred successfully. Arete Homes of Santa Fe / Roberts & Sons, LLC recommends that, after your closing, you take your Settlement Statement to the Sangre de Cristo Water Company (801 W. San Mateo) and make sure that water and sewer service is transferred into your name.

City of Santa Fe (Refuse/Recycling)

(505) 955-2200

If your new home is in the City of Santa Fe: You must contact the City of Santa Fe, Solid Waste Division to get your recycling bins, refuse bin and find out what day of the week they will pick up your refuse and recycling. Additional information is in Recycling section of this manual.

Century Link

(800) 244-1111

Call Century Link to schedule an appointment for service to be set up. This appointment must take place after your closing date.

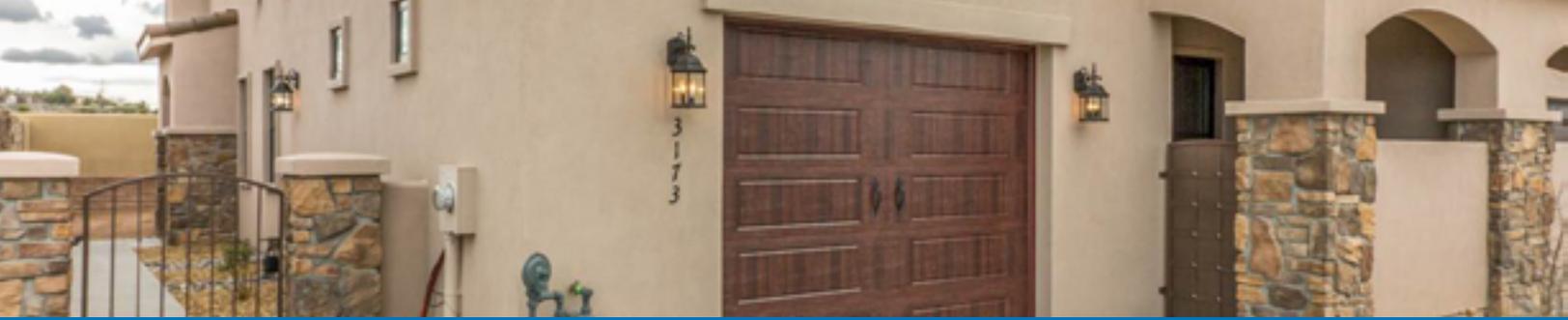
Comcast Cable

(505) 438-2600

Call Comcast Cable before your closing date to schedule an appointment for service to be set up. This appointment must take place after your closing date.

Mail

To set up mail service, take your settlement statement to the Post Office. They will assign you a mail box and provide your key.



WARRANTY PERIOD AND BEYOND

WARRANTY

Arete Homes of Santa Fe / Roberts & Sons, LLC requires that its Contractors provide a warranty on all work performed and all materials provided guaranteeing that the construction of a new home will be of a quality which is equal to the National Association of Home Builders industry standard. The warranty is provided by the Contractor, not by Arete Homes of Santa Fe / Roberts & Sons, LLC. The new home warranty warrants that all such work and materials will be free from latent defects for a period of one year from the date of the close of escrow. Exceptions to the one-year time period are provided in the attached. Some items may be warranted directly by the manufacturer and some items may be warranted for a period longer than 1 year. Please refer to the Warranty Exclusions section for information about these items.

Warranty requests must be submitted to Arete Homes of Santa Fe / Roberts & Sons, LLC at least 30 days prior to the end of the warranty period. Warranty Services Requests made after this date will not be honored. In some cases, a home has been started as a spec home and has a shorter warranty period than 1 year. Your Arete Homes of Santa Fe / Roberts & Sons, LLC Real Estate Development representative can tell you exactly when your warranty period expires.

REQUESTING WARRANTY SERVICE

Please refer to this Home Owner's Manual to understand what is covered under the warranty and what is considered homeowner maintenance. Also refer to the sub-contractor list provided in a separate document, for direct contact with plumbing, heating and electrical subcontractors and direct emergency warranty scheduling.

REQUESTING NON-EMERGENCY SERVICES

While every effort is made to ensure that your new home meets our high standards of quality, occasions may arise when your home will need warranty service. The material below will provide you with the information necessary to request warranty service.

Non-emergency service requests should be submitted through your online portal to BuilderTrend, or in writing to Arete Homes of Santa Fe / Roberts & Sons, LLC Real Estate Development. Please limit

WARRANTY PERIOD AND BEYOND

Warranty Service Requests fall under the following categories:

30-DAY FOLLOW-UP:

- Sign-off on any pending final walk-through items

EMERGENCY WARRANTY:

- Total loss of heat when the outside temperature is below 45 degrees Fahrenheit
- Total loss of electricity not caused by utility company power outage or tripped breaker
- Major plumbing leak requiring the water supply to be shut off

11 MONTH SERVICE:

- Courtesy touch-up service to affected items due to normal settling of the home and drying or curing of the building materials

telephone requests to emergency service requests only.

Online

To submit a Warranty Request, access your Homeowner account at BuilderTrend.com and complete the 'Warranty Request Form'. Please include all the requested information.

Pre-Printed Form

Please use the Warranty Service Request Form provided to you in this manual. Additional copies are available if needed. Drop off or mail the completed form directly to Arete Homes of Santa Fe / Roberts & Sons, LLC Real Estate Development:

Arete Homes of Santa Fe
Roberts & Sons, LLC
Attention: Warranty
1000 Cordova Place. #357
Santa Fe, NM 87505





WARRANTY PERIOD AND BEYOND

Scheduling Services

Upon receipt of your warranty request, Arete Homes of Santa Fe / Roberts & Sons, LLC will notify the appropriate Contractor and/or Subcontractors that service is required. These contractors will then contact you directly to set up a convenient time to complete necessary work. Arete Homes tracks and follows up with all warranty requests with contractors/subcontractors and completions with homeowners.

REQUESTING EMERGENCY WARRANTY SERVICE

If your emergency occurs during business hours, call Arete Homes of Santa Fe at 505-395-5980. If you cannot reach Arete Homes of Santa Fe / Roberts & Sons, LLC after a reasonable attempt then contact the trade contractor. You are permitted to contact another contractor to do only enough work to limit further damage or alleviate a dangerous situation. Contact Arete Homes of Santa Fe / Roberts & Sons, LLC as quickly as possible on the next business day to report the work you had done. Arete Homes of Santa Fe / Roberts & Sons, LLC will then assess whether any further work is necessary and determine the appropriate amount of reimbursement for any costs you incurred for the emergency repairs, if applicable. Please remember, Arete Homes of Santa Fe / Roberts & Sons, LLC will only authorize reimbursement to you, or payment to another contractor, for the minimum work that was necessary to prevent additional damage or alleviate a dangerous situation.

“Emergency” is limited to the following:

- Total loss of heat when the outside temperature is below 45 degrees Fahrenheit
- Total loss of electricity not caused by utility company power outage or tripped breaker
- Major plumbing leak requiring the water supply to be shut off

NOTE: If you smell gas or suspect a gas leak, leave the house and contact New Mexico Gas Company Emergencies, 888-NM-GAS-CO (664-7276), or the Fire Department immediately.

Damage to your home which is caused by severe weather, natural disasters, accidents, or fire should be reported to your homeowner’s insurance carrier immediately.

11-MONTH FOLLOW UP SERVICE

During the first year in your new home, you may notice items requiring Warranty Service. Some of these items may be due to normal settling of the home and drying or curing of the building materials. As a courtesy, Arete Homes of Santa Fe / Roberts & Sons, LLC will provide a one-time service to repair these items. We encourage you to keep an ongoing list of these items and submit the list one month prior to the end of the warranty period.

NOTE: Most of the Subcontractor Warranties on your new home expire after one year from the date of completion. It is important that you send in your list at least 30 days prior to the end of your warranty period. Warranty Service Requests made after this date will not be honored. It is your responsibility to request any service necessary prior to the expiration of the warranty period. Arete Homes of Santa Fe / Roberts & Sons, LLC will not send reminders to homeowners of the impending expiration of their warranties.



WARRANTY PERIOD AND BEYOND

Arete Homes of Santa Fe / Roberts & Sons, LLC Warranty Request Form

Date: _____ **Subdivision:** _____ **Lot #:** _____

Name: _____ **Day phone:** _____ **Night phone:** _____

Address: _____ **Email:** _____

The following item(s) in my home need warranty repair:

Drop off or mail the completed form directly to Arete Homes of Santa Fe / Roberts & Sons, LLC Real Estate Development:

Arete Homes of Santa Fe / Roberts & Sons, LLC
Attention: Warranty
1000 Cordova Place. #357, Santa Fe, NM 87505

OR to submit an online Warranty Request, go to your BuilderTrend log-in and complete a Warranty Request. Please include all of the requested information. **Warranty requests are due 30-days prior to the end of the warranty period. Late requests will not be honored.**

WARRANTY PERIOD AND BEYOND

Arete Homes of Santa Fe / Roberts & Sons, LLC 11-Month Service Request Form

Date: _____ **Subdivision:** _____ **Lot #:** _____

Name: _____ **Day phone:** _____ **Night phone:** _____

Address: _____ **Email:** _____

Please schedule my 11-Month follow up to repair the following item(s):

Drop off or mail the completed form directly to Arete Homes of Santa Fe / Roberts & Sons, LLC Real Estate Development:

Arete Homes of Santa Fe / Roberts & Sons, LLC
Attention: Warranty
1000 Cordova Place. #357, Santa Fe, NM 87505

OR to submit an online Warranty Request, go to your BuilderTrend log-in and complete a Warranty Request. Please include all of the requested information. **Warranty requests are due 30-days prior to the end of the warranty period. Late requests will not be honored.**



WARRANTY PERIOD AND BEYOND

EXCLUSIONS FROM AND EXCEPTIONS TO ONE-YEAR WARRANTY

Some items are excluded from your warranty, as follows:

Cosmetic Exclusions

Arete Homes of Santa Fe / Roberts & Sons, LLC's contractors will repair or replace Cosmetic Deficiencies only if such problems are caused by defects in materials or workmanship. Cosmetic Deficiencies caused by the homeowner are not covered by the Warranty. Cosmetic deficiencies should be reported at the time of the Final Walk Through. **If a specific Cosmetic Deficiency is not reported in writing by the Homeowner prior to Close of Escrow, the Cosmetic Deficiency will not be covered under the Warranty.**

Cosmetic deficiencies include:

- Chipped, cracked or dented sinks, tubs, showers, faucets, tile, drywall, paint, etc
- Torn, gouged, stained or loose floor coverings
- Chipped, scratched or cracked cabinets, counter or vanity tops
- Cracked or scratched window glass, mirrors, light fixtures or bath accessories
- Scratched or dented appliances
- Missing shelves or accessories in appliances, cabinets or medicine chests
- Missing or damaged windows or screens
- Dents or dings in garage doors, exterior and interior doors

At the Time of Your 11-Month Follow up

As a courtesy, Arete Homes of Santa Fe / Roberts & Sons, LLC's contractors will provide one-time repairs for the following: caulking and seam filler, drywall issues (including nail pops, corner bead failure and tape failure), trim repairs (nail holes, hammer marks, etc), adjustments to doors and windows, adjustments to carpet, adjustments of cabinet doors and drawers, adjustments to weather stripping, concrete and stucco cracks, site work settling, and touch up of grout for tile. It is best to wait until the 11-Month period to receive this one-time service, thus allowing time for the normal drying and curing of building materials to occur. Refer to the Limited Warranty Guidelines section in this manual for detailed information on each item.

Appliances Covered by Manufacturer's Warranties

Appliances are covered by the manufacturer's warranties instead of the home warranty. However, if you discover a defect in any appliance during the one year period from the Close of Escrow, Arete Homes of Santa Fe / Roberts & Sons, LLC will assist you in your efforts to enforce the manufacturer's warranty, if necessary. Please refer to the specific operating instructions and warranty information left for each appliance in your house.

The Builder Warranty does not cover the following:

- Damage caused by events beyond the control of Arete Homes of Santa Fe / Roberts & Sons, LLC or its contractors, including but not limited to natural catastrophes. In the event that you experience such damage, please check with your homeowners' insurance agent to determine if the damage is covered under your hazard insurance policy.
- Damage caused by ordinary wear and tear or lack of Homeowner maintenance. This includes frozen pipes and associated leaks and damage caused by Homeowner's failure to disconnect exterior hoses before seasonal freeze.
- Damage resulting from Homeowner's changes in the lot grade, draining, or ground absorption and runoff capabilities.
- Plumbing drain stoppages, unless reported in writing within 72 hours after Close of Escrow.
- Minor cracks in concrete, stucco or masonry that do not exceed the tolerances listed in the Quality Standards of this manual.
- Plants included within any landscaping provided by Arete Homes of Santa Fe / Roberts & Sons, LLC, unless reported within 90 days after the date of original planting. Plants damaged by Homeowner neglect, improper irrigating, or extreme weather conditions are excluded.
- Environmental conditions such as overhead, underground or above ground power lines or facilities, radon, pest infestation or other naturally occurring hazardous environmental conditions.
- Any defect of design, work, or materials supplied, performed or caused by installed at, or under the direction of any person other than Arete Homes of Santa Fe / Roberts & Sons, LLC and Arete Homes of Santa Fe / Roberts & Sons, LLC's contractors, subcontractors and suppliers.
- Any personal injury or economic losses including loss of time or pay, inconvenience, loss of home use, lodging bills, food bills, storage charges or other inadvertent or consequential loss or damage caused to other parts of the home.



WARRANTY PERIOD AND BEYOND

ROOF WARRANTY

Arete Homes of Santa Fe / Roberts & Sons, LLC requires roofing contractors provide a warranty of at least 10 years. This warranty comes directly from the roofing contractor, not from Arete Homes of Santa Fe / Roberts & Sons, LLC. If your roof is in need of repair during the first year, contact Arete Homes of Santa Fe / Roberts & Sons, LLC using the provided warranty service request methods.

After the first year, contact the roofing contractor directly to request any needed service. Refer to your home's Roof Warranty Certificate (received at closing) for specific warranty terms regarding maintenance, exclusions and voids.

Should you encounter any problems with a roofing contractor not honoring its warranty, we ask that you report this problem to Arete Homes of Santa Fe / Roberts & Sons, LLC so that we may monitor the work and service of our contractors and offer assistance if possible. However, Arete Homes of Santa Fe / Roberts & Sons, LLC will not be responsible for a roofing contractor's failure to honor its warranty.

Roof Care Tips

Proper care of your roof will improve its performance and extend its life. The following tips may help you take better care of your roof:

- Have the roof inspected per the terms of your Roof Warranty Certificate. A charge for this inspection and any maintenance will be paid by the homeowner to the roofing contractor.
- Avoid walking on your roof as much as possible. If you need to walk on your roof, avoid stepping in the area where the parapet meets the roof as this area may tend to be more vulnerable.
- Avoid putting anything sharp or pointed on the roof, including the sharp edges of planters, outdoor furniture or high heeled shoes.
- Avoid penetrating roofing membranes for cable or solar installations. Cable or solar systems should be installed with ballasted or tray systems.
- Remove icicles that form on canales in order to allow water to run off the roof properly, and keep the heavy ice from breaking the canales.
- Keep canales and gutters free of debris to allow water to run off the roof properly.

HOME CARE AND MAINTENANCE TIPS

All homes, whether new or old, require regular maintenance and repair. In this section, you will find some basic tips on regular maintenance.

Remember, your home is ultimately your responsibility. It is your job to identify problems and act quickly to repair them. Get in the habit of checking your home and yard regularly and take the time to investigate anything that doesn't look quite right. A little time spent regularly maintaining your home can save thousands of dollars of repair or replacement costs in the future.

Landscaping

Arete Homes of Santa Fe / Roberts & Sons, LLC has provided landscaping in your front yard that is designed to be low water using and relatively low maintenance. All watering needs must be in accordance with any applicable city or county watering restrictions and your community's specific water restrictions and approved plants list.

Homeowners Associations and Exterior Changes

Before you do any exterior maintenance or changes to your homes, such as repainting or replacing exterior fixtures, please consult your Homeowners Association first. This will ensure that the work you do meets the regulations and guidelines that have been established for your neighborhood. This is particularly important if you plan to change an exterior color, erect a new structure or fence, or significantly add to or change your landscaping.

Important Information for Homeowners

Arete Homes of Santa Fe / Roberts & Sons, LLC encourages all homeowners, and especially new homeowners, to familiarize themselves with the following information:

- **New Mexico One-Call** – Before doing any excavation in your yard, call New Mexico One Call to locate underground utility lines at least two business days before you dig. If you are digging by hand, you are not required to call One-Call first, however, you will be responsible for any damage you do to underground facilities, whether you dig by hand or excavate. New Mexico One-Call: (800) 321-2537



QUALITY STANDARDS

- **Electrical Shutoff** – In case of electrical emergency, you can turn off the main circuit breaker located inside the electrical service panel.
- **Water Shutoff** – In case of a plumbing emergency, water shutoff valves are located in the mechanical room (boiler and water heater enclosure), at each plumbing fixture in the house, and at the water meter in the front yard near the curb.
- **Gas Shutoff** – Gas to your home can be turned off at the natural gas meter on the side of your house. However, Arete Homes of Santa Fe / Roberts & Sons, LLC recommends that you not attempt to shut off the gas yourself. If you smell gas, leave the house and call New Mexico Gas Company or the fire department. Gas Emergencies: 888 NM-GAS-CO or 888-664-2726

QUALITY STANDARDS

Arete Homes of Santa Fe / Roberts & Sons, LLC Homes uses the *Residential Construction Performance Guidelines Consumer Reference* issued by the National Association of Home Builders as its reference quality standards. This reference will help you understand what to expect from your new home and Arete Homes of Santa Fe / Roberts & Sons, LLC will use these standards to determine whether or not an item you report falls under your Warranty as a defect in materials or workmanship. Not all of the systems and materials discussed in this reference will apply to your home.

LIMITED WARRANTY GUIDELINES

AIR CONDITIONING

Homeowner Use and Maintenance Guidelines

Air conditioning can greatly enhance the comfort of your home, but if it is used improperly or inefficiently, wasted energy and frustration will result. These hints and suggestions are provided to help you maximize your air conditioning system.

Your air conditioning system is a whole-house system. The air conditioner unit is the mechanism that produces cooler air. The air conditioning system involves everything inside your home including, for example, drapes, blinds, and windows.

LIMITED WARRANTY GUIDELINES

Your home air conditioning is a closed system, which means that the interior air is continually recycled and cooled until the desired air temperature is reached. Warm outside air disrupts the system and makes cooling impossible. Therefore, you should keep all windows closed. The heat from the sun shining through windows with open drapes is intense enough to overcome the cooling effect of the air conditioning unit. For best results, close the drapes or blinds on these windows.

Time is very important in your expectations of an air conditioning system. Unlike a light bulb, which reacts instantly when you turn on a switch, the air conditioning unit only begins a process when you set the thermostat.

For example, if you come home at 6 p.m. when the temperature has reached 90 degrees F and set your thermostat to 75 degrees, the air conditioning unit will begin cooling, but will take much longer to reach the desired temperature. During the whole day, the sun has been heating not only the air in the house, but the walls, the carpet, and the furniture. At 6 p.m. the air conditioning unit starts cooling the air, but the walls, carpet, and furniture release heat and nullify this cooling. By the time the air conditioning unit has cooled the walls, carpet, and furniture, you may well have lost patience.



If evening cooling is your primary goal, set the thermostat at a moderate temperature in the morning while the house is cooler, allowing the system to maintain the cooler temperature. The temperature setting may then be lowered slightly when you arrive home, with better results. Once the system is operating, setting the thermostat at 60 degrees will not cool the home any faster and can result in the unit freezing up and not performing at all. Extended use under these conditions can damage the unit.

Setting the Thermostat

Please refer to the manufacturer user manual for instructions for programming your thermostat.



LIMITED WARRANTY GUIDELINES

Adjust Vent

Maximize air flow to occupied parts of your home by adjusting the vents. Likewise, when the seasons change, readjust them for comfortable heating. A room that remains closed up all the time receives less air flow and therefore may remain at a different temperature than the open areas of the home. When it is not necessary to have a door closed, try to leave that room open to help air flow.

Compressor Level

Maintain the air conditioning compressor in a level position to prevent inefficient operation and damage to the equipment.

Humidifier

If a humidifier is installed on the furnace system, turn it off when you use the air conditioning; otherwise, the additional moisture can cause a freeze-up of the cooling system.

Manufacturer's Instructions

Since the air conditioning system is combined with the heating system, follow the maintenance instructions for your furnace. The manufacturer's manual specifies maintenance for the condenser. Review and follow these points carefully.

Temperature Variations

Temperatures may vary from room to room by several degrees F. This is due to such variables as floor plan, orientation of the home on the lot, type and use of window coverings, and traffic through the home.

Arete Homes of Santa Fe Limited Warranty Guidelines

(Refer to NAHB Residential Construction Performance Guidelines for performance criteria)

The air conditioning system should maintain a temperature of 78 degrees F or a differential of 15 degrees from the outside temperature, measured in the center of each room at a height of five feet above the floor. Lower temperature settings are often possible, but neither the manufacturer nor Arete Homes of Santa Fe guarantee this.

Compressor

The air conditioning compressor must be in a level position to operate correctly. If it settles during the warranty period, Arete Homes of Santa Fe will correct this.

Nonemergency

All though we do try to handle these requests as promptly as possible, lack of air conditioning service is not an emergency. Heating and air conditioning contractors in our region respond to air conditioning service requests in the order received.

ALARM SYSTEM

Homeowner Use and Maintenance Guidelines

If your home selections included pre-wire for an alarm system, you will arrange for the final connection after your move-in. The alarm company will demonstrate the system and instruct you in its use. We recommend that you test the system each month.

Arete Homes of Santa Fe Limited Warranty Guidelines

(Refer to NAHB Residential Construction Performance Guidelines for performance criteria)

Arete Homes of Santa Fe will correct wiring that does not perform as intended for the alarm system.

APPLIANCES

Homeowner Use and Maintenance Guidelines

Read and follow all manufacturers' instructions for the use and maintenance of each appliance in your home and keep them available for reference.

Manufacturer's Service

Appliances are covered by the manufacturer's warranties instead of the home warranty. However, if you discover a defect in any appliance during the one year period from the Close of Escrow, Arete Homes of Santa Fe / Roberts & Sons, LLC will assist you in your efforts to enforce the manufacturer's warranty,



LIMITED WARRANTY GUIDELINES

if necessary. Please refer to the specific operating instructions and warranty information left for each appliance in your house.

For service needs outside of the 1-year warranty call the customer service number listed in the manufacturer's warranty. When reporting warranty items to the appliance manufacturer, be prepared to supply the following details:

- Date of purchase (your closing date)
- Serial and model numbers are found on a metal plate or sticker on side/bottom of each appliance
- Description of the problem

Registration

Mail warranty registration cards directly to the manufacturer.

Arete Homes of Santa Fe Limited Warranty Guidelines

(Refer to NAHB Residential Construction Performance Guidelines for performance criteria)

We confirm that all appliance surfaces are in acceptable condition during your orientation. The appliance manufacturers warrant their products directly to you according to the terms and conditions of these written warranties.

CABINETS

Homeowner Use and Maintenance Guidelines

Your selection sheets are your record of the brand, style, and color of cabinets in your home. If you selected wood or wood veneer cabinets, expect differences in grain and color between and within the cabinet components due to natural variations in wood and the way it takes stain.

Cleaning

Furniture polishes that include scratch cover are suggested for wood cabinet care. Follow container directions. Use such products a maximum of once every 3 to 6 months to avoid excessive build-up. Avoid paraffin-based spray waxes and washing cabinets with water, as both will damage the luster of the finish.

Hinges

If hinges catch or drawer glides become sluggish, a small amount of silicone lubricant will improve their performance.

Moisture

Damage to cabinet surfaces and warping can result from operating appliances that generate large amounts of moisture (such as a crock pot) too near the cabinet. When operating such appliances, place them in a location that is not directly under a cabinet.

Arete Homes of Santa Fe Limited Warranty Guidelines

(Refer to NAHB Residential Construction Performance Guidelines for performance criteria)

During the orientation we will confirm that all cabinet parts are installed and that their surfaces are in acceptable condition.

Alignment

Doors, drawer fronts, and handles should be level and even.

Operation

Cabinets should operate properly under normal use.

Separations

We will correct gaps between cabinets and the ceiling or cabinets and the walls by caulking or other means if the gap exceeds 1/8 inch (locations behind appliances are excepted from this repair).

Warping

If doors or drawer fronts warp in excess of 1/4 inch within 24 inches, we will correct this by adjustment or replacement.

Wood Grain

Readily noticeable variations in wood grain and color are normal in all wood or wood veneer selections. Replacements are not made due to such variations.



LIMITED WARRANTY GUIDELINES

CARPET

Homeowner Use and Maintenance Guidelines

Your selection sheets provide a record of the brand, style, and color of floor coverings in your home. Please retain this information for future reference. Refer to the various manufacturer's recommendations for additional information on the care of your floor coverings.

Cleaning

You can add years to the life of your carpet with regular care. Carpet wears out because of foot traffic and dirt particles that get trampled deep into the pile beyond the suction of the vacuum. The dirt particles wear down the fibers like sandpaper and dull the carpet. The most important thing you can do to protect your carpet is to vacuum it frequently.

Vacuum twice each week lightly and once a week thoroughly. Heavy traffic areas may require more frequent cleaning. A light vacuuming is three passes; a thorough job may need seven passes. A vacuum cleaner with a beater-bar agitates the pile and is more effective in bringing dirt to the surface for easy removal.

Vacuuming high-traffic areas daily helps keep them clean and maintains the upright position of the nap. Wipe spills and clean stains immediately. For best results, blot or dab any spill or stain; avoid rubbing. Test stain removers on an out-of-the-way area of the carpet, such as in a closet, to check for any undesirable effects. Have your carpet professionally cleaned regularly, usually once a year.

Some problem conditions that may occur with your new carpet and our suggested remedies are presented below.

Burns

Take care of any kind of burn immediately. First snip off the darkened fibers. Then use a soapless cleaner and sponge with water. If the burn is extensive, talk with a professional about replacing the damaged area.

Crushing

Furniture and traffic may crush a carpet's pile fibers. Frequent vacuuming in high-traffic areas and

LIMITED WARRANTY GUIDELINES

glides or cups under heavy pieces of furniture can help prevent this. Rotating your furniture to change the traffic pattern in a room promotes more even wear. Some carpets resist matting and crushing because of their level of fiber, but this does not imply or guarantee that no matting or crushing will occur. Heavy traffic areas such as halls and stairways are more susceptible to wear and crushing. This is considered normal wear.

Fading

Science has yet to develop a color that will not fade with time. All carpets will slowly lose some color due to natural and artificial forces in the environment. You can delay this process by frequently removing soil with vacuuming, regularly changing air filters in heating and air conditioning systems, keeping humidity and room temperature from getting too high, and reducing sunlight exposure with window coverings.

Filtration

If interior doors are kept closed while the air conditioning is operating, air circulation from the closed room flows through the small space at the bottom of the door. This forces the air over the carpet fibers, which in turn act as a filter, catching particulate pollution. Over time, a noticeable stain develops at the threshold.



Fuzzing

In loop carpets, fibers may break. Simply clip the excess fibers. If it continues, call a professional.

Pilling

Pilling or small balls of fiber can appear on your carpet, depending on the type of carpet fiber and the type of traffic. If this occurs, clip off the pills. If they cover a large area, seek professional advice.

Rippling

With wall-to-wall carpeting, high humidity may cause rippling. If the carpet remains rippled

LIMITED WARRANTY GUIDELINES

after the humidity has left, have a professional re-stretch the carpeting using a power stretcher, not a knee-kicker.

Seams

Carpet usually comes in 12-foot widths, making seams necessary in most rooms. Visible seams are not a defect unless they have been improperly made or unless the material has a defect, making the seam appear more pronounced than normal. The more dense and uniform the carpet texture, the more visible the seams will be. Carpet styles with low, tight naps result in the most visible seams. Seams are never more visible than when the carpet is first installed. Usually with time, use, and vacuuming the seams become less visible. You can see examples of how carpet seams diminish after they have been vacuumed and have experienced traffic in the model homes.

Shading

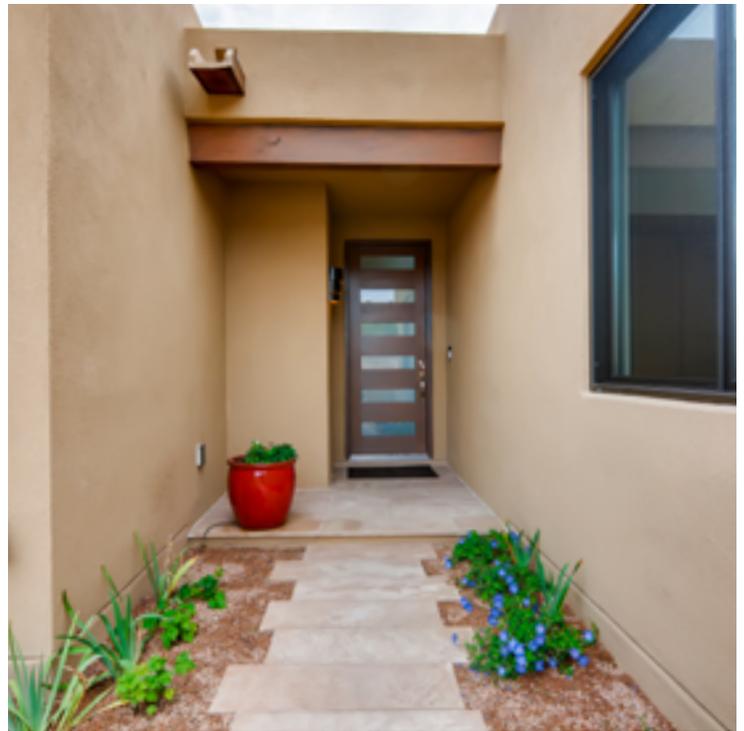
Shading is an inherent quality of fine-cut pile carpets. Household traffic causes pile fibers to assume different angles; as a result, the carpet appears darker and lighter in these areas. A good vacuuming, which makes the pile all go in the same direction, provides a temporary remedy.

Shedding

New carpeting, especially pile, sheds bits of fiber for a period of time. Eventually these loose fibers are removed by vacuuming. Shedding usually occurs more with wool carpeting than with nylon or other synthetics.

Snags

Sharp-edged objects can grab or snag the carpet fiber. When this occurs, cut off the snag. If the snag is especially large, call a professional.



Sprouting

Occasionally you may find small tufts of fiber sprouting above carpet surface. Simply use scissors to cut off the sprout. Do not attempt to pull it, because other fibers will come out in the process.

Stains

No carpet is stainproof. Although your carpet manufacturer designates your carpet as stain resistant, some substances may still cause permanent staining. These include hair dyes, shoe polish, paints, and india ink. Some substances destroy or change the color of carpets, including bleaches, acne medications, drain cleaners, plant food, insecticides, and food or beverages with strongly colored natural dyes as found in some brands of mustard and herbal tea.

Refer to the manufacturer's web site for recommended cleaning procedures for your particular fiber. The manufacturer of your carpet can be found on your selection sheets. Pretest any spot removal

solution in an inconspicuous area before using it in a large area. Apply several drops of the solution, hold a white tissue on the area, and count to ten. Examine both tissue and carpet for dye transfer and check for carpet damage.

Arete Homes of Santa Fe Limited Warranty Guidelines

(Refer to NAHB Residential Construction Performance Guidelines for performance criteria)

During your orientation, we will confirm that your carpet is in acceptable condition. We will correct stains or spots noted at this time by cleaning, patching, or replacement. Arete Homes of Santa Fe will not be responsible for dye lot variations if replacements are made.

Edges

Edges of carpet along moldings and edges of stairs should be held firmly in place. In some areas, metal or other edging material may be used where carpet meets another floor covering.



LIMITED WARRANTY GUIDELINES

Seams

Carpet seams will be visible. Arete Homes of Santa Fe will repair any gaps or fraying.

CAULKING

Homeowner Use and Maintenance Guidelines

Time and weather will shrink and dry caulking so that it no longer provides a good seal. As routine maintenance, check the caulking and make needed repairs. Caulking compounds and dispenser guns are available at hardware stores. Read the manufacturer's instructions carefully to be certain that you select an appropriate caulk for the intended purpose.

Colored Caulk

Colored caulking is available where larger selections are provided. As with any colored material, dye lots can vary.

Latex Caulk

Latex caulking is appropriate for an area that requires painting, such as along the stair stringer or where wood trim meets the wall.

Silicone Caulk

Caulking that contains silicone will not accept paint; it works best where water is present, for example, where tub meets tile or a sink meets a countertop.

Arete Homes of Santa Fe Limited Warranty Guidelines

(Refer to NAHB Residential Construction Performance Guidelines for performance criteria)



LIMITED WARRANTY GUIDELINES

During the orientation we confirm that appropriate areas are adequately caulked.

One-Time Repair

We will touch up caulking one time during your materials and workmanship period. We suggest that this be performed with your 11-month service.

CONCRETE FLATWORK

Homeowner Use and Maintenance Guidelines

By maintaining good drainage, you protect your home's foundation and the concrete flatwork: portals, patios, driveway and garage floor.

Concrete slabs are floating—they are not attached to the home's foundation walls. These are not a structural (load-bearing) element of the home and are not covered by the structural warranty.



Cleaning

Avoid washing exterior concrete slabs with cold water from an outside faucet when temperatures are high and the sun has been shining on the concrete. The abrupt change in temperature can damage the surface bond of the concrete. We recommend sweeping for keeping exterior concrete clean. If washing is necessary, do this when temperatures are moderate.

Cracks

A concrete slab 10 feet across shrinks approximately 5/8 inch as it cures. Some of this shrinkage shows up as cracks. Cracking of concrete flatwork also results from temperature changes that cause expansion and contraction.



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These cracks are not covered by the limited warranty.

During the summer, moisture finds its way under the concrete along the edges or through cracks in the surface. In winter, this moisture forms frost that can lift the concrete, increasing the cracking. Maintaining drainage away from all concrete slabs will minimize cracking from this cause. As cracks occur, seal them with a waterproof concrete caulk (available at hardware or home improvement stores) to prevent moisture from penetrating to the soil beneath.

Expansion Joints

We install expansion joints to help control expansion. However, as the concrete shrinks during the curing process, moisture can penetrate under the concrete and lift the expansion joint. When this occurs, fill the resulting gap with a gray silicone sealant, which you can purchase at most hardware stores.

Heavy Vehicles

Do not permit heavy vehicles such as moving vans or concrete trucks to drive on your concrete work. We design and install this concrete for residential use only.

Ice, Snow, and Chemicals

Driving or parking on snow creates ice on the drive, which magnifies the effects of snow on the concrete surface. Remove ice and snow from concrete slabs as promptly as possible after snow storms. Protect concrete from abuse by chemical agents such as pet urine, fertilizers, radiator overflow, repeated hosing, or de-icing agents, such as road salt that can drip from vehicles. All of these items can cause spalling (chipping of the surface) of concrete.

Sealer

A concrete sealer, available at paint stores, will help you keep an unpainted concrete floor clean. Do not use soap on unpainted concrete. Instead, use plain water and washing soda or, if necessary, a scouring powder.

[Arete Homes of Santa Fe Warranty Guidelines](#)

(Refer to NAHB Residential Construction Performance Guidelines for performance criteria)



LIMITED WARRANTY GUIDELINES

Concrete slabs are floating—they are not attached to the home’s foundation walls. These are not a structural (load-bearing) element of the home and are not covered by the structural warranty. The limited warranty coverage is for one year unless the requirements of your loan state otherwise.

Color

Concrete slabs vary in color. No correction is provided for this condition.

Cracks

If concrete cracks reach 3/16 inches in width or vertical displacement, Arete Homes of Santa Fe will patch or repair them one time during the warranty year. Subsequently, concrete slab maintenance is your responsibility. If you prefer to have the slab replaced, we will obtain a price for you and assist in scheduling the work upon receipt of your payment. However, we advise against this expense since the new slab will crack as well.

Finished Floors

Arete Homes of Santa Fe will correct cracks, settling, or heaving that rupture finish floor materials that we installed as part of the home as you originally purchased it. Cracks that appear in stained concrete floors do not fall under this warranty.

Level Floors

Concrete floors in the habitable areas of the home will be level to within 1/4 inch within any 32-inch measurement with the exception of an area specifically designed to slope toward a floor drain.

Separation

Arete Homes of Santa Fe will correct separation of concrete slabs from the home if separation exceeds one inch.

Settling or Heaving

Arete Homes of Santa Fe will repair slabs that settle or heave in excess of 2 inches or if such movement results in negative drainage (toward the house) or hazardous vertical displacement.



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Spalling (Surface Chips)

Causes of spalling include repeated hosing of concrete for cleaning, animal urine, radiator overflow, fertilizer, uncleared snow and ice, ice-melting agents, and road salts from vehicles. Repair of spalling is a home maintenance task.

Standing Water

Water may stand on exterior concrete slabs for several hours after precipitation or from roof runoff. Arete Homes of Santa Fe will correct conditions that cause water to remain longer than 24 hours.

CONDENSATION

Homeowner Use and Maintenance Guidelines

Condensation on interior surfaces of the windows and frames comes from high humidity within the home combined with low outside temperatures and inadequate ventilation. Family lifestyle significantly influences these conditions. If your home includes a humidifier, closely observe manufacturer's directions for its use, especially during periods of cooler temperatures.

See also Ventilation.

Arete Homes of Santa Fe Warranty Guidelines

(Refer to NAHB Residential Construction Performance Guidelines for performance criteria)

Condensation results from a family's lifestyle and Arete Homes of Santa Fe has no control over this. The 1-year warranty coverage excludes condensation.

COUNTERTOPS

Homeowner Use and Maintenance Guidelines *(Refer to NAHB Residential Construction Performance Guidelines for performance criteria)*

Use a cutting board to protect your counters when you cut or chop. Protect the counter from heat and from extremely hot pans. Be careful when moving, not to slide boxes across counter tops, as something on the box (ex: staple) may scratch the countertop.



LIMITED WARRANTY GUIDELINES

Because of the inherent characteristics of granite, no two pieces, such as a kitchen countertop, will be identical. Countertops will not be replaced due to color or texture variation with or between the pieces of the installation. Seams will be visible.

Because granite is natural and quarried from the ground, it contains inherent characteristics such as hairline cracks, fissures, pits, inclusions and a grain/pattern direction.

Granite is porous and, left unsealed, prone to staining. To resist stains, granite must be sealed with a penetrating sealer. Countertops are factory sealed, however a sealer should be reapplied every 3-6 months. Sealers do not repel oils or water mineral deposits. Promptly clean all spills. Use only cleaners specified for granite surfaces.

Engineered quartz countertops, such as Cambria or Caesarstone, cleanup easily with soap, warm water, and a soft cloth. If you wish to take the extra step of disinfecting your surfaces, please refer to the manufactures website for approved disinfectants that meet Centers for Disease Control and Prevention (CDC) guidelines.

Never use full strength bleach or abrasive powders or scrubs like Comet®, Soft Scrub®, or S.O.S.® pads. Such products will cause the surface to appear dull or inconsistent.

Caulking

The caulking between the countertop and the wall, along the joint at the backsplash, and around the sink may shrink, leaving a slight gap. Maintaining a good seal in these locations is important to keep moisture from reaching the wood under the laminates and to prevent warping and is the homeowner's responsibility. Colored caulking is available at hardware stores. Arete Homes of Santa Fe will repair caulking, if necessary, one time during the first year.

Cleaning

Avoid abrasive cleaners that will damage the luster of the surface.

Mats

Rubber drain mats can trap moisture beneath them, causing the laminated plastic to warp and blister. Dry the surface as needed.



LIMITED WARRANTY GUIDELINES

Arete Homes of Santa Fe Warranty Guidelines

(Refer to NAHB Residential Construction Performance Guidelines for performance criteria)

During your orientation we confirm that all countertops are in acceptable condition. We repair noticeable surface damage such as chips and cracks greater than 1/32 of an inch, and scratches noted on the orientation list. Repair of surface damage that occurs during or after your move-in is one of your home maintenance responsibilities.

Granite

Granite counter tops are a natural product and will have natural imperfections in colors and finish.

Manufactured Marble

Edges should be smooth and even. Where backsplash joints occur at corners, the top edges should be even within 1/16 inch.

Separation from Wall

Separation of countertops from walls, backsplash, and around sinks results from normal shrinkage of materials. Arete Homes of Santa Fe will recaulk these areas one time during the materials and workmanship warranty. Subsequently caulking will be your home maintenance responsibility.

DOORS AND LOCKS

Homeowner Use and Maintenance Guidelines

The doors installed in your home are wood products subject to such natural characteristics of wood as shrinkage and warping. Due to natural fluctuations of humidity and the use of forced air furnaces, showers, and dishwashers, interior doors may occasionally require minor adjustments.

Dust and Air Infiltration

Some air and dust will infiltrate around doors, especially before the installation of landscaping in the general area or in the presence of high winds. The limited warranty excludes this occurrence. By adjusting the threshold and ensuring that the door is latching properly, you can minimize this occurrence.

Exterior Finish

To ensure longer life for your exterior wood doors, plan to refinish them at least once a year. Stained exterior doors with clear finishes tend to weather faster than painted doors. Treat the finish with a wood preserver every three months to preserve the varnish and prevent the door from drying and cracking. Reseal stained exterior doors whenever the finish begins cracking or crazing.

Some exterior doors are made of a fiberglass composite material. Use a clean cloth with mild soap and water to wash away residue. Do not wash units in direct sunlight. Avoid using newspaper, razor blades and abrasive cleaners or solvents. Washing doors with pressurized tools may cause damage and is not recommended.

Failure to Latch

If a door will not latch because of minor settling or swelling (due to high humidity), you can correct this by adjusting the strike plate, where the door latch meets the jamb. We recommend that you wait until the humidity level drops before adjusting the door, as it may return to its normal state.

Hinges

You can remedy a squeaky door hinge by removing the hinge pin and applying a silicone lubricant to it. Avoid using oil, as it can gum up or attract dirt. Graphite works well as a lubricant but can create a gray smudge on the door or floor covering beneath the hinge if too much is applied.

Keys

Keep a duplicate privacy lock key where children cannot reach it in the event a youngster locks him- or herself in a room. The top edge of the door casing is often used as a place to keep the key. A small screwdriver or similarly shaped device can open some types of privacy locks.

Locks

Lubricate door locks with graphite or other waterproof lubricant. Avoid oil, as it will gum up.

Slamming

Slamming doors can damage both doors and jambs and can even cause cracking in walls. Teach children not to hang on the doorknob and swing back and forth; this works loose the hardware and causes the door to sag.



LIMITED WARRANTY GUIDELINES

Shrinkage

Use putty, filler, or latex caulk to fill any minor separations that develop at mitered joints in door trim. Follow with painting. Panels of wood doors shrink and expand in response to changes in temperature and humidity. Touching up the paint or stain on unfinished exposed areas is your home maintenance responsibility.

Sticking

The most common cause of a sticking door is the natural expansion of lumber due to changes in humidity. When sticking is due to swelling during a damp season, do not plane the door unless it continues to stick after the weather changes.

Before planing a door because of sticking, try two other steps: first, apply either a paste wax, light coat of paraffin, or candle wax to the sticking surface; or second, tighten the screws that hold the door to the jamb or door frame. If planing is necessary even after these measures, use sandpaper to smooth the door and paint the sanded area to seal against moisture.

Warping

If a door warps slightly, keeping it closed as much as possible often returns it to normal.

Weather Stripping

Weather stripping and exterior door thresholds occasionally require adjustment or replacement. The threshold can be adjusted by removing the caps that are covering the screws and turning the screws to adjust the threshold up or down.

Arete Homes of Santa Fe Warranty Guidelines

(Refer to NAHB Residential Construction Performance Guidelines for performance criteria)

During the orientation we confirm that all doors are in acceptable condition and correctly adjusted. Arete Homes of Santa Fe will repair construction damage to doors noted on the orientation list.

Adjustments

Due to normal settling of the home, doors may require adjustment for proper fit. Arete Homes of Santa Fe will make such adjustments during the first year.

Panel Shrinkage

Panels of wood doors shrink and expand in response to changes in temperature and humidity. Although touching up the paint or stain on unfinished exposed areas is your home maintenance responsibility, Arete Homes of Santa Fe will repair split panels that allow light to be visible.

Warping

Arete Homes of Santa Fe will repair doors that warp in excess of 1/4 inch.

DRYWALL

Homeowner Use and Maintenance Guidelines

Slight cracking, nail pops, or seams may become visible in walls and ceilings. These are caused by the shrinkage of the wood and normal deflection of trusses to which the drywall is attached.

Repairs

With the exception of the one-time repair service provided by Arete Homes of Santa Fe, care of drywall is your maintenance responsibility. It is recommended that you wait until your 11th month service to request these repairs in order to maximize the benefit.

Most drywall repairs can be easily made. This work is best done when you redecorate the room. Repair hairline cracks with a coat of paint. You can repair slightly larger cracks with spackle or caulk. To correct a nail pop, reset the nail with a hammer and punch. Cover it with spackle, which is available at paint and hardware stores. Apply two or three thin coats. When dry, sand the surface with fine-grain sandpaper, and then paint. You can fill indentations caused by sharp objects in the same manner.

Arete Homes of Santa Fe Warranty Guidelines

(Refer to NAHB Residential Construction Performance Guidelines for performance criteria)

During the orientation, we confirm that drywall surfaces are in acceptable condition. One time during the materials and workmanship warranty, Arete Homes of Santa Fe will repair drywall shrinkage cracks and nail pops and touch up the repaired area using the same paint color that was on the surface when the home was delivered. Touch-ups will be visible.



LIMITED WARRANTY GUIDELINES

Repainting the entire wall or the entire room to correct this is your choice and responsibility. You are also responsible for custom paint colors or wallpaper that has been applied subsequent to closing. Due to the effects of time on paint and wallpaper, as well as possible dye lot variations, touch-ups are unlikely to match the surrounding area.

Lighting Conditions

Arete Homes of Santa Fe does not repair drywall flaws that are only visible under particular lighting conditions.

Related Warranty Repairs

If a drywall repair is needed as a result of poor workmanship (such as blisters in tape) or other warranty-based repair (such as a plumbing leak), Arete Homes of Santa Fe completes the repair by touching up the repaired area with the same paint that was on the surface when the home was delivered. If more than one-third of the wall is involved, we will repaint the wall corner to corner. You are responsible for custom paint colors or wallpaper that has been applied subsequent to closing. Due to the effects of time on paint and wallpaper, as well as possible dye lot variations, touch-up may not match the surrounding area.

ELECTRICAL SYSTEMS

Homeowner Use and Maintenance Guidelines

Know the location of the breaker panel; it includes a main shut-off that controls all the electrical power to the home. Individual breakers control the separate circuits. Each breaker is marked to help you identify which breaker is connected to which major appliances, outlets, or other service. Should a failure occur in any part of your home, always check the breakers in the main panel box.

Breakers

Circuit breakers have three positions: on, off, and tripped. When a circuit breaker trips, it must first be turned off before it can be turned on. Switching the breaker directly from tripped to on will not restore service.

Breaker Tripping

Breakers trip due to overloads caused by plugging too many appliances into the circuit, a worn cord or defective appliance, or operating an appliance with too high a voltage requirement for the circuit. The starting of an electric motor can also trip a breaker.

If any circuit trips repeatedly, unplug all items connected to it and reset. If it trips when nothing is connected to it, you need an electrician. If the circuit remains on, one of the items you unplugged is defective and will require repair or replacement.

Buzzing

Fluorescent fixtures use transformer action to operate. This action sometimes causes a buzzing.

GFCI (Ground-Fault Circuit-Interrupters)

GFCI receptacles have a built-in element that senses fluctuations in power. Quite simply, the GFCI is a circuit breaker. Building codes require installation of these receptacles in bathrooms, the kitchen, outside, and the garage (areas where an individual can come into contact with water while holding an electric appliance or tool). Heavy appliances such as freezers or power tools will trip the GFCI breaker.

Each GFCI receptacle has a test and reset button. Once each month, press the test button. This will trip the circuit. To return service, press the reset button. If a GFCI breaker trips during normal use, it may indicate a faulty appliance and you will need to investigate the problem. One GFCI breaker can control up to three or four outlets, so if an outlet in one of these areas is not functioning, check for outlets in that particular room that have the GFCI reset button. Outlets on portals or exterior walls are sometimes controlled by a GFCI located in the garage or one of the interior rooms in that vicinity.

NOTE: Do not plug a refrigerator or food freezer into a GFCI-controlled outlet, such as those located in the garage and utility room. The likelihood of the contents being ruined is high and the limited warranty does not cover such damage.

Grounded System

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



LIMITED WARRANTY GUIDELINES

Light Bulbs

You are responsible for replacing burned-out bulbs other than those noted during your orientation. Before submitting a warranty request for a light that is not working, please check the bulb.

Modifications

If you wish to make any modifications, contact the electrician listed on the Emergency Phone Numbers you receive with your Homeowner Manual. Having another electrician modify your electrical system during the warranty period can void that portion of your limited warranty.

Outlets

If an outlet is not working, check first to see if it is controlled by a wall switch or GFCI. Next, check the breaker.

Underground Cables

Before digging, check the location of buried service leads by calling the local utility locating service. In most cases, wires run in a straight line from the service panel to the nearest public utility pad. Maintain positive drainage around the foundation to protect this service.

Vent Fans

Your home is equipped with a combination light/vent fan in each bathroom. These units are equipped with a heat sensor that will turn the fan on if the light bulb reaches a certain temperature.

Arete Homes of Santa Fe Warranty Guidelines

(Refer to NAHB Residential Construction Performance Guidelines for performance criteria)

During the orientation we confirm that light fixtures are in acceptable condition and that all bulbs are working. Arete Homes of Santa Fe limited warranty excludes any fixture you supplied.

Designed Load

Arete Homes of Santa Fe will repair any electrical wiring that fails to carry its designed load to meet specifications. If electrical outlets, switches, or fixtures do not function as intended, Arete Homes of Santa Fe will repair or replace them.

GFCI (Ground-Fault Circuit-Interrupters)

Arete Homes of Santa Fe is not responsible for food spoilage that results from your plugging refrigerators or freezers into a GFCI outlet.

Power Surge

Power surges are the result of local conditions beyond the control of Arete Homes of Santa Fe and are excluded from limited warranty coverage. These can result in burned-out bulbs or damage to sensitive electronic equipment such as TVs, alarm systems, and computers. Damage resulting from lightning strikes are excluded from limited warranty coverage. We recommend that you put a surge protector on any electronic items.

EXPANSION AND CONTRACTION

Homeowner Use and Maintenance Guidelines

Changes in temperature and humidity cause all building materials to expand and contract. Dissimilar materials expand or contract at different rates. This movement results in separation between materials, particularly dissimilar ones. You will see the effects in small cracks in drywall and in paint, especially where moldings meet drywall, at mitered corners, and where tile grout meets tub or sink. While this can alarm an uninformed homeowner, it is normal.



Shrinkage of the wood members of your home is inevitable and occurs in every new home. Although this is most noticeable during the first year, it may continue beyond that time. In most cases, caulk and paint are all that you need to conceal this minor evidence of a natural phenomenon. Even though properly installed, caulking shrinks and cracks. Maintenance of caulking is your responsibility.

LIMITED WARRANTY GUIDELINES

Arete Homes of Santa Fe Warranty Guidelines

(Refer to NAHB Residential Construction Performance Guidelines for performance criteria)

Arete Homes of Santa Fe provides one-time repairs to many of the effects of expansion and contraction. See individual categories for details.

FOUNDATION

Homeowner Use and Maintenance Guidelines

To protect your home's foundation, follow guidelines for installation and maintenance of landscaping and drainage in this manual.

GARAGE OVERHEAD DOOR

Homeowner Use and Maintenance Guidelines

Since the garage door is a large, moving object, periodic maintenance is necessary.

30-Weight Oil

Every six months, apply a 30-weight automobile oil or similar lubricant to all moving parts: track, rollers, hinges, pulleys, and springs. At the same time, check to see that all hardware is tight and operating as intended without binding or scraping. Avoid overlubricating to prevent drips on vehicles or the concrete floor.

Opener

Be familiar with the steps for manual operation of the door in the event of a power failure. The opener can be released by pulling down on the rope and handle located on the chain system for the opener.



The electric eyes on either side of the overhead door provides a safety stop in the event someone crosses through the opening while the overhead door is in motion. Use care not to place tools or other stored items where they interfere with the function of the electric eye. These electric eyes may get bumped from time to time during sweeping of your garage and may knock the eyes out of line with each other. If your garage door opener is not closing properly, check to make sure that these eyes are aligned with each other.

If the opener is not responding to the remote or the wall button, the unit may not have power. You can restore power to the opener by resetting the GFCI located on one of the wall outlets in the garage or check the garage breaker.

Paint and Stain

Repaint or stain the garage door when you repaint your home, or more often if needed to maintain a satisfactory appearance.

Safety

Follow the manufacturer's instructions for safe and reliable operation. Do not allow anyone except the operator near the door when it is in motion. Keep hands and fingers away from all parts of the door except the handle. Do not allow children to play with or around the door.

For your safety, after the expiration of the one-year warranty, have any needed adjustments made by a qualified specialist. The door springs are under a considerable amount of tension and require special tools and knowledge for accurate and safe servicing. Have the door inspected by a professional garage door technician after any significant impact to the door.

Light Visible

Garage overhead doors cannot be air tight. Some light will be visible around the edges and across the top of the door. Severe weather conditions may result in some precipitation entering around the door.

Arete Homes of Santa Fe Warranty Guidelines

(Refer to NAHB Residential Construction Performance Guidelines for performance criteria)

The garage door should operate smoothly and with reasonable ease. The door can become misaligned and require adjustment, which Arete Homes of Santa Fe will provide during the 1-Year Warranty period.

LIMITED WARRANTY GUIDELINES

GARBAGE DISPOSAL

Homeowner Use and Maintenance Guidelines

Cleaning Disposer

Over time, food particles may accumulate in the grind chamber and baffle. An odor from the disposer is usually a sign of grease and food buildup, caused by insufficient water flow during and after disposer use. To clean disposer:

1. Place stopper in sink opening to plug sink.
2. Pour 1/4 cup baking soda onto stopper, then flip stopper over and run water through unit to wash away loose particles.

Releasing Disposer Jam

Your disposer is equipped with a jam-sensor circuit that will prevent jams while grinding virtually any food material. In the unlikely event that the disposer is jammed, release it by following these steps: If motor stops while disposer is operating, disposer may be jammed. To release jam:

1. Turn off disposer and water.
2. Insert one end of proper size allen wrench into center hole on bottom of disposer. Work allen wrench back and forth until it turns one full revolution. Remove allen wrench.
3. With tongs reach into disposer and remove object(s). Allow disposer motor to cool for 3 – 5 minutes, then lightly push red reset button on disposer bottom (If motor remains inoperative, check service panel for tripped circuit breakers or blown fuses.)





LIMITED WARRANTY GUIDELINES

Arete Homes of Santa Fe Warranty Guidelines

(Refer to NAHB Residential Construction Performance Guidelines for performance criteria)

We confirm that all appliance are in acceptable condition during your orientation. We assign all appliance warranties to you, effective on the date of closing. The appliance manufacturers warrant their products directly to you according to the terms and conditions of these written warranties.

GAS SHUT-OFFS

Homeowner Use and Maintenance Guidelines

You will find shut-offs on gas lines near their connection to each item that operates on gas. In addition, there is a main shut-off located where the gas line enters the home. Shut-off locations are noted in your Homeowner Manual. If you suspect a gas leak, leave the home and call the gas company immediately for emergency service.

Arete Homes of Santa Fe Warranty Guidelines

(Refer to NAHB Residential Construction Performance Guidelines for performance criteria)

The gas company is responsible for leaks up to the meter. Arete Homes of Santa Fe will correct leaks from the meter into the home.

GAS WATER HEATER

Homeowner Use and Maintenance Guidelines

Carefully read and follow the manufacturer's literature for your specific model of water heater.

Temperature

The recommended thermostat setting for normal everyday use is "normal." Higher settings can result in wasted energy dollars and increase the danger of injury from scalding. Hot water will take longer to arrive at sinks, tubs, and showers that are farther from the water heater.



LIMITED WARRANTY GUIDELINES

No Hot Water

If you discover that you have no hot water, check the tankless unit message screen before calling for service. Refer to the manufacturer's literature for troubleshooting information.

Tankless, or on demand, water heaters require annual maintenance. During a routine maintenance visit, a pro will delime or descale the water heater in order to remove any mineral buildup around the heating elements.

Arete Homes of Santa Fe Warranty Guidelines

(Refer to NAHB Residential Construction Performance Guidelines for performance criteria)

Refer to the manufacturer's limited warranty for information regarding coverage of the water heater. See also Plumbing.

GRADING AND DRAINAGE

Homeowner Use and Maintenance Guidelines

The final grades around your home have been inspected and approved for proper drainage of your lot.

Drainage

Maintain the slopes around your home to permit the water to drain away from the home as rapidly as possible. This is essential to protect your foundation. Failure to do so can result in structural damage and will void your warranty.

Rototilling

Rototilling can significantly change drainage swales. You can minimize this by rototilling parallel to the swales rather than across them.

Settling

The area we excavated for your home's foundation was larger than the home to allow room to work. In addition, some trenching is necessary for installation of utility lines. Although we replaced and compacted the soil, it does not return to its original density. Some settling will occur, especially after

prolonged or heavy rainfall or melting of large amounts of snow. Settling can continue for several years. Inspect the perimeter of your home regularly for signs of settling and fill settled areas as needed to maintain positive drainage.

See also Landscaping.

Arete Homes of Santa Fe Warranty Guidelines

(Refer to NAHB Residential Construction Performance Guidelines for performance criteria)

We established the final grade to ensure adequate drainage away from the home. Maintaining this drainage is your responsibility. If you alter the drainage pattern after closing, or if changes in drainage occur due to lack of maintenance, the limited warranty is void.

Erosion

Arete Homes of Santa Fe is not responsible for weather-caused damage to unlandscaped yards after the the closing date.

HARDWARE

Homeowner Use and Maintenance Guidelines

Doorknobs and locks should operate correctly with little attention. Over time, they may need slight adjustments due to normal shrinkage of the framing. Occasionally, you may need to tighten screws.

Arete Homes of Santa Fe Warranty Guidelines

(Refer to NAHB Residential Construction Performance Guidelines for performance criteria)

We confirm that all hardware is in acceptable condition during orientation. The limited warranty excludes repairs for cosmetic damage subsequent to the orientation.

Arete Homes of Santa Fe will repair hardware items that do not function as intended within the 1-Year Warranty period.

LIMITED WARRANTY GUIDELINES

HARDWOOD FLOORS

Homeowner Use and Maintenance Guidelines

In daily care of hardwood floor, preventive maintenance is the primary goal.

Cleaning

Sweep on a daily basis or as needed. Never wet mop a hardwood floor. Excessive water causes wood to expand and can possibly damage the floor. When polyurethane finishes become soiled, damp-mop with a mixture of one cup vinegar to one gallon of warm water. When damp mopping, remove all excess water from the mop.

Dimples

Placing heavy furniture or dropping heavy or sharp objects on hardwood floors can result in dimples.

Filmy Appearance

A white, filmy appearance can result from moisture, often from wet shoes or boots.

Furniture Legs

Install proper floor protectors on furniture placed on hardwood floors. Protectors will allow chairs to move easily over the floor without scuffing. Regularly clean the protectors to remove any grit that may have accumulated.

Humidity

Wood floors respond noticeably to changes in humidity in your home. Especially during winter months the individual planks or pieces expand and contract as water content changes. A humidifier helps but does not eliminate this reaction.



Mats and Area Rugs

Use protective mats at the exterior doors to help prevent sand and grit from getting on the floor. Gritty sand is wood flooring's worst enemy. However, be aware that rubber backing on area rugs or mats can cause yellowing and warping of the floor surface.

Recoat

If your floors have a polyurethane finish, you may want to have an extra coat of polyurethane applied by a qualified contractor within one year. The exact timing will depend on your particular lifestyle. If another finish was used, refer to the manufacturer's recommendations.

Separation

Expect some shrinkage around heat vents or any heat-producing appliances, or during seasonal weather changes.

See also Warping.

Shoes

Keep high heels in good repair. Heels that have lost their protective cap (thus exposing the fastening nail) will exert over 8,000 pounds of pressure per square inch on the floor. That's enough to damage hardened concrete; it will mark your wood floor.

Spills

Clean up food spills immediately with a dry cloth. Use a vinegar-and-warm-water solution for tough food spills.

Splinters

When floors are new, small splinters of wood can appear.

Sun Exposure

Exposure to direct sunlight can cause irreparable damage to hardwood floors. To preserve the beauty of your hardwood floors, install and use window coverings in these areas.



LIMITED WARRANTY GUIDELINES

Traffic Paths

A dulling of the finish in heavy traffic areas is likely.

Warping

Warping will occur if the floor repeatedly becomes wet or is thoroughly soaked even once. Slight warping in the area of heat vents or heat-producing appliances is also typical.

Wax

Waxing and the use of products like oil soap are neither necessary nor recommended. Once you wax a polyurethane finish floor, recoating is difficult because the new finish will not bond to the wax. The preferred maintenance is preventive cleaning and recoating annually or as needed to maintain the desired luster.

Arete Homes of Santa Fe Warranty Guidelines

(Refer to NAHB Residential Construction Performance Guidelines for performance criteria)

During the orientation we will confirm that hardwood floors are in acceptable condition. We will correct any readily noticeable cosmetic defects listed during the orientation. You are responsible for routine maintenance of hardwood floors.

Separations

Shrinkage will result in separations between the members of hardwood floors. If these exceed 1/8 inch, Arete Homes of Santa Fe will fill them one time. Arete Homes of Santa Fe is not responsible for removing excess filler that appears on the surface if the boards expand due to subsequent changes in humidity and expel the filler.

HEATING SYSTEM

Homeowner Use and Maintenance Guidelines

Good maintenance of the furnace can save energy dollars and prolong the life of the furnace. Carefully read and follow the manufacturer's literature on use and maintenance. The guidelines here include general information only.



LIMITED WARRANTY GUIDELINES

Adjust Vents

Experiment with the adjustable registers in your home to establish the best heat flow for your lifestyle. Generally, you can reduce the heat in seldom-used or interior rooms. This is an individual matter and you will need to balance the system for your own family's needs.

Avoid Overheating

Do not overheat your new home. Overheating can cause excessive shrinkage of framing lumber and might materially damage the home. In the beginning, use as little heat as possible and increase it gradually.

Duct Placement

The exact placement of heat ducts may vary from those positions shown in similar floor plans.

Ductwork

Although the heat system is not a sealed system, the ductwork should remain attached and securely fastened. If it becomes unattached, Arete Homes of Santa Fe will repair as needed.

Ductwork Noise

Some popping or pinging sounds are the natural result of ductwork heating and cooling in response to air flow as the system operates.

Filter

Remember to change or clean the filter bi-annually or as needed according to filter system. A clogged filter can slow air flow and cause cold and hot spots in your home. Although it takes less than one minute to change the filter, this is one of the most frequently overlooked details of normal furnace care. Buy filters in large quantity for the sake of convenience.

If you have a permanent, washable, removable filter, you need to clean this monthly. Use water only to clean the filter, tap to dry or air dry, and leave unit off for a brief period. Do not use soaps or detergents on the filter.



LIMITED WARRANTY GUIDELINES

Furnished Home

The heating system was designed with a furnished home in mind. If you move in during the cooler part of the year and have not yet acquired all of your draperies and furnishings, the home may seem cooler than you would expect.

Odor

A new heating system may emit an odor for a few moments when you first turn it on. An established system may emit an odor after being unused for an extended time (such as after the summer months if you do not use air conditioning). This is caused by dust that has settled in the ducts and should pass quickly.

Pilot

The heating system in your home comes with an electronic ignition and does not require lighting a pilot.

Registers

Air register covers are adjustable. You are responsible for adjusting the dampers in these covers to regulate the air flow within the home. Registers in the rooms farther away from the furnace will usually need to be opened wider.

Return Air Vents

For maximum comfort and efficient energy use, arrange furniture and draperies to allow unobstructed air flow from registers and to cold air returns.

Temperature

Depending on the style of home, temperatures can normally vary from floor to floor as much as 10 degrees or more on extreme temperature days. The furnace blower will typically cycle on and off more frequently and for shorter periods during severe cold or warm spells.

Thermostat

The furnace will come on automatically when the temperature at the thermostat registers below the setting you have selected. Once the furnace is on, setting the thermostat to a higher temperature will not heat the home faster. Thermostats are calibrated to within plus or minus 5 degrees.

Radiant Heat Flooring

Some homes may be equipped with radiant heat flooring. It typically takes approximately 24-hour for your system to reach the desired temperature. A setting of 68 degrees will heat the room to approximately 70 degrees. Always set the thermostat to a few degrees lower than your desired temperature. Set all your thermostats to a similar setting in all the rooms you are using. To conserve energy, if you have a zone/room you don't use very often set the thermostat to approximately 62 degrees.

Once your system has reached the desired temperature leave the thermostat alone. Because it takes a while for the system to reach the desired temperature do not constantly adjust it.

We typically recommend that you get your radiant heat system inspected and maintained by a professional each year, prior to winter. Your hot water (hydronic) radiant heat system is powered by a boiler system. It is vital to your system's performance to get it regularly maintained.

Trial Run

Have a trial run early in the fall to test the furnace. (The same applies to air conditioning in the spring.) If service is needed, it is much better to discover that before the heating season.

Arete Homes of Santa Fe Warranty Guidelines

(Refer to NAHB Residential Construction Performance Guidelines for performance criteria)

We will install heating systems according to local building codes. Adequacy of the system is determined by its ability to establish a temperature of 70 degrees F, as measured in the center of the room, 5 feet above the floor. In extremely cold temperatures (10 degrees below or colder), the system should be able to maintain a temperature differential of 80 degrees from the outside temperature.

LANDSCAPING

Homeowner Use and Maintenance Guidelines

Backfilling of Utility and Irrigation ditches

Underground sprinkler systems require trenching. In addition, some trenching is necessary for installation of utility lines. Although we replaced and compacted the soil, it does not return to its original



LIMITED WARRANTY GUIDELINES

density. Some settling will occur, especially after prolonged or heavy rainfall. Settling can continue for several years. Some backfilling may be required and is the homeowner's responsibility. Masonry sand is best for leveling and bags of sand are available at hardware stores.

Contractors

You are responsible for changes to the drainage pattern made by any landscape, concrete, deck, or pool contractor. Discuss drainage with any company you hire to do an installation in your yard.

Fertilizing

Consult a professional before using any fertilizer as some fertilizers such as Weed and Feed can cause damage to young plants and trees.

Irrigation

Make provisions for efficient irrigation. Conduct regular operational checks to ensure proper performance of the system.

Turning the system on in the spring and winterizing in the fall is the responsibility of the homeowner. Irrigation parts should be inspected each spring to determine parts are operational. Maintaining irrigation parts from normal wear and tear are the responsibility of the homeowner.

Plant Selection

Plant with regard to your local climate and approved HOA plant list.

Requirements

Check with a professional before pruning any trees or shrubs. Damaged to trees caused by excessive pruning is not covered under the limited warranty.

Requirements

Check with your homeowners association before designing, installing, or changing landscaping for any regulations that they require you to follow.

Utility Lines

A slight depression may develop in the lawn along the line of the utility trenches.

Waiting to Landscape

If you leave the ground unplanted, it erodes. Correcting erosion that occurs after closing is your responsibility.

Arete Homes of Santa Fe Warranty Guidelines

(Refer to NAHB Residential Construction Performance Guidelines for performance criteria)

We will confirm the healthy condition of all plant materials during the orientation. Maintaining landscaping, and irrigation systems, are your responsibility. Arete Homes of Santa Fe plant installations are covered 90 days after the date of original planting, assuming they have received proper care and watering.

LOW-VOLT WIRING

Homeowner Use and Maintenance Guidelines

Your home is equipped with low-voltage wiring, such as telephone and cable jacks, as shown on the blueprints and selection sheets. Initiating phone service, additions to phone service, and moving phone outlets for decorating and furniture placement purposes or convenience are your responsibility.

Arete Homes of Santa Fe Warranty Guidelines

(Refer to NAHB Residential Construction Performance Guidelines for performance criteria)

Arete Homes of Santa Fe will repair wiring that does not perform as intended from the phone service and cable box into the home. From the service box outward, care of the wiring is the responsibility of the local telephone and cable service company.

We confirm that all low-voltage equipment, such as sound systems, alarms and camera are in acceptable condition during your orientation. We assign all applicable warranties to you, effective on the date of closing. The low-volt equipment manufacturers warrant their products directly to you according to the terms and conditions of these written warranties.

LIMITED WARRANTY GUIDELINES

MIRRORS

Homeowner Use and Maintenance Guidelines

To clean your mirrors, use any reliable liquid glass cleaner or polisher available at most hardware or grocery stores. Avoid acidic cleaners and splashing water under the mirror; either can cause the silvering to deteriorate. Avoid getting glass cleaners on plumbing fixtures as some formulas can deteriorate the finish.

Arete Homes of Santa Fe Warranty Guidelines

(Refer to NAHB Residential Construction Performance Guidelines for performance criteria)

We will confirm that all mirrors are in acceptable condition during the orientation. Arete Homes of Santa Fe will correct scratches, chips, or other damage to mirrors noted during the orientation.

PAINT AND STAIN

Homeowner Use and Maintenance Guidelines

Due to changes in the formula for paint (such as the elimination of lead to make paints safer), painted surfaces must be washed gently using mild soap and as little water as possible. Avoid abrasive cleaners, scouring pads, or scrub brushes. Flat paints show washing marks more easily than gloss paints do. Often, homeowners prefer the results obtained by touching up rather than washing.

Colors

Your selection sheets are your record of the paint and stain color names, numbers, and brands in your home.



Exterior

Regular attention will preserve the beauty and value of your home. Check the painted and stained surfaces of your home's exterior annually. Repaint before much chipping or wearing away of the original finish occurs; this will save the cost of extensive surface preparation. Plan on refinishing the exterior surface of your home approximately every two to three years or as often as your paint manufacturer suggests for your area and climate. Climatic conditions control the chemical structure of the paint and stain used on the exterior. Over time, this finish will fade and dull a bit.

When you repaint or stain the exterior of your home, begin by resetting popped nails and removing blistered or peeling portions of paint with a wire brush or putty knife. Sand, spot with primer, and then paint the entire area. Use a quality exterior paint formulated for local climate conditions.

Severe Weather

Hail and wind can cause a great deal of damage in a severe storm, so inspect the house after such weather. Promptly report damage caused by severe weather to your insurance company.

Stain

For minor interior stain touch-ups, a furniture-polish-and-stain treatment is inexpensive, easy to use, and will blend in with the wood grain. Follow directions on the bottle.

Touch-Up

When doing paint touch-ups, use a small brush, applying paint only to the damaged spot. Touch-up may not match the surrounding area exactly, even if the same paint mix is used. When it is time to repaint a room, prepare the wall surfaces first by cleaning with a mild soap and water mixture or a reliable cleaning product.

We provide a touch up kit containing each paint used on your home. Store these with the lids tightly in place and in a location where they are not subjected to extreme temperatures.

Wall Cracks

We suggest that you wait until after the first heating season to repair drywall cracks or other separations due to shrinkage.

See also Drywall.



LIMITED WARRANTY GUIDELINES

Arete Homes of Santa Fe Warranty Guidelines

(Refer to NAHB Residential Construction Performance Guidelines for performance criteria)

During your orientation we will confirm that all painted or stained surfaces are in acceptable condition. Arete Homes of Santa Fe will touch up paint as indicated on the orientation list. You are responsible for all subsequent touch-up, except painting we perform as part of another warranty repair.

Cracking

As it ages, exterior wood trim will develop minor cracks and raised grain. Much of this will occur during the first year. Raised grain permits moisture to get under the paint and can result in peeling. This is not a defect in materials or workmanship. Paint and stain maintenance of wood trim is your responsibility.

Fading

Expect fading of exterior paint or stain due to the effects of sun and weather. Arete Homes of Santa Fe limited warranty excludes this occurrence.

Wood Grain

Due to wood characteristics, color variations will result when stain is applied to wood. This is natural and requires no repair. Today's water-base paints often make wood grain visible on painted trim. Arete Homes of Santa Fe does not provide corrections for this condition.

PLUMBING

Homeowner Use and Maintenance Guidelines

Aerators

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

See also Dripping Faucet.

Cleaning

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

Clogs

The main causes of toilet clogs are domestic items such as disposable diapers, excessive amounts of toilet paper, sanitary supplies, Q-tips, dental floss, and children's toys. Improper garbage disposal use also causes many plumbing clogs. Always use plenty of cold water when running the disposal. This recommendation also applies to grease; supplied with a steady flow of cold water, the grease congeals and is cut up by the blades. If you use hot water, the grease remains a liquid, then cools and solidifies in the sewer line. Allow the water to run 10 to 15 seconds after shutting off the disposal.

If a shower or tub begins to drain slower than usual, it is usually caused by hair accumulating in the drain line. Always start with trying to remove hair from the strainer or "p" trap first, before sending a warranty request. If a plumber is sent out and the clog is found to be caused by hair, you will be billed for the plumber's labor. You can usually clear clogged traps with a plumber's helper (plunger). If you use chemical agents, follow directions carefully to avoid personal injury or damage to the fixtures.

Clean a plunger drain stopper—usually found in bathroom sinks—by loosening the nut under the sink at the back, pulling out the rod attached to the plunger, and lifting the stopper. Clean and return the mechanism to its original position.

Dripping Faucet

You can repair a dripping faucet by shutting off the water at the valve directly under the sink, then removing the faucet stem, changing the washer, and reinstalling the faucet stem. The shower head is repaired the same way. Replace the washer with another of the same type and size. You can minimize the frequency of this repair by remembering not to turn faucets off with excessive force. (Please note that some manufacturers do not use rubber washers.)

Extended Absence

If you plan to be away for an extended period, you should drain your water supply lines. To do this, shut



LIMITED WARRANTY GUIDELINES

off the main supply line and open the faucets to relieve pressure in the lines. You may also wish to shut off the water heater. Check manufacturer's directions for additional hints and instructions.

Gold or Brass Finish

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

Leaks

If a major plumbing leak occurs, the first step is to turn off the supply of water to the area involved. This may mean shutting off the water to the entire home. Then contact the appropriate contractor.

Low Pressure

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

Marble or Manufactured Marble

Marble and manufactured marble will not chip as readily as porcelain enamel but can be damaged by a sharp blow. Avoid abrasive cleansers or razor blades on manufactured marble; both damage the surface. Always mix hot and cold water at manufactured marble sinks; running only hot water can damage the sink.



Outside Faucets

Outside faucets are freeze-proof, but in order for this feature to be effective, you must remove hoses during cold weather, even if the faucet is located in your garage. If a hose is left attached, the water that remains in the hose can freeze and expand back into the pipe, causing a break in the line. Repair of a broken line that feeds an exterior faucet is a maintenance item. Note that Arete Homes of Santa Fe does not warrant sillcocks against freezing.

Porcelain

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

Running Toilet

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

Shut-Offs

There is a main water shut-off in the mechanical room. This hand-operated valve will shut off the water supply from that point on. The exterior shut off for water is outside near the curb and inside the water meter box. A water valve key or crescent wrench is needed to shut off the water outside. Each toilet has a shut-off on the water line under the tank. Hot and cold shut-offs for each sink are on the water lines under the sink.

Stainless Steel

Clean stainless steel sinks with soap and water to preserve their luster. Avoid abrasive cleaners; these will damage the finish. An occasional cleaning with a good stainless steel cleaner will enhance the finish. Avoid leaving produce on a stainless steel surface, since prolonged contact with produce can stain the finish.

Tank Care

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

Arete Homes of Santa Fe Warranty Guidelines

(Refer to NAHB Residential Construction Performance Guidelines for performance criteria)

LIMITED WARRANTY GUIDELINES

During the orientation we will confirm that all plumbing fixtures are in acceptable condition and that all faucets and drains operate freely. Arete Homes of Santa Fe will correct clogged drains that occur during the first 30 days after closing. If a household item is removed from a clogged drain during this time, we will bill you for the drain service. After the first 30 days, you are responsible for correcting clogged drains.

Cosmetic Damage

Arete Homes of Santa Fe will correct any fixture damage noted on the orientation list. Repairing chips, scratches, or other surface damage noted subsequent to the orientation list is your responsibility.

Exterior Faucets

Arete Homes of Santa Fe will repair leaks at exterior faucets noted on the orientation list. Subsequent to orientation, repair of a broken line to an exterior faucet is your responsibility.

Leaks

Arete Homes of Santa Fe will repair leaks in the plumbing system. If a plumbing leak caused by a warranted item results in drywall or floor covering damage, Arete Homes of Santa Fe will repair or replace items that were part of the home as originally purchased. We do not make adjustments for secondary damages (for example, damage to wallpaper, drapes, and personal belongings). Insurance should cover these items.

Noise

Changes in temperature or the flow of the water itself will cause some noise in the pipes. This is normal and requires no repair. Arete Homes of Santa Fe will repair persistent water hammer. Expect temperatures to vary if water is used in more than one location in the home.



Supply

Arete Homes of Santa Fe will correct construction conditions that disrupt the supply of water to your home. The further a plumbing fixture is away from the water heater, the longer it will take to have hot water at that fixture.

ROOF

Homeowner Use and Maintenance Guidelines

Refer to your Roof Warranty in your Homeowner Manual for specific details regarding your warranty.

Leaks

If a leak occurs, try to detect the exact location. This will greatly simplify finding the area that requires repair when the roof is dry.

Limit Walking

Limit walking on your roof. Your weight and movement can loosen the roofing material and in turn result in leaks.

Severe Weather

After severe storms, do a visual inspection of the roof for damages. Notify your insurance company if you find evidence of damage.

Arete Homes of Santa Fe Warranty Guidelines

(Refer to NAHB Residential Construction Performance Guidelines for performance criteria)

During the One Year Builder Warranty, Arete Homes of Santa Fe will repair roof leaks other than those caused by severe weather, such as hail damage, or some action you have taken, such as walking on the roof. Roof repairs are made only when the roof is dry. Refer to your Roof Warranty to details.

Ice Build-Up

Ice build-up may develop in the canales during extended periods of cold and snow. Remove all icicles from canales as they form. Damage that results from this is excluded from warranty coverage. Your insurance may cover this damage.



LIMITED WARRANTY GUIDELINES

Inclement Weather

Storm damage is excluded from warranty coverage. Notify your homeowner insurance company if storm damage is discovered.

STUCCO

Homeowner Use and Maintenance Guidelines

Puncturing stucco walls will void the stucco warranty. Avoid puncturing the stucco unless the stucco contractor who holds the warranty is contracted to immediately repair any punctures or changes to surface of the structure.

The color, texture, or both, of exterior stucco walls are not uniform. Exterior stucco walls may not match when applied on different days or differing environmental conditions.

Arete Homes of Santa Fe Warranty Guidelines

(Refer to NAHB Residential Construction Performance Guidelines for performance criteria)

Stucco is a porous, cement-based product that is hand applied. It is normal for stucco to have variations in color, finish and texture. These variations are natural and are not construction defects. The delamination or separation of stucco color from its base at the bottom of exterior walls can occur. If this happens within the warranty period, it will be repaired.

Color/Texture Note

If there is any type of paint or stain color or stucco color touch-up or patching done to your home, please be advised that there will not be an exact color match due to the nature of the materials, different manufacturer batch dates and exposure to weather.

SMOKE DETECTORS

Homeowner Use and Maintenance Guidelines

Read the manufacturer's manual for detailed information on the care of your smoke detectors.

Cleaning

For your safety, clean each smoke detector monthly to prevent a false alarm or lack of response in a fire. After cleaning, push the test button to confirm the alarm is working.

Arete Homes of Santa Fe Warranty Guidelines

(Refer to NAHB Residential Construction Performance Guidelines for performance criteria)

Arete Homes of Santa Fe does not represent that the smoke detectors will provide the protection for which they are installed or intended. We will test smoke detectors during the final check of your home. You are responsible for obtaining fire insurance.

TILE

Homeowner Use and Maintenance Guidelines

Your selection sheets include the brand and color of your tile.

Cleaning

Ceramic and porcelain tile is one of the easiest floor coverings to maintain. Simply vacuum when needed. Occasionally, a wet mopping with warm water may be appropriate. Avoid adding detergent to the water, as detergent or soap will build up on the grout. If you feel a cleaning agent is required, use a mild solution of warm water and dishwasher crystals (they will not result in a heavy, difficult to remove lather on the grout). Rinse thoroughly.

The tile installed on walls or countertops in your home may be washed with any nonabrasive soap, detergent, or tile cleaner. Abrasive cleaners will dull, or scratch, the finish.

Grout Discoloration

Clean grout that becomes yellowed or stained with a fiber brush, cleanser, and water. Grout cleansers and whiteners are available at most hardware stores.



LIMITED WARRANTY GUIDELINES

Sealing Grout

Sealing grout is your decision and responsibility. Once grout has been sealed, ongoing maintenance of that seal is necessary and limited warranty coverage on grout that has been sealed is void.

Separations

Expect slight separations to occur in the grout between tiles. This grout is for decorative purposes only; it does not hold the tile in place. Cracks in the grout can be filled using premixed grout purchased from flooring or hardware stores. Follow package directions.

Tile around bathtubs or countertops may appear to be pulling up after a time. This is caused by normal shrinkage of grout or caulk and shrinkage of wood members as they dry out. If this occurs, the best remedy is to purchase tub caulk or premixed grout from a hardware store. Follow directions on the container. This maintenance is important to protect the underlying surface from water damage.

Arete Homes of Santa Fe Limited Warranty Guidelines

(Refer to NAHB Residential Construction Performance Guidelines for performance criteria)

During the orientation we confirm that tile and grout areas are in acceptable condition. We will repair or replace cracked, badly chipped, or loose tiles noted at that time. Arete Homes of Santa Fe is not responsible for variations in color or discontinued patterns. New grout may vary in color from the original.

One-Time Repair

Cracks appearing in grouting of ceramic tiles at joints or junctions with other materials are commonly due to shrinkage. Arete Homes of Santa Fe will repair grouting, if necessary, one time during the first year. We are not responsible for color variations in grout or discontinued colored grout. Any grouting or caulking that is needed after that time is your responsibility.

VENTILATION

Homeowner Use and Maintenance Guidelines

Homes today are built more tightly than ever. This saves energy dollars but creates a potential concern. Condensation, cooking odors, indoor pollutants, radon, and carbon monoxide may all accumulate.

We provide mechanical and passive methods for ventilating homes. Your attention to ventilation is important to health and safety.

Your daily habits can help keep your home well ventilated:

- Develop the habit of running the hood fan when you are cooking.
- Ditto the bath fans when bathrooms are in use.
- Air your house by opening windows for a time when weather permits.

Proper ventilation will prevent excessive moisture from forming on the inside of the windows.

Arete Homes of Santa Fe Warranty Guidelines

(Refer to NAHB Residential Construction Performance Guidelines for performance criteria)

Arete Homes of Santa Fe warranty guidelines for active components (for example, exhaust fans) are discussed under the appropriate headings (such as electrical systems, heating system, and so on).

WINDOWS, SCREENS, AND PATIO DOORS

Homeowner Use and Maintenance Guidelines

Cleaning

Clean fiberglass composite surfaces with warm, clear water. Do not use powdered cleaner. After each cleaning, apply a silicone lubricant. Clean glass as needed with vinegar and water, a commercial glass cleaner, or the product recommended by the window manufacturer.

Condensation

Condensation on interior surfaces of the window and frame is the result of high humidity within the home and low outside temperatures. Your family's lifestyle controls the humidity level within your home. If your home includes a humidifier, closely observe the manufacturer's directions for its use.



LIMITED WARRANTY GUIDELINES

Door Locks

Acquaint yourself with the operation of patio door hardware for maximum security.

Sticking Windows

Most sliding windows (both vertical and horizontal) are designed for a 10-pound pull. If sticking occurs or excessive pressure is required to open or close a window, apply a silicone lubricant. This is available at hardware stores. Avoid petroleum-based products.

Storing Screens

Many homeowners remove and store screens for the winter to allow more light into the home. To make re-installation more convenient, label each screen as you remove it. Use caution: screens perforate easily and the frames bend if they are not handled with care.

Weep Holes

In heavy rains, water may collect in the bottom channel of window frames. Weep holes are provided to allow excess water to escape to the outside. Keep the bottom window channels and weep holes free of dirt and debris for proper operation.

Arete Homes of Santa Fe Warranty Guidelines

(Refer to NAHB Residential Construction Performance Guidelines for performance criteria)

We will confirm that all windows and screens are in acceptable condition during the final walk through. Arete Homes of Santa Fe will repair or replace broken windows or damaged screens noted on the orientation list. Windows should operate with reasonable ease and locks should perform as designed.

Condensation

Condensation on interior surfaces of the window and frame is the result of high humidity within the home and low outside temperatures. You influence the humidity level within your home; Arete Homes of Santa Fe provides no corrective measure for this condition.

Condensation that accumulates between the panes of glass in dual-glazed windows indicates a broken seal. Arete Homes of Santa Fe will replace the window if this occurs during the warranty period.

Dust and Air Infiltration

Some air and dust will infiltrate around windows, especially before the installation of landscaping in the general area or in the presence of high winds. Arete Homes of Santa Fe warranty excludes this occurrence. By opening the window and cleaning the tracks and guides of the window on an annual basis, you can minimize this occurrence.

Scratches

Arete Homes of Santa Fe confirms that all window glass is in acceptable condition at the orientation. Minor scratches on windows can result from delivery, handling, and other construction activities. Arete Homes of Santa Fe will replace windows that have scratches readily visible from a distance of 4 feet.

Arete Homes of Santa Fe does not replace windows that have scratches visible only under certain lighting conditions.



Tinting

If you add tinting to dual-glazed windows, all warranties are voided. Damage can result from condensation or excessive heat build-up between the panes of glass. Refer to the manufacturer's literature for additional information.

See also Ventilation.

WOOD TRIM

Homeowner Use and Maintenance Guidelines

Shrinkage of wood trim occurs during the first two years or longer, depending on temperature and humidity. All lumber is more vulnerable to shrinkage during the heating season. Maintaining a moderate and stable temperature helps to minimize the effects of shrinkage. Wood will shrink less lengthwise than across the grain. Wood shrinkage can result in separation at joints of trim pieces. You can usually correct this with caulking and touch-up painting.



LIMITED WARRANTY GUIDELINES

Shrinkage may also cause a piece of trim to pull away from the wall. If this occurs, drive in another nail close to, but not exactly in, the existing nail hole. Fill the old nail hole with putty and touch up with paint as needed. You may prefer to wait until after the first heating season to make any needed repairs at one time when redecorating.

See also Expansion and Contraction.

Arete Homes of Santa Fe Warranty Guidelines

(Refer to NAHB Residential Construction Performance Guidelines for performance criteria)

During the orientation we will confirm that wood trim is in acceptable condition. Minor imperfections in wood materials will be visible and will require no action. Arete Homes of Santa Fe will correct readily noticeable construction damage such as chips and gouges listed during the orientation.

Exterior

Arete Homes of Santa Fe will caulk and apply touch-up paint to cracks in exterior trim components that exceed 3/16 inch. We provide this repair one time only near the end of the first year. Paint or stain touch-up may not match, due to the original paint being exposed to weather conditions. We will correct any separation at joints that allows water to enter the home.

Raised Grain

Because of the effects of weather on natural wood, you should expect raised grain to develop. This is normal and not a defect in the wood or paint. Warranty coverage excludes this condition.

GREEN BUILDING PROGRAM

GREEN BUILDING VERIFICATION

Your new home has been inspected by EverGreen Building Solutions, a separate, independent, third party verifier. The inspections are performed to verify compliance with the National Green Building Standard™, Build Green NM & Energy Star™ programs, and confirm the home meets the Santa Fe Residential Green Building Code or Santa Fe County's New Energy Efficient Building Code, depending on the applicable jurisdiction. Arete Homes of Santa Fe has used the City of Santa Fe Residential Green Building Code or Santa Fe County's New Energy Efficient Building Code requirements and the National Green Building Standard as references in planning and building, and has submitted documentation (such as floor plans and the results of energy efficiency testing) to show that certain criteria were met.

The City of Santa Fe Green Building Code (available at www.santafe.gov) and Santa Fe County's New Energy Efficient Building Code (available at www.santafecountynm.gov) provides builders and homeowners with information about different aspects of green building. The code guidelines are part the basis of our certification program. In order for a home to be certified, the builder must accumulate a minimum number of points in each of the Codes' six sections (Project Implementation Plan and Lot Development, Resource Efficiency, Energy Efficiency, Water Efficiency, Indoor Environmental Quality, and Operation, Maintenance and Sustainable Practices). Points are allocated for meeting different criteria, from using low-flow faucets to putting in solar panels.

Compliance with the City of Santa Fe Green Building Code or Santa Fe County requirements does in no way imply any warranty or guarantee for the home or the home's performance. Builders who are members of Build Green NM Green Council are not certified in any way by the City of Santa Fe (only individual homes are code compliant) or Santa Fe County and Builders are not required to participate in any educational programs. A builder is required to be a licensed contractor in good standing with the state of New Mexico.

Both jurisdictions seek to be a resource for both builders and consumers. For any additional information on green building, or to request copies of any of the information that was provided by the builder in the process of certifying this home, please feel free to contact the City of Santa Fe or Santa Fe County:



GREEN BUILDING PROGRAM

The City of Santa Fe
200 Lincoln Ave., Santa Fe, NM 87504-0909
Phone (505) 955-6608
www.santafenm.gov

Santa Fe County
100 catron Street, Santa Fe, NM 87501
Phone (505) 986-6200
www.santafecountynm.gov

INTRODUCTION

Congratulations! You have a home built to be comfortable, energy efficient, low maintenance and last a very long time. You are living in a “High Performance Home.”

The purpose of this section is to:

- Provide additional guidance in the maintenance of the home and its equipment
- Offer suggestions to improve energy efficiency
- Further enhance your low-impact on the environment
- Locate shutoffs to systems and utilities
- Provide education about the features of this “Green” home

Please keep this manual as a reference tool, which can also educate future owners of the “value-added” features within this home.



Not all systems and features described below will apply to your new home.

OPTIMIZING WATER USE

Low Water Landscaping

Already established plants are either local indigenous plants or Xeric plants that are good for our climate. These are watered by a drip system. Please consider continuing with a xeric landscape.

Utilize the Drip Irrigation System

- Adjust settings for winter or summer seasons
- New plants should be watered more often, but for shorter durations (especially for small plants)
- After plants are established, set the system to water deep (longer periods less often)
- Separating the system into two zones allows for two different schedules for different types of plants
- Check the system periodically. While you can 'set and forget' a drip irrigation system for the most part, it is important to monitor it from time to time.
 - ◆ Are plants wilted?...too dry.
 - ◆ Is soil always wet?...Increase the time between watering.
 - ◆ Is water coming out of drippers when the system is on? ...They can clog but are easy to unclog.
 - ◆ Is the system spraying or soaking unevenly? ...the line may have come loose or been cut. Be careful when weeding with a hoe!
- Check with local nurseries or on the plant pots when purchasing plants. There many varieties of low water plants available.

OPTIMIZING ENERGY USE

Energy Use and Indoor Air Quality

This home has been constructed to save energy and provide comfort. Leaky homes waste a tremendous amount of energy. Well-sealed homes must have proper ventilation to maintain a healthy indoor environment.



GREEN BUILDING PROGRAM

Ventilation

- The kitchen exhaust vents directly to the outside. It is a good practice to use this while cooking on the stovetop. Use low speed unless you need to get rid of smoke.
- The use of bath fans and fresh air cycling fans improve indoor air quality.
- Open windows and doors and ceiling fans are great for keeping the home comfortable much of the year. Remember to turn off the A/C when the windows or doors are open.

Lighting

- Compact fluorescent and LED lighting cost a little more than regular bulbs upfront, but use significantly less energy and last much longer. They also generate very little heat, which is important in the cooling season. They are available now in a several color ranges that reflect natural lighting. Do not use dimmers with fluorescents unless the bulb or fixture is specifically designed to have a dimmer.

Heating / Cooling

- Forced Air Heating and Air Conditioning systems need to have the filters changed regularly. The system will not have to work as hard and your indoor air will be cleaner. Start by changing the filters twice a year. How dirty they get depends on several factors (pets, keeping doors or windows open, living in a dusty area, etc.), so check your filters and determine how often it is appropriate for you to change them.
- Changing the filters is about the only homeowner maintenance for the Forced Air Heating unit. No annual marathon to the store to purchase pads, pumps and whatever to get the swamp cooler running for another season. Simply switch the thermostat from heating mode to cooling mode and you are done. Follow the manufacturer's recommendations for how often to schedule a service technician come out and check the unit
- Radiant Heating system should have annual maintenance done by the plumbing/heating contractor that installed the system. Refer to the subcontractor list that is provided with this Homeowner Manual.

PNM'S "SKY BLUE" RENEWABLE ENERGY PROGRAM

For a slight additional fee, you can join PNM's "Sky Blue" program, which allows you to purchase renewably produced energy for a part or all of your usage. This helps PNM build renewable power

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generation such as the wind farms in eastern NM. You can often find information about this in the insert in the utility bill. If not, contact PNM or visit www.pnm.com/pnmblyesky for more information about this program.

RECYCLING

For those living in the City of Santa Fe, curbside recycling is offered for most recyclables. Please take advantage of this, we will all benefit. There are also locations around town where you may take additional items to be recycled. These range from cardboard to glass to rechargeable batteries. Once you get in the habit, it is the easiest way we can contribute to our community and environment.

Visit the Recycle Santa Fe website at www.santaferecycling.org for detailed information on what, how, and where to recycle.

DISPOSING OF HAZARDOUS MATERIALS

The BuRRT Household Hazardous Waste (HHW) Collection Center handles many types of hazardous materials. They are located in Santa Fe at 2600 Buckman Road, Santa Fe, NM 87505. The HHW Collection Center accepts Paint & Solvents, Batteries (all kinds), Automotive Oil, Gasoline, Antifreeze, Cleaning Supplies, Finishes and Stains, Thermostats, Aerosols, Pesticides/Herbicides, Fertilizers, Poisons, Pool Chemicals, Fluorescent Light Bulbs, BBQ Propane Tanks, Fire Extinguishers, Mercury, Corrosives, and Photographics. The Center does not accept Motor Oil Filters, Needles/Sharps, Medical Waste, Pharmaceuticals, Asbestos, Ammunition, Gunpowder, Explosives, or Radioactive Materials (i.e. smoke detectors). For more information





GREEN BUILDING PROGRAM

please call (505) 820-0208 or visit their website at www.SantaFeRecycling.org. Do not dispose of these materials in the trash or dump down the drain.

ALTERNATIVE TRANSPORTATION

Santa Fe offers both public bus service and the RailRunner, a commuter train service. Using public transportation means fewer miles, less maintenance and less gas for your vehicle as well as reducing pollution. For schedules and service information, visit www.santafenm.gov. Much of Santa Fe can also be accessed by bicycle trails. Riding a bike to work or school is a healthy and fun way to start your day, reduces your transportation costs, and does not pollute. For a map of the city's bike trails and helpful tips, visit www.santafenm.gov.

WATER, POWER, AND GAS SHUTOFFS

Under normal circumstances, you will never need to shut off any of the utilities. It is always good to know where shutoffs are located in case of emergencies.

- **Gas** - The main gas shut off is by the gas meter at the side of the house. This will shut off the gas supply to the home. There are also individual shut offs by each gas appliance. Namely, the furnace, the water heater, boiler, range and the clothes dryer.
- **Electricity** - Inside the garage is the circuit breaker panel. Ask the builder to go over this with you as there are special breakers inside. The main breaker is at the top of the panel and that will kill power into the home. **Caution! The power is still on inside the panel. Only a qualified electrician should remove the panel cover.**
- **Water** - Inside, there is a main water shut-off in the mechanical room. This hand-operated valve will shut off the water supply from that point on. The exterior shut off for water is outside near the curb and inside the water meter box. A water valve key or crescent wrench is needed to shut off the water outside.

MAINTAINING AND OPERATING YOUR ENERGY EFFICIENT HOME

Constructing an energy-efficient home using green building materials, high performance systems, low-flow fixtures, etc. will effectively reduce a building's impact on the environment. However, to maintain

efficiency, building owners should perform energy audits each year to determine how energy is being consumed and to find out if unnecessary waste is occurring. If the results of the audit reveal waste, the individual product or system should be repaired or replaced as normal maintenance.

Maintenance Checklist

The following routine maintenance should be performed periodically, according to manufacturer's specifications or a visual inspection. (See Home Maintenance Tips in this manual for more details.)

- Replace furnace filter (if applicable)
- Roof and drains (canales)
- Drip irrigation system
- Heater, Boiler and A/C maintenance
- Exterior painted or stained wood and doors
- Drain water heater
- Check Supply fan for operation (if applicable)

MOISTURE CONTROL

Keeping the correct humidity level in your home is important to your well-being, and while a little moisture can be beneficial, too much could be hazardous to your health.

Recommended Relative Humidity Level:

The recommended average relative humidity level is between 35% and 45%. This range will provide the best comfort for your family, while helping to protect your musical instruments, drywall, wooden furniture and other belongings or materials from the damaging effects of dryness or excessive moisture.

Relative humidity levels fluctuate depending on outside weather and air temperature. How a home handles humidity depends on many factors including design, construction, vapor retarders and how airtight the building is.



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What Happens When Humidity is Too High?

When there is too much moisture in your home, moist air gets trapped in corners and other closed areas. This is often very noticeable in bathrooms when moisture gathers in corners and creates mildew that is difficult to remove. Condensation can also accumulate in windows, causing water to drip down the window. One solution is to make good use of all exhaust fans, especially in the bathroom.

How To Maintain an Optimum Humidity Level:

A hygrometer is a small instrument with a display that shows what the relative humidity level is in the room where it is located. Inexpensive and user-friendly, this little gadget can help you to monitor the air so you can adjust your humidity level when required, by either adding a humidifier or dehumidifier to your home.

Air conditioners also help in controlling moisture levels in your home, and some portable humidifiers are designed with adjustable built-in monitors that activate the unit when levels are too low, or turn it off when levels are too high.

STORM WATER DRAINAGE

All storm water drainage must be directed away from the building. Your new home has a series of swales to move roof and other storm water in the right direction. It is the home-owner's responsibility to maintain the drainage system in good working condition. Fixing drainage problems around your house can be a relatively inexpensive proposition, and it often come down to a couple of issues--how rainwater is handled and the grading or slope of your property.

Handling Rainwater

Canales are an important part of the drainage system around your house. Be sure that the water falling from the canal is moved away from the building as soon as it hits the ground.

Proper Grading and Slope

Once the water is on the ground, it's important that it doesn't just sit there. This is where the grading of your property is important. Don't change the grading of your lot, and if you notice some low spots developing, be sure to fill them.

If you have a problem with water constantly accumulating in a particular area, you might consider installing a “French drain.” A French drain is a small trench with a perforated pipe surrounded by sand or gravel that directs the water flow away from the foundation following the grade. Not only will it get the water away from the house, it will do it without any possibility of water runoff damage or erosion.

Maintain Your Yard

Since over time, soil will compact or wash away with the seasons, it’s important to maintain the grade of your property. Adding some soil along your foundation and sloping it away will help keep water away from the building.

WINDOW TREATMENTS

You can choose window treatments or coverings not only for decoration but also for saving energy. Some carefully selected window treatments can reduce heat loss in the winter and heat gain in the summer.



Blinds

Window blinds—vertical or horizontal slat-type—are more effective at reducing summer heat gain than winter heat loss. Because of the numerous openings between the slats, it’s difficult to control heat loss through interior window blinds, but the slats offer flexibility in the summer. Unlike shades, you can adjust the slats to control light and ventilation.

Exterior Blinds

Exterior roller blinds are usually made of wood, steel, aluminum, or vinyl. They’re mounted above the window, and side channels guide them as they’re lowered and raised. When you lower these blinds completely, their slats meet



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and provide shade. If partially raised, the blinds allow some air and daylight to enter through windows.

Draperies

A drapery's ability to reduce heat loss and gain depends on several factors, including fabric type (closed or open weave) and color. With such a wide variety of draperies available, it's difficult to generalize about their energy performance.

Insulated Panels

An insulating window panel or pop-in shutter typically consists of a core of rigid foam board insulation. You can push or clip it into the interior of a window. The panels are made so that their edges seal tightly against the window frame. Seals can be made from magnetic tape or Velcro. No hardware, such as hinges or latches, is required.

Insulating window panels have R-values between 3.8 and 7. They are also fairly inexpensive, whether you buy a kit or make your own, but you will need space to store them when they're not in use.

Mesh Window Screens

Mesh window screens can diffuse solar radiation, reducing heat gain in the summer. Screens should be mounted in an exterior frame and should cover entire windows. They are particularly effective on east- and west-facing windows.

Pleated or Cellular Shades

Several manufacturers have designed two- or three-cell pleated or cellular shades with dead air spaces, which increase their insulating value.

NON-TOXIC PEST CONTROL

In 95 percent of pest problems, you don't need either pesticides or a pest-control company. One exception is termites — and even then, in some cases where the houses have crawl spaces, people can treat their own homes without pesticides. For most pests, though, there are perfectly safe alternative methods of control.

Ants

- One good bait for controlling most species of ants is a mixture of peanut butter, jelly and boric acid. Mix 2 ounces each of peanut butter and jelly with an ounce of boric acid and place the bait where the ants forage.
- There are other baits that work as well. You can make baits from apple sauce, creamy peanut butter, shortening, sugar water, moist cat food, honey or light Karo Syrup — then lightly mix in a small amount boric acid (about 1 percent to 2 percent). If you can't find boric acid, you can use natural grade diatomaceous earth or aspartame (Equal or NutraSweet).
- You can also make bait with a mixture of 50 percent baking soda and 50 percent powdered sugar or a mixture of 50 percent instant grits and 50 percent Equal. Another effective bait is a mixture that is one-third powdered sugar, one-third baking soda and one-third powdered Vitamin C.
- Whatever mixture you choose, be sure to keep all homemade baits out of the reach of kids and pets.

Roaches

- If roaches are a problem, you can make baits to control them as well. Make a roach dough by combining 1/2 cup powdered sugar and 1/4 cup shortening or bacon drippings. Add 1/2 cup onions, 1/2 cup flour and 8 ounces baking soda. Add enough water to make a dough-like consistency. Make balls of the bait and put them wherever you see roaches.
- Alternatively you can mix one clove garlic, one onion, one tablespoon of cayenne pepper and 1 quart water. Steep for one hour, strain, add a tablespoon of liquid soap and spray it around the house for ant and/or roach control. You can also place bay leaves or talcum powder or baking soda around cracks in rooms to deter cockroaches from entering.
- To repel roaches from an area, mix 1 cup borax and 1/4 cup black pepper and 1/4 cup shredded bay leaves and sprinkle in the area you don't want roaches to enter. Do not allow this mix to touch any food and/or dishes.
- Almost all roach baits will continue to kill the cockroaches that are feeding on those that have died from eating the poisoned baits. This chain can continue for some time, so one properly placed (boric acid) bait can kill dozens of roaches.



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Some Other Pests

- If you have fungus gnats in your plants, you are probably over-watering. All you have to do to kill the larvae (maggots) in the soil is to let the plants dry out almost to the point of wilting before re-watering.
- Adult fungus gnats are attracted to lime-colored items, so you can trap them by coating a piece of lime-colored paper with honey or Vaseline.
- You can trap fruit flies and hump-backed flies by putting a few drops of vinegar (acetic acid) on duct tape. They will be attracted to the vinegar and get caught on the tape.
- If whiteflies are a problem in your garden, you can place yellow poster boards or thick paper coated with Vaseline or some other petroleum jelly in the area. When the board is covered in dead whiteflies, throw it away and replace it.
- If you have a problem with silverfish, you can place a baby food jar half-filled with flour and wrapped in tape in the area where you see the silverfish. They will climb up the outside of the jar, using the tape for a foothold, fall into the jar to get the flour, and not be able to get out.

Spiders

- Spiders can be controlled by spraying a mixture of water, alcohol and dish soap on them directly, as well as in any cracks and crevices around the home where they may be hiding. Mix 40 percent each water and alcohol with 20 percent dish soap.

CLEANING PRODUCTS

We know that exposure to toxic chemicals can lead to health problems. Unfortunately, some toxic chemicals are found where they're least expected- in common, cleaning products. Ammonia can burn, bleach can irritate the skin, eyes and respiratory tract. Why use this stuff? Though most retailers do offer organic cleaning products, you can take it a step further and make your own and save a few dollars. Homemade, organic cleaning products are a safe, natural alternative to toxic cleaning products. The poison control number is on the label for a reason.

NOTE: Always check manufactures web site to determine recommended cleaning products. Spot test small sections first when using new cleaning products to confirm color-fastness and product finish.

The Alternative

Making your own natural do-it-yourself cleaning solutions provides your home with an eco-friendly cleaning that is gentle and powerful, without the chemicals or toxic fumes. Check the contents under your sink or pantry and you'll likely find the economical, nontoxic ingredients that work alone or in combination to effectively make your home shine!

The Basic Arsenal

- **Vinegar** - White vinegar is effective at dissolving grease and makes a great surface cleaner in the kitchen and bathroom. Vinegar works well because of its acidic nature and antibacterial effect. Mix 1 cup of vinegar with water in a bucket or spray bottle and use it to clean windows and mirrors to toilets and floors.
- **Baking Soda** - Baking soda deodorizes and has an abrasive quality that outshines toxic, powdered cleansers. Use on surfaces in the bathroom and kitchen to remove stains or even clean the inside of a messy oven. Adding salt can provide a boost in scrubbing power.
- **Lemon Juice** - The inclusion of lemon in many commercially available cleaning products is one rare area where they got it right! Lemon juice kills mold, cuts through grease, and leaves a streak-free shine. Combine lemon juice with vinegar or olive oil to make compound cleaning products that work harder and provide a natural scent.
- **Hydrogen Peroxide** - Hydrogen peroxide has a bubbling action that is amazing with hard-to-clean situations. Fill a spray bottle with a HP and water mixture; keep it near the laundry area as it can be a great spot cleaner.
- **Olive Oil** - Polishing wood with olive oil and lemon juice moisturizes it and provides amazing shine with a fresh scent. Blend 1 cup of olive oil and 1/2 cup of lemon juice in a spray bottle, mist onto a soft cloth and polish wood furniture the natural way.

LANDSCAPING

Arete Homes of Santa Fe / Roberts & Sons, LLC has provided landscaping in your front yard that is designed to be low water using and relatively low maintenance. However, new plants are particularly vulnerable as they are establishing their roots, so you will need to take extra care in the first year to ensure that your landscaping continues to thrive. In the spring months, you should water about once a week or twice a week, depending on how hot and dry the weather is. In the summer months and through early fall, you may need to water 3 times a week. In the winter months, you may only need to

water once or twice each month. If there are street trees planted between the sidewalk and the street, you are responsible for monitoring and caring for these trees. All watering needs to be in accordance with any applicable city or county watering restrictions or your community's specific water restrictions and approved plants list.

Non-Toxic De-Icers

In many parts of the country, streets and walkways are covered in snow and ice, and salt, sand and other chemical de-icers are commonly used to make streets safe for travel. But not all de-icers are alike, and some are harmful to your pets, your children and your local streams and rivers.

Why Conventional De-Icing Salt is Dangerous

Urea, potassium nitrate (KNO₃), rock salt, table salt (NaCl), and baking soda are common de-icers that are cheap and do a good job of melting ice. But when the snow melts and rain falls in the spring, the salts and nitrates in them quickly run off the streets and sidewalks where they kill soil life, grass, trees and other plants they come in contact with. Eventually these pollutants run off into the nearest waterway where they kill frogs, fish and other aquatic life.

Common de-icing salts are also notorious for tearing up or burning the paws of dogs and cats who walk on them, and for causing corrosion on driveways, vehicles and roadway structures.

Eco Friendly De-Icing Salt

Instead of using conventional de-icing salt this winter, head down to your local hardware store or shop online and pick up some "pet-safe" de-icer made from calcium magnesium acetate (CMA), potassium chloride (KCl), or calcium chloride (CaCl₂) to melt the ice around your home or business. When these non-toxic de-icing products run off with the snowmelt, the minerals they contain can actually *fertilize* the plants they come into contact with.

Good brands include *Pet Guard*, *Bare Ground* and *SafePaw*. Some of these products can be applied right before a snowstorm to help prevent the buildup of ice and snow. And they are non-toxic and non-corrosive, so they won't harm people, pets or property. Add a little sugar to them, and they'll work even better!

With the right de-icer, safe winter travel means streets that are both clear of snow and ice and free of harmful chemicals.

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