

# WELCOME TO YOUR NEW HOME



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Hermiston OR 97838  
800-547-2444  
text 541-314-3009  
[service@marlettehomes.com](mailto:service@marlettehomes.com)



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## New Home Information

Important information for about your new home including moisture notice, drywall disclaimer, roof maintenance, whole house ventilation, warranty phone numbers

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## Home components

Warranty and maintenance information for all the major components in your new home

- Anti Scald adjustment
- Appliances
- Bath Exhaust Fan
- Ceramic Tile
- Countertops
- Cabinetry
- Decking (porch)
- Diverter adjustment
- Exterior Doors
- Faucets
- Fire Extinguisher
- Fireplace/woodstove
- Flooring
- Furnace
- Locksets
- Paint
- Roofing
- Siding
- Sink
- Smoke Detector
- Thermostat
- Tubs/showers
- Water Heater
- Fans/Vents
- Windows
- Dispute Resolution

**\*\*The information enclosed is a generic list and may not apply to every home. Because our company has a continuous product update process, specifications, brand names and construction materials used are subject to change without notice or obligations. Some construction, design specifications and materials may not be offered in all series or models**

# MOISTURE NOTICE

Many building materials may mildew if they become damp. A variety of asthma-like symptoms may result from exposure, including eye, nose, and throat irritation. Some individuals may be more susceptible or experience more severe reactions.

Circumstances that encourage moisture are numerous, including environmental factors, site grading, or failure to install a vapor barrier.

The change of moisture may be reduced by:

- Proper site preparation
- Completion of set-up procedures
- Routine maintenance
- Installation of a vapor barrier
- Regular use of exhaust fans

These examples are intended to provide suggestions and are not representations as to the effectiveness of any particular action,

Specific information concerning these issues is contained in your Owners and Installation Manual.

If you have any questions concerning the maintenance or set-up of your home, please consult the retailer from whom the home was purchase or the manufacturer.

# GOOD SITE PREP:

## *The Solution to Many Issues*

Proper site prep and a drainage plan that controls the waterflow are critical for a solid foundation. Slopes, swales, and drains must carry both surface and sub-surface water away from the home's foundation.

Site preparation is the single greatest factor, impacting the performance, durability, and aesthetics of the home. It also has a huge impact on the customer experience.

### **Improper site preparation results in the following:**

- Diminished durability
- Foundation failure
- Challenging foundation elevations and low street appeal
- Erosion and moisture damage
- Increased installation and service costs
- Poor quality finish
- Lower resale



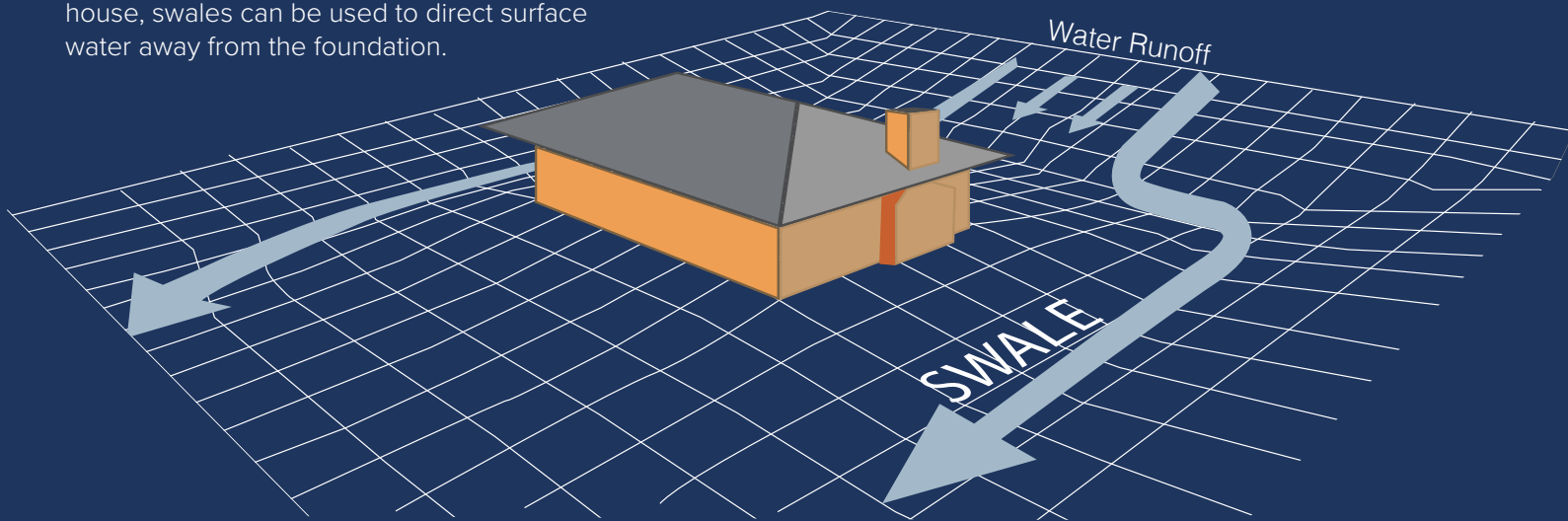
*Piers already leaning on uncompacted fill*



*Water under the home due to poor site prep*

## *Swales*

When the overall lot drainage is toward the house, swales can be used to direct surface water away from the foundation.

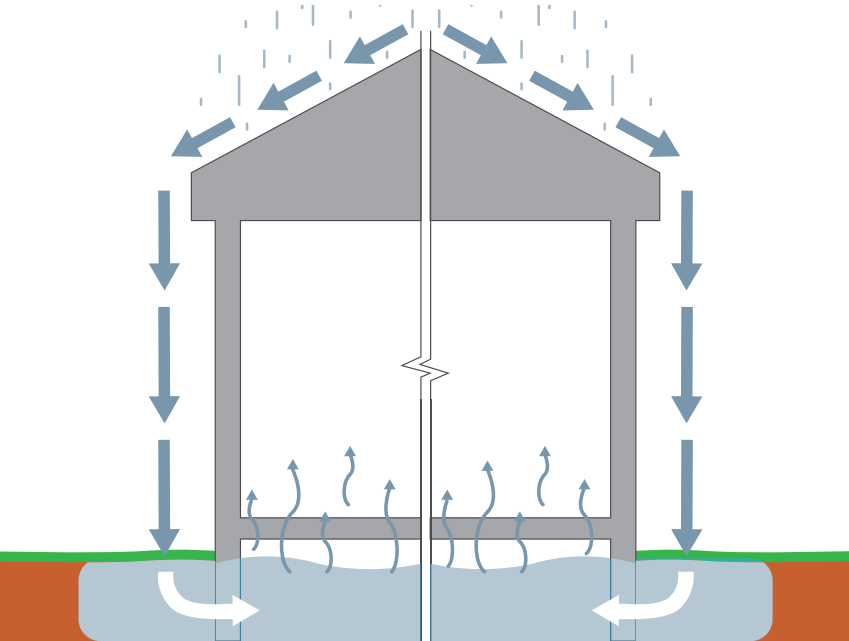




# WATER:

## *The Enemy of Site Prep*

Water under a home damages the structure and compromises the foundation. It leads to settling, drywall damage, inoperable doors and windows, and mold.



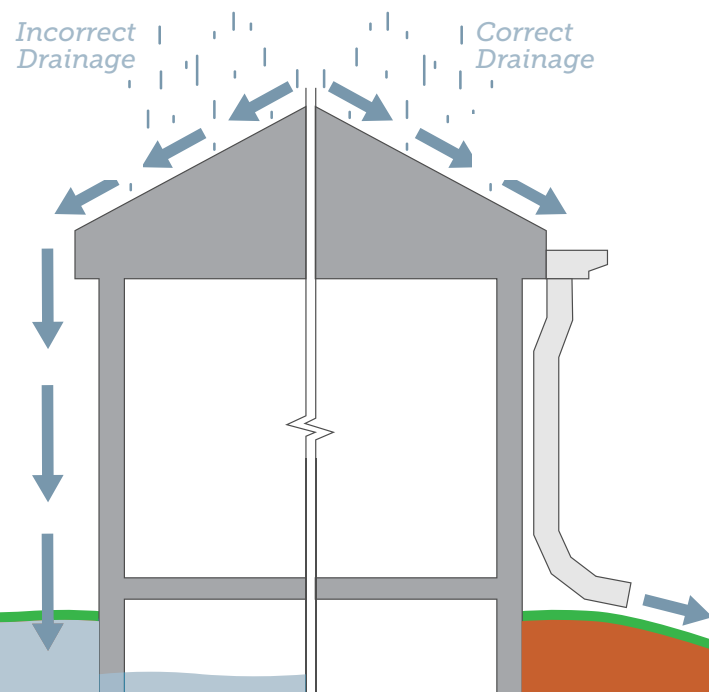
## *Why Is Proper Drainage So Important?*

- 1** Water around and under the footings causes settling:
  - Piers and footings shift
  - Doors and windows bind
  - Drywall cracks
  - Roofs leak
  - Floors squeak
- 2** Standing water under a home evaporates and damages the inside of the home:
  - Doors, windows, and walls warp
  - HVAC does not function correctly
  - Mold grows
- 3** Erosion washes away driveways, lawns, and landscaping
- 4** Improper drainage is the #1 leading cause of service

## *Gutters: A Good Thing*

Did you know 30" of annual rain produces 30,000 gallons of rainwater runoff from the roof of an average-sized home? Gutters should be installed on all homes in areas with 15 or more inches of annual rainfall and should always include downspout extensions that channel the rainwater a minimum of 4-6 feet away from the home.

### **TO SEE WATER IN ACTION**



**NEXT EDITION:** AN "EASY BUTTON" FOUNDATION DESIGN AND HOW GOOD SITE PREP CAN SAVE YOU MONEY

# To Our Valued Customer

**\*\*\*\*\* PLEASE NOTE \*\*\*\*\***

Some shadows or seam variation may show up during the late evening or early morning hours, or under artificial lighting conditions.

Artificial lighting, like halogen, scone and torchiere, are NOT normal lighting conditions.

These fall within industry standards and are not structural defects.

**\*\*\*\*\* After the Orientation \*\*\*\*\***

Cracks may appear in the drywall or caulked areas of the home. These cracks typically are attributed to the following:

1. Settling of the home.
2. Expansion and contraction of the building material due to seasonal changes in the weather.
3. Drying of filler compounds and paint.

The maintenance of post delivery cracks is not covered under written warranty and is the responsibility of the homeowner.

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## Why Choose ENERGY STAR?

With energy efficiency performance certified through the independent NEEM program, ENERGY STAR qualified manufactured homes are:

### Wallet-Friendly



Energy-saving features mean your home needs less electricity to run, keeping your monthly utility bills low.

### Family-Friendly



Smart technologies ensure your home stays warm in the winter, cool in the summer, and quiet all year round.

### Future-Friendly



Realtors and appraisers know the importance of the ENERGY STAR brand, which can lead to higher resale values later.

Learn more about ENERGY STAR qualified manufactured homes and the NEEM program at:

[NEEMHomes.com](http://NEEMHomes.com)



**Contact the NEEM team at:**

[info@NEEMHomes.com](mailto:info@NEEMHomes.com)  
(888) 370-3277



**neem**  
Efficiency Certified

move into

**a more  
comfortable  
future**



**Maximize your investment  
with an ENERGY STAR®  
qualified manufactured home.**

[NEEMHomes.com](http://NEEMHomes.com)

## Make a Smart Investment

You'll see energy savings and lower utility bills every month with an ENERGY STAR qualified manufactured home. We're talking 30% less, which increases your return on investment and leaves you with more money in your pocket.

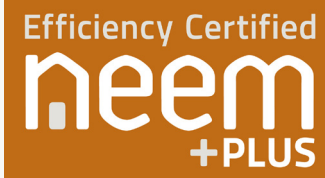
These savings are greater than the cost of the ENERGY STAR upgrade, so while your monthly house payment might be \$12 more, you'll save \$38 each month on utility bills. **That's an extra \$310 in your hand at the end of the year!**



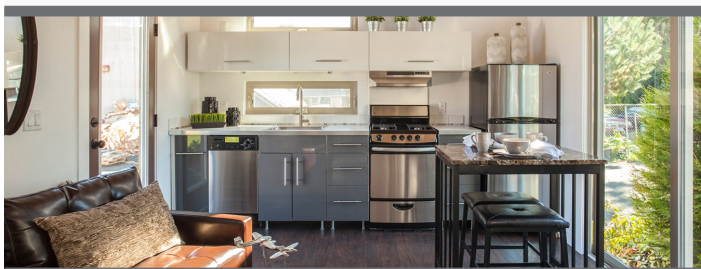
Plus, you can upgrade to an ENERGY STAR qualified manufactured home for even less, thanks to incentives offered by 85+ Northwest utilities.

## Take Your Savings to the Next Level

For the latest features and highest possible tier of energy savings, choose an ENERGY STAR qualified manufactured home built to NEEM+ program specifications.



These homes give you the greatest energy savings and maximum comfort, with new features like LED lighting, ENERGY STAR kitchen appliances, and a smart thermostat – **saving you about \$620 each year!**



Ask your sales representative about upgrading to the NEEM+ package.

## Get Quality You Can Count On

All ENERGY STAR qualified manufactured homes in the Northwest are certified by the objective third-party NEEM program, giving you peace of mind at every step of the homebuying process:



### Before You Buy

All manufacturers building homes certified by NEEM undergo extensive training and quality assurance checks.

### On the Lot

Each ENERGY STAR qualified manufactured home is built to NEEM specifications tailored to the Northwest climate – just choose the model that's right for you!



### After You Move In

NEEM staff are available to homebuyers for on-call technical questions and troubleshooting, so you'll always feel supported.



# IMPORTANT HEALTH NOTICE

Some of the building materials used in this home emit formaldehyde. Eye, nose, and throat irritation, headache, nausea, and a variety of asthma-like symptoms, including shortness of breath, have been reported as a result of formaldehyde exposure. Elderly persons and young children, as well as anyone with a history of asthma, allergies, or lung problems, may be at greater risk. Research is continuing on the possible long-term effects of exposure to formaldehyde.

Reduced ventilation resulting from energy efficiency standards may allow formaldehyde and other contaminants to accumulate in the indoor air. Additional ventilation to dilute the indoor air may be obtained from a passive or mechanical ventilation system offered by the manufacturer. Consult your dealer for information about the ventilation options offered with this home.

High indoor temperatures and humidity raise formaldehyde levels. When a home is to be located in areas subject to extreme summer temperatures, an air-conditioning system can be used to control indoor temperature levels. Check the comfort cooling certificate to determine if this home has been equipped or designed for the installation of an air-conditioning system. If you have any questions regarding the health effects of formaldehyde, consult your doctor or local health department.





# ROOF MAINTENANCE TIPS

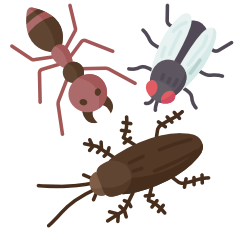
## #1

- CONDUCT ANNUAL INSPECTIONS FOR ROOFTOP CONDITIONS.



## #2

- CHECK FOR INSECT OR ANIMAL ACTIVITY



## #3

- INSPECT JOINTS & FLASHING, LOOK FOR MISSING, DAMAGED OR CURLING SHINGLES



## #4

- TRIM TREES AROUND ROOF AND REMOVE DEBRIS



## #5

- CLEAR ALGAE OR MOSS BUILD UP



# IMPORTANT HOMEOWNER

**!!!!!! ALERT !!!!!!**

## SMOKE ALARMS

PLEASE BE ADVISED THT IT IS THE HOMEOWNERS RESPONSIBILITY TO ENSURE THAT THE SMOKE ALARMS ARE WORKING CORRECTLY

### DOUBLE CHECK YOUR ALARMS

THE SMOKE ALARMS IN YOUR HOME ARE INTERCONNECTED AND MUST ALL SOUND AT ONE TIME WHEN TESTED.

SMOKE ALARM INSTALLATION INSTRUCTIONS ARE PROVIDED ALONG WITH AN ADDENDUM WITH DIRECTIONS FOR TESTING.

EXAMPLE: WHEN YOU DEPRESS THE TEST BUTTON ON ANY ONE SMOKE ALARM, ALL OTHER ALARMS THROUGHOUT THE HOME SHOULD SOUND ALSO.

**IF ALL THE ALARMS DO NOT SOUND WHEN A TEST BUTTON IS DEPRESSED,  
IMMEDIATELY CONTACT MARLETTE SERVICE DEPARTMENT**

**800-547-2444**

# **SMOKE ALARM ADDENDUM AND SAFETY NOTICE**

Your home is equipped with smoke alarms in all bedrooms and in at least one general living area. A battery saving clear plastic tab has been inserted to prevent battery drain during shipment. Once your home has been installed, you must energize the battery backup by pulling out the tab and closing the battery door. The smoke alarm will chirp if the battery is not charged or fully seated. Additionally, the battery door will not close unless the battery is properly seated. Smoke alarms should be tested by the home installer and the homeowner to ensure that they are functioning properly.

The smoke alarms in your home are interconnected and powered by and AC and DC (battery backup) power source. To test the smoke alarm, with the battery installed and the AC power connected, push the PUSH AND HOLD THE TEST button on the smoke alarm and hold for five seconds. When the alarm is activated release the button and confirm that each alarm throughout the home is activated. This ensures the interconnection of the alarms. This process may require more than one person depending on the size of the home and the layout of the alarms. Next, disconnect the AC current (this can usually be done by switching off the circuit breaker labeled "Smoke Alarm") and retest the alarms as described above. Each of these tests must be performed on each alarm in the house. If any alarm fails to activate during the test, contact your retailer immediately. Make any necessary repairs and conduct test again.

First Alert/BRK Electronics, the manufacturer of the alarms, recommends testing the smoke alarms weekly and after extended periods away from the home to ensure the system is functioning properly. The operating, testing and maintenance information on the smoke alarms can be found in the alarm manufacture's literature that accompanies the home.



For your convenience, should you have any questions, comments or need service:

PRODUCT	MANUFACTURER	PHONE
Refrigerator	Frigidaire Electrolux	888-307-2326
Range		
Dishwasher		
Washer/Dryer		
Disposal		
Ceiling Fans	Casablanca/Hunter	800-715-0393
Fireplace	Hearth & Home	800-927-6841
Tubs/Showers	Aquatic	800-945-2726
Fire Extinguishers/ Smoke Detectors	First Alert/ BRK Brands	800-323-9005
Furnace	Carrier-Smart Comfort	866-234-1018
Thermostat	EcoBee	877-932-6233
Water Heater	Rheem	800-432-8373
Tankless	Rinnai	800-621-9419
Faucets	Pfister	800-732-8238

# ***WHOLE HOUSE VENTILATION SYSTEM***

## **\*\*HOMEOWNER MANUAL SUPPLEMENT\*\***

### **Understanding and Operating you whole house ventilation system**

Your home has been built according to the Federal Manufactured Home Construction and Safety Standards. These standards enforce stringent requirements for sealing the home for comfort and energy efficiency. Your home has been supplied with a Whole House Ventilation system that helps you control your indoor environment. This ventilation system can be operated to ensure the air in your home is maintained properly.

The whole house ventilation system installed in your home is designed to operate 24 hours a day. An exhaust fan has been installed in the living area of your home to run continuously to maintain a healthy airflow. This system allows outside air to be mixed with the air inside your home. This operation keeps your inside air from becoming stale.

Since the ventilation system is independent of the operation of your heating and cooling system, it is not controlled with your HVAC thermostat control. There will be a switch located on a wall adjacent to the exhaust fan labeled "WHOLE HOUSE VENTILATION". It is important that you always have this system in operation when the home is occupied.





## Heatguard 110 D LF Series Installation Instructions



Thermostatic Mixing Valve

IS291 Rev C

### IMPORTANT

Failure to comply with all aspects of these instructions may result in unsafe performance. All installations must comply with relevant State and Local Authority requirements.

#### Non Return Valves:

Non return valves are integrated in the cold and hot water inlets of the valve. For correct and safe system function, ensure that the check valve is clean of debris and functioning correctly.

**Flush the piping and tank thoroughly before installing the Heatguard:** It is critical that all debris is flushed from the pipework prior to installing the valve. Not flushing the system properly is the most common cause of system difficulties. For installations with poor or unknown water quality, install a strainer at valve inlet.

#### Delivery Temperature:

The temperature of the hot water supplying the mixing valve should be at least 27°F higher than the maximum required valve setting. Every valve is factory set between 115 °F and 120 °F outlet temperature, with a 150 °F hot water inlet temperature.\*

#### Check:

Measure and note all site parameters (pressure, temperature, etc.) and check against the specifications of the chosen valve. If the site conditions are outside those specified for the valve then they must be rectified prior to installing the valve.

Valve **MUST NOT** be subjected to heat during installation as this may damage the valve internals

Valve **MUST NOT** be fitted on steam-supplied systems, but to water systems only. Valve **MUST NOT** be frozen. If the valve is installed in a situation where freezing is a possibility, then suitable insulation must be fitted to prevent damage to the valve.

DO NOT use excess thread sealant (in liquid, tape or other form) as this may cause the valve to fail.

**\*NOTE:** To ensure delivery of the desired mixed water temperature at the outlet the installer must adjust and verify the temperature at the outlet by carefully following instructions on the following page.

#### MIXING VALVE TEMPERATURE ADJUSTMENT

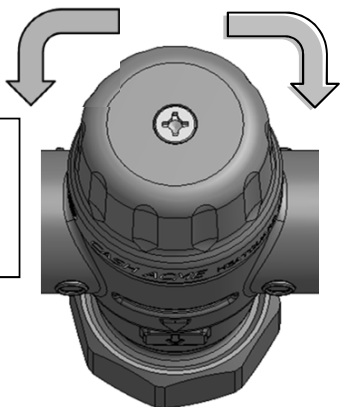
Prior to setting the valve it is necessary for the hot water source to be switched on and delivering hot water at the design temperature.

1



Using a thermometer, test the mixed water temperature at the nearest outlet being supplied by the valve. This should be opened to allow a minimum flow rate of 1.5 gpm (6 L/min). Allow the water to run for at least one minute to ensure the mixed water temperature has settled.

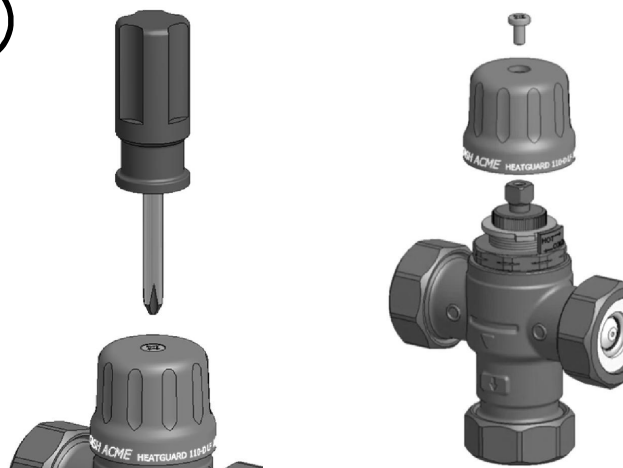
2



Turn counter clockwise to increase temperature

Turn clockwise to reduce the temperature

3



#### To adjust the maximum temperature

NOTE: Maximum temperature is only to be adjusted above 120°F (49°C) in installations which are outside the scope of ASSE1070.

Lift the limit stop ring off the spindle, rotate to the new maximum temperature position, and replace on the spindle.

Replace the cap and tighten the retaining screw. The valve may now be freely adjusted up to the new maximum temperature.

For warranty information, please visit:  
Pour de l'information au sujet de la garantie, allez à:  
Información sobre la garantía, visite las páginas:

[www.cashacme.com](http://www.cashacme.com)  
[www.cashacme.ca](http://www.cashacme.ca)

## ELECTROLUX / FRIGIDAIRE HOTLINE

Electrolux Major Appliances has put into place a dedicated service hotline to make resolving consumer service issues as easy as possible for CMH Manufacturing, Inc.'s authorized dealers and their Homeowners.

Please be prepared with the address of the appliance, the contact name / number for service confirmation and the model / serial number of the appliance (not the home).

Email: [na.BuilderService.Assistance@Electrolux.com](mailto:na.BuilderService.Assistance@Electrolux.com)

Phone: 888-307-2326 8am-8pm EST

Chat: [Contact Us](#) | [Frigidaire](#)

Text: [Contact Us](#) | [Frigidaire](#)

*Which ever method you choose, always identify yourself as a Clayton homeowner!*



# FRIGIDAIRE

FRIGIDAIRE

FRIGIDAIRE  
GALLERY

FRIGIDAIRE  
PROFESSIONAL

 Electrolux

 Electrolux | I C O N<sup>®</sup>



## MODELS 670, 671, 671MX, 688 & 689 CEILING/WALL FANS

To register this product visit  
[www.broan-nutone.com](http://www.broan-nutone.com)

### USE AND CARE

DISCONNECT ELECTRIC POWER SUPPLY AND LOCK OUT SERVICE PANEL BEFORE SERVICING THE UNIT.

#### **PREVENTATIVE MAINTENANCE**

A clean fan provides better service. Disconnect the power supply and clean the fan as described below:

**TO CLEAN GRILLE** - Use a mild detergent, such as dishwashing liquid, and dry with a soft cloth. DO NOT USE ABRASIVE CLOTHS, STEEL WOOL PADS, OR SCOURING POWDERS.

**TO CLEAN FAN ASSEMBLY** - Unplug motor cord from receptacle. To remove motor plate: Find the single tab on the motor plate (located next to the receptacle). Push up near motor plate tab while pushing out on side of housing. Or insert a straight-blade screwdriver into slot in housing (next to tab) and twist screwdriver. Gently vacuum fan, motor and interior of housing. METAL AND ELECTRICAL PARTS SHOULD NEVER BE IMMERSSED IN WATER.

**TO REASSEMBLE ALL ABOVE PARTS** - Reverse all procedures explained above.

#### **MAINTENANCE**

The motor is permanently lubricated and never needs oiling. If the motor bearings are making excessive or unusual noises, replace the motor with the exact service motor. You should replace the impeller at the same time.

### **BROAN ONE YEAR LIMITED WARRANTY**

Broan warrants to the original consumer purchaser of its products that such products will be free from defects in materials or workmanship for a period of one year from the date of original purchase. THERE ARE NO OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

During this one-year period, Broan will, at its option, repair or replace, without charge, any product or part which is found to be defective under normal use and service. THIS WARRANTY DOES NOT EXTEND TO FLUORESCENT LAMP STARTERS AND TUBES. This warranty does not cover (a) normal maintenance and service or (b) any products or parts which have been subject to misuse, negligence, accident, improper maintenance or repair (other than by Broan), faulty installation or installation contrary to recommended installation instructions.

The duration of any implied warranty is limited to the one-year period as specified for the express warranty. Some states do not allow limitation on how long an implied warranty lasts, so the above limitation may not apply to you.

BROAN'S OBLIGATION TO REPAIR OR REPLACE, AT BROAN'S OPTION, SHALL BE THE PURCHASER'S SOLE AND EXCLUSIVE REMEDY UNDER THIS WARRANTY. BROAN SHALL NOT BE LIABLE FOR INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES ARISING OUT OF OR IN CONNECTION WITH PRODUCT USE OR PERFORMANCE. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state. This warranty supersedes all prior warranties. To qualify for warranty service, you must (a) notify Broan at the address stated below or telephone: 1-800-637-1453, (b) give the model number and part identification and (c) describe the nature of any defect in the product or part. At the time of requesting warranty service, you must present evidence of the original purchase date. **Broan-NuTone LLC**, 926 West State Street, Hartford, WI 53027

# **\*\*HOMEOWNER MAINTENANCE REQUIRED\*\***

## **SEALING CERAMIC TILE GROUT IN YOUR HOME**

To improve the life and durability of the grout throughout your new home, it is important that it is sealed.

Please take the time to perform this important home maintenance step.

Sealant should be reapplied once a year

Below are general application instructions:

Test in a small inconspicuous area with a 24-hour cure time to determine ease of application and desired results. Allow new grout installations to cure for at least 72 hours prior to application. Be sure surface is clean, thoroughly dry and free of waxes and coatings. Surface temperature should be between 50°F and 80°F before sealing. Ensure work area is well-ventilated during application and until surface is dry. Keep children and pets out of the area until foot traffic resumes.

1. Apply directly onto grout lines and joints to thoroughly wet surface using a roller or brush. Avoid applying sealer on the tile directly.
2. Allow sealer to completely penetrate into the grout, 5–15 minutes.
3. Liberally apply a second coat following steps 1–2.
4. Wipe up all sealer from the surface of the tile. Using a clean, dry, lint-free, cotton towel or mop.
5. If sealer was not completely wiped off and a residue appears, wipe entire surface with a towel dampened with sealer. Use a white nylon pad to loosen residue and wipe surface with a clean white absorbent towel.
6. A full cure is achieved after 24-48 hours; foot traffic may begin in 4 hours. If needed sooner, cover the floor with red rosin paper to protect it until full cure is achieved.
7. Clean tools used during application with water.

*Note: Above instructions are for reference purposes only. Please follow label directions on back of actual product.*





 LX Hausys

[www.lxhausys.com](http://www.lxhausys.com)

# HIMACS

## THE NEW GENERATION OF INSPIRATION

There are no limits - The new generation of inspiration is here. Design has no boundaries and imagination leads the way. From functional kitchen surfaces and spaces to 3-dimensional installations, the unique properties of HIMACS solid surface material allows you to create what once could only be dreamed.

LX Hausys America, Inc.  
900 Circle 75 Parkway, Suite 1500  
Atlanta GA, 30339  
Toll Free: 866-544-4622  
[www.lxhausys.com](http://www.lxhausys.com)



©2023 LX Hausys America, Inc. SKU HM-PM-032023

## HIMACS BENEFITS



### Unlimited Design Options

HIMACS can be thermoformed, cut, drilled, shaped, routed and joined together to accommodate a multitude of applications.



### Hygienic & Non-porous

HIMACS is non-porous and safe for food preparation. It is certified by NSF (National Sanitation Foundation) and can be used for a broad range of application where hygiene is essential.



### Inconspicuous Seams

When two sheets are combined, HIMACS can look like a continuous material.



### Easy Care

HIMACS is easy to clean and does not need sealing or special products for maintenance.



### Renewable

HIMACS can be restored to its original state like it is new. Deep scratches or damage may be restored by a certified professional.

## Warranty

LX Hausys believes in the unparalleled quality of our products, which is why we proudly offer one of the industry's best fully-transferable warranties.



**Declare.**



Search for LX Hausys on NSF.org to see the listing of certified HIMACS colors. CGI renderings are shown for illustration purpose only.





## **Cabinet Door Care Recommendations**

Dear Homeowner,

Your hardwood cabinet doors and drawer fronts are finished with a modern, durable lacquer finish, but, like any fine piece of hardwood furniture, certain care must be taken to assure their lasting beauty.

Never leave your doors/drawer fronts wet. Modern lacquer finishes are water resistant, but not waterproof. When you wipe down your doors/drawer fronts, use a soft cloth and be certain that it is damp, not wet. Even then, the doors should be wiped dry immediately with another soft cloth. Do not clean your doors with abrasive cleaners. Never use an ammonia, solvent, or acetone-based cleaning product. Damage may not show up immediately, but the finish may very well be weakened.

If you must hang a handcloth beneath the sink in the bath or kitchen, make certain it is dry. Prolonged exposure to a wet cloth does the same damage as leaving the doors wet. In time this too will weaken and dull the finish.

It is advisable to wipe your doors down every few months with a high grade, all based furniture polish such as Pledge. Always use a soft, clean cloth. This type of polish restores the oils in the wood and extends the life of the finish greatly.

These simple precautions will assure your enjoyment of your hardwood cabinet doors for many years to come.

Thank you.

## **Guarantee**

DMH, Inc's real wood and Thermafoil doors and drawer fronts are guaranteed against delamination, warping, twisting or failure of the finish for one year from the date of shipment. All doors must be handled with reasonable care. Conditions including the following:

Doors and drawer fronts must not be stored in areas subject to excessive moisture, heat, cold or in direct sunlight.

Doors and drawer fronts are not guaranteed against damage due to rough handling, poor installation, normal wear and tear or improper cleaning techniques. Improper cleaning techniques include excess exposure to water, contact with abrasive cleaners and other materials and exposure to any ammonia, solvent or acetone-based products.

Thermafoil doors and drawer fronts are not guaranteed in any area where temperatures exceed 150 degrees Fahrenheit. Melamine fillers should be used between all heat sources and the cabinet door.

A warp or twist of 3/16 of an inch or less is not considered a defect. Twist is measured by placing the door or drawer front on a true flat surface.

DMH, Inc does not guarantee real wood slab cabinet doors against cupping. Cupping is defined as a bowing perpendicular to the staves of the door.

All guarantee claims must be inspected by an authorized DMH, Inc representative. If requested, samples of potential guarantee claims will be provided to DMH, Inc at our premises.

Our liability under this warranty is limited to the net invoice price of the doors as sold by us. There are no other warranties of any kind, expressed or implied.



## Deck Maintenance & Care

Here's how to keep your deck looking like new:

Ensure minimum 6" ventilation under deck and required spacing between decking boards.

Improve drainage or grade soil to eliminate standing water under decks.

Direct downspouts, downspout extensions and splash guards away from decks.

Position dryer vents away from decks.

Maintain a deck that is dry and clean.

Clean your deck as often as needed, at least twice each year.

Use extreme caution with pressure washers and use at pressures less than 3,000 psi at 10" above deck surface. Wash in the direction of the grain pattern to avoid possible damage to the boards.

Keep debris out of gaps between the decking boards so rain showers can remove pollen and organic debris between cleanings.

Minimize the use of wet mulch up against the deck structure.

Items stored directly on top of the deck surface, such as flower pots, prohibit water evaporation and can cause some staining of the deck surface.

Use of wrought iron railing or other carbon steel materials in contact with or above an uncapped composite deck surface may cause dark extractive staining.

To remove ice and snow never use sand, use a calcium chloride-based "ice-melt" or rock salt. Do not use ice melt with an added colorant. The dyes can stain your composite decking. Here are the Dos and Don'ts for Cleaning Your Snow-Covered Fibron Deck.

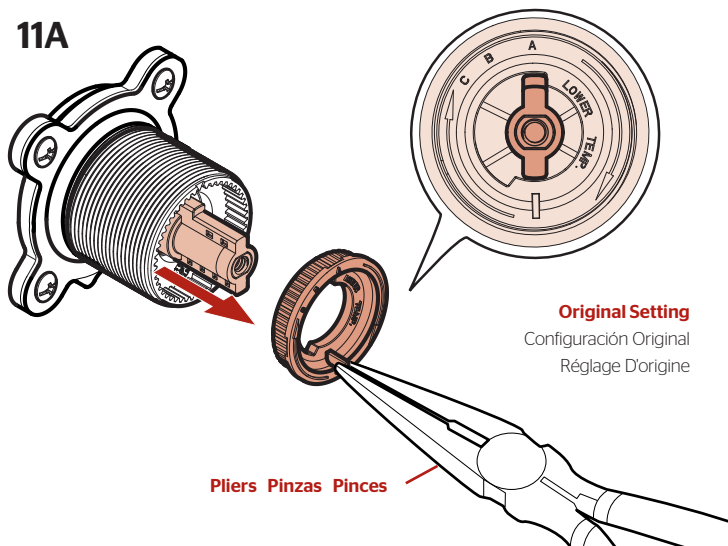
Read more tips on how to care for your Fibron deck at [www.fiberondecking.com](http://www.fiberondecking.com).

# 11 Temperature Adjustment Ajuste de la Temperatura Réglage de la Température

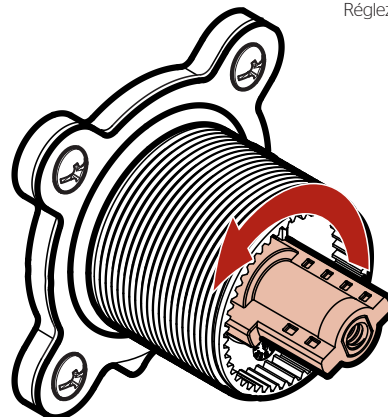
**Pfister**

IT'S THE EXPERIENCE THAT MATTERS™

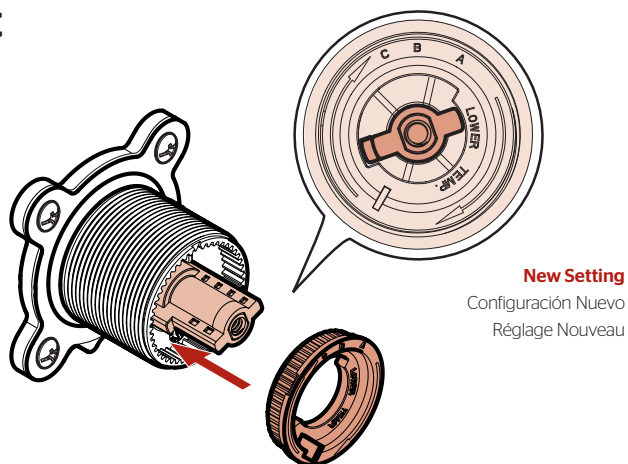
11A



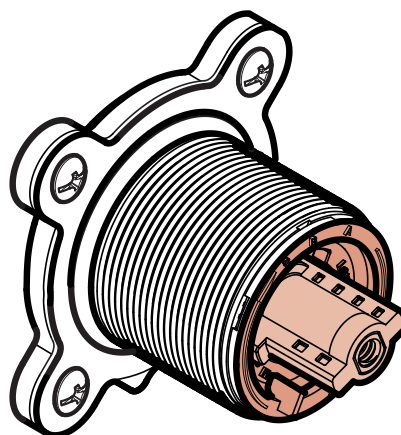
11B



11C



11D

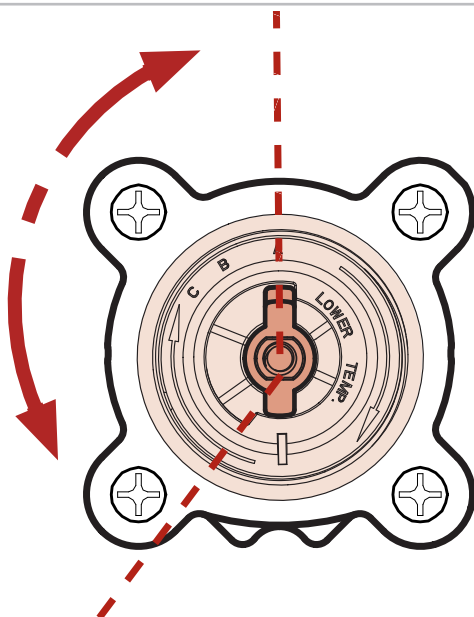


**Rotate 140°**

Gira 140°  
Tour 140°

**Full Travel**

Viaje Completo  
Plein de Voyage

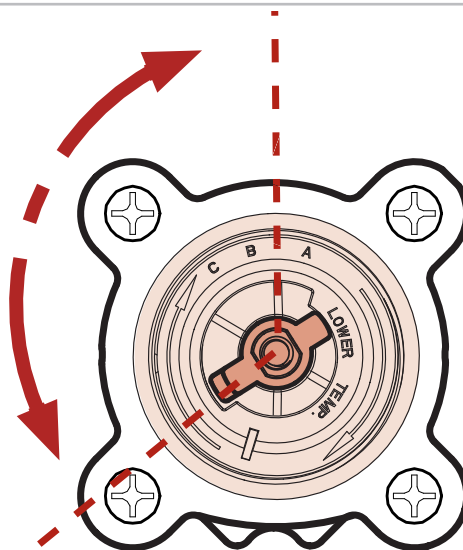


**Rotate Less than 140°**

Girar Menos de 140°  
Tourner Moins de 140°

**Limited Travel**

Viaje Limitado  
Limitée voyage





## **TECH BULLETIN**

### **PROTECTING YOUR INVESTMENT**

OrePac exterior doors and door systems are the finest available. The OrePac door system is designed with quality standards to provide greater protection against the weather and air infiltration than other door products. OrePac vinyl clad steel door slabs have a limited warranty of 10 years.

Storm doorsIt is our recommendation that storm doors be used especially whenever direct rainfall or moisture from wind comes into contact with our door systems. Use of a storm door can prevent infiltration problems when extreme weather conditions are experienced. Protect your investment by using a storm door.

OrePac Building Products  
Wholesalers to the Building Industry

## Premium construction, inside and out. Industry-leading warranties for peace of mind.



### Engineered for Moisture Protection

Features composite top and bottom rails and solid hardwood edges for increased moisture and rot protection all the way around the door.



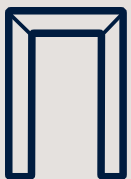
### Designed with Authenticity

Features construction identical to wood doors with narrow stiles and rails, and flush-glazed glass options that are more than 10% wider\* to welcome more natural light into the home.



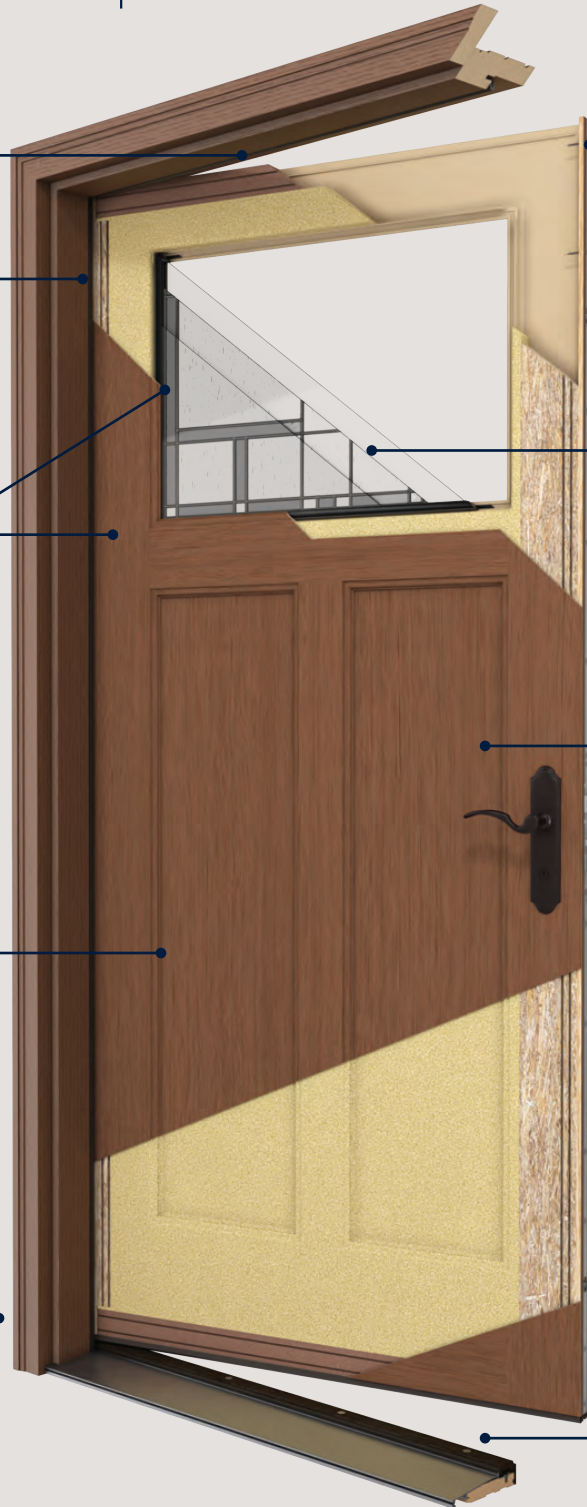
### Tested to Withstand Mother Nature

Designed and rigorously tested to withstand and protect from the damaging effects of harsh weather conditions.



### Therma-Tru® Door Frame

Created specifically for Thermo-Tru doors to deliver an entire entry system designed and engineered to work together to resist leaks and drafts, and help maintain energy efficiency and weather resistance.



Uniquely designed by Thermo-Tru, Classic Craft complete entryway systems are backed by an industry-leading 1x transferable lifetime limited warranty from the entry door brand building professionals choose most.\* This comprehensive lifetime limited warranty can be transferred one time to a new owner, should you ever sell your home.



In addition, Classic Craft entryways with our handcrafted and professionally applied PrismaGuard® premium stain or paint are backed by a transferable 10-year limited finish warranty – Thermo-Tru's best. The balance of this finish warranty can transfer to a second owner.

Learn about our industry-leading warranties at [www.thermatru.com/warranty](http://www.thermatru.com/warranty).



# CARE INSTRUCTIONS

## BEFORE YOU TURN ON YOUR FAUCET

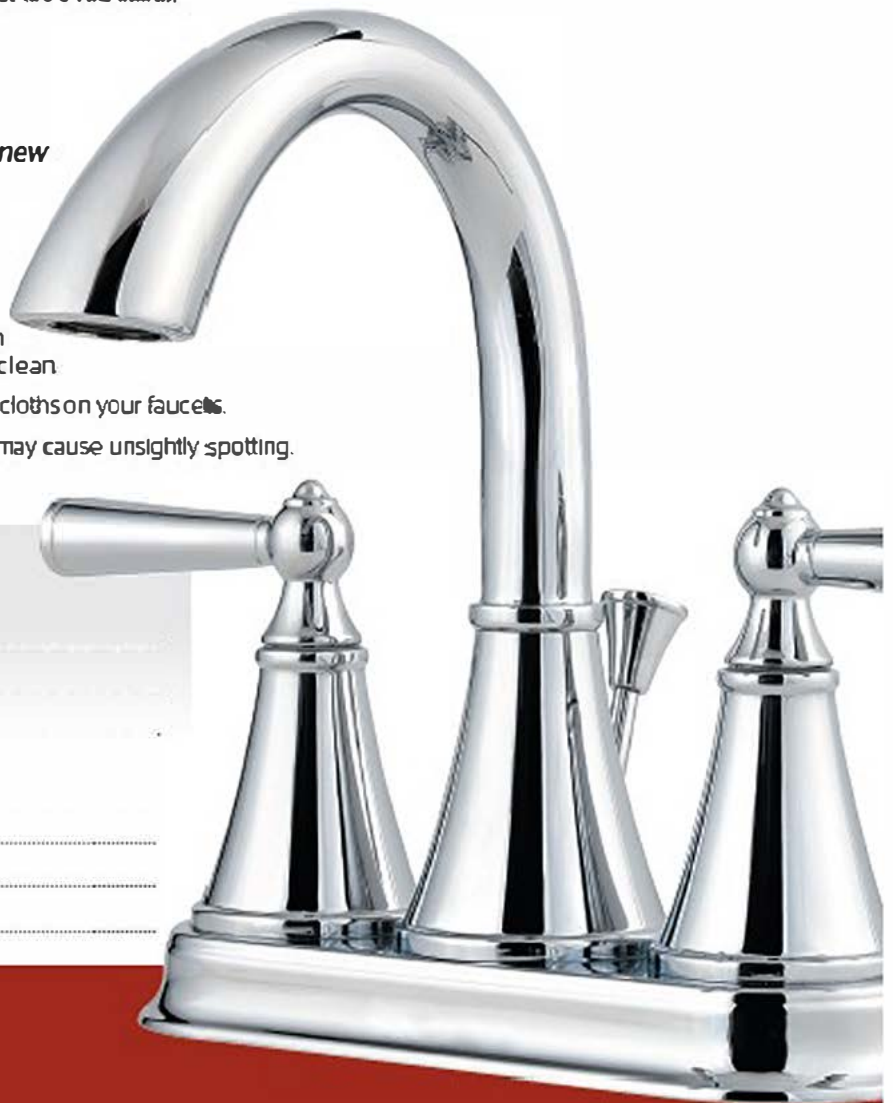
*During construction of your new home, it is possible that debris (dirt, sand, stones, etc) may have fallen into the water lines. Pfister suggests, as a precautionary measure, that you conduct the following cleaning procedure on your kitchen and lavatory faucets.*

1. Carefully unscrew the aerator from the spout of the faucet
2. After turning on the cold and hot water supply lines, turn the faucet handle to the fully open cold position. Run the water for several minutes until any debris has cleared the valve and then turn the faucet handle to the closed position. Repeat step for hot water.
3. Rinse the aerator's cone-shaped screen to eliminate any debris in it.
4. Securely screw the aerator back into the spout, and check for any leaks.
5. If any troubles occur or if installation help is needed, please contact Pfister Consumer Service at [www.pfisterfaucets.com](http://www.pfisterfaucets.com) or 1-800 Pfaucet (800-732-8238).

## FINISH CARE

*It's easy to keep your faucets looking new and your warranty intact:*

- DO wipe water from faucets after each use to avoid spotting and build-up.
- DO use only a soft damp cloth, warm water and/or typical non-abrasive dish washing soap (i.e. Palmolive, Dawn) to wipe clean.
- DO NOT use abrasive cleansers or abrasive cloths on your faucets.
- DO NOT allow water to dry on faucets as it may cause unsightly spotting.



**Pfister**™





*Dear New Homeowner:*

*You'll be pleased to know that Pfister™ faucets have been installed in your new home, ensuring quality, beauty, and distinguished design. Trusted since 1910, Pfister has been a leader in quality plumbing products. Enclosed you will find important information on how to maintain the quality of your new faucets. Style, beauty, and durability are what give Pfister faucets the edge over other manufacturers' products. Combined with the decorative and wear resistant finishes, you are assured of years of trouble-free service. This is backed by our Lifetime Warranty, covering finish and function for as long as you own your home.*



## ABOUT US

### Over 100 Years of Proud Heritage

For years, you've known us as Price Pfister. We have simplified our name to Pfister, but our 100 year legacy and commitment to providing high quality and innovative faucets backed by a Lifetime Warranty remains the same.

As we begin a new century as Pfister, we are not only proud to continue our tradition, but also excited to discover new ways of enhancing your experience with our products and services. It's the experience that matters. Yours and ours.

TO SEE A WIDE SELECTION OF  
BEAUTIFUL FAUCETS, VISIT:

[pfisterfaucets.com](http://pfisterfaucets.com)





## HOMEOWNER'S LIFETIME WARRANTY INFORMATION

The Pfister™ Lifetime Warranty covers finish & function for as long as you own your home (commercial applications limit the duration of the warranties provided below)

Pfister provides the following Warranties for its products. Proof of Purchase may be required in order to obtain any of the benefits set forth below.

**Limited Warranties:** Pfister warrants that for as long as the original purchaser owns the home in which the Pfister product ("the product") is originally installed, the product will be free of all defects in material and workmanship that would impair the intended and proper use of the product. If the product is installed in a commercial application, the above mechanical warranty shall be limited for a period of ten (10) years from the date of purchase of the Product.

Pfister warrants against deterioration of the product's finish for as long as the original purchaser owns the home in which the product is originally installed. If the product is installed in a commercial application, the above finish warranty for the product that does not contain the Pforever finish shall be limited to a period of five (5) years from the date of purchase.

**Exclusive Remedy:** In the event of any defect in the product that breaches the foregoing warranties, Pfister, at its option, will repair or replace the defective part of the Product. Repair or replacement of the Product is the exclusive remedy.

For any remedy under this warranty, Pfister is to be notified describing the problem. In order to notify Pfister and receive assistance or service under this warranty, the original purchaser may:

- (1) call 1-800-Pfaucet (1-800-732-8238) for a consumer service representative who can assist you,
- (2) write consumer service department c/o Pfister Inc., 19701 DaVinci, Lake Forest, CA 92610, and include a description of the problem, model number, your name, address, phone number and approximate date of purchase,
- (3) email the Pfister customer service department by going to [www.pfisterfaucets.com](http://www.pfisterfaucets.com), or
- (4) notify the location or distributor from which the product was purchased. In any case, you may be required to return the product to Pfister for inspection and proof of purchase may be required.

### ***Limitations and Exclusions:***

Pfister WILL NOT BE LIABLE FOR ANY OTHER DAMAGES OR LOSSES, INCLUDING, BUT NOT LIMITED TO, INCIDENTAL AND/OR CONSEQUENTIAL DAMAGES, REGARDLESS OF THE LEGAL THEORY ASSERTED, INCLUDING ANY CLAIM OR BREACH OF WARRANTY HEREUNDER OR ANY OTHER CAUSE, AND WHETHER ARISING IN CONTRACT OR IN TORT (including negligence and strict liability).

Pfister has the right to discontinue or modify any product at any time. Some states do not allow limitations or exclusions of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

The above warranties do not cover damage resulting from improper maintenance, repair, cleaning or installation, misuse, abuse, alterations, accidents or acts of God.

[www.pfisterfaucets.com](http://www.pfisterfaucets.com)

### **CONTACT INFORMATION:**

**Main Office**  
[www.pfisterfaucets.com](http://www.pfisterfaucets.com)  
1-800-PFAUCET (732-8238)  
19701 DaVinci  
Lake Forest, CA 92610

**Canada**  
[www.international.pfisterfaucets.com](http://www.international.pfisterfaucets.com)  
(800) 340-7608  
100 Central Avenue  
Brockville, Ontario K6V 5W6 Canada





**FIRST ALERT™**



**Protect  
your family**

Scan for instructions and  
troubleshooting



# Gateway Series

## Effortless Heat

Empire Stove products are the simplest to use, thanks to the one-lever air control. This allows for effortless control of your fire from a roaring blaze to a slow burn. The no mess ash pan collects debris from the fire and allows you to easily remove it. Your glass window will stay clean with the integrated air wash system which uses hot air to clear debris from the glass.

### KEY FEATURES



#### AIR WASH SYSTEM

Hot air circulates through the stove and keeps dirt and debris from building up on the glass, maintaining clear view of the fire.



#### DOOR LATCH

The heavy duty door latch ensures your door seals tight every time for an efficient burn.



#### NO MESS ASH PAN

The easy to remove ash pan includes a cover to keep dirt and debris contained, allowing easy, mess-free disposal.



#### SIMPLE CONTROL

Easy to use one-lever control adjusts the burn rate to optimize burn times.





## GATEWAY 1700

Meets EPA 2020 Standard.



**Heating Area:** 500 to 1,800 ft<sup>2</sup>



**Fire Box:** 1.9 ft<sup>3</sup>



**Burn Time:** 6 hours



**Height:** 29 1/2"



**Max Heat Output:** 65,000 BTU/h



**Width:** 24 1/8"



**Max Log Length:** 18"



**Depth:** 18 3/4"

The **Gateway 1700** is ideal for small to medium homes or rooms. The standard no mess ash pan, simple one-lever control, and air wash system allow for easy operation and maintenance. Several style options are available to ensure the Gateway 1700 complements any room.

## WARRANTY

**LIMITED LIFETIME:** Combustion chamber (welds only) and cast iron door frame, Ceramic Glass, Plating (manufacture defect), step top. **LIMITED 7 YEAR:** Surrounds, heat shields, ash drawer, pedestal, C-Cast Baffle, secondary air tubes, defectors and supports. **LIMITED 5 YEAR:** Handle assembly, glass retainers, air control mechanism, removable carbon steel combustion chamber components. **LIMITED 2 YEAR:** Standard and optional blower, heat sensors, switches, rheostat, wiring and electronics. **LIMITED 1 YEAR:** Paint peeling, gaskets, insulation, ceramic fiber blankets, firebricks and other options. **LIMITED 90 DAY:** All parts replaced under warranty.



[www.empirestove.com](http://www.empirestove.com) | 01043 081519

# Allusion

The Allusion electric fireplace series embraces modern design by combining linear proportions with a multitude of flame and LED ember bed lighting themes.

## Features

- Clear crystal media creates the illusion of a soothing fire rising from a lighted ember bed
- Available in 40", 48" or 60" wide models
- Simple touch controls on the fireplace front for added convenience
- Flexible installation: fully or partially recess or hang on the wall



Fully Recessed



Partially Recessed



Wall Mounted

## Optional media



Driftwood Logs



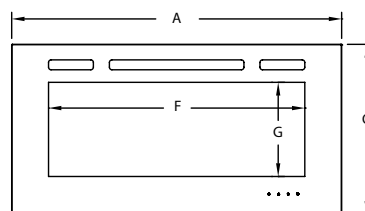
Ceramic Stones

[simplifire.com](http://simplifire.com)

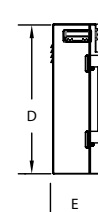
**SimpliFire®**  
Fire Made Simple

Allusion 48" linear shown with blue orange flame, white ember bed lighting and clear crystal media

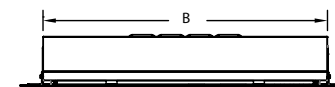
Model	BTU Output	Width			Height			Depth		Viewing Area (F x G)
		Front (A)	Back (B)	Framing*	Front (C)	Back (D)	Framing*	Unit (E)	Framing*	
SF-ALL40-BK	5,000	40-1/2" [1029]	35" [889]	36" [914]	20-1/4" [515]	17-13/16" [453]	18-1/8" [461]	5-15/16" [151]	2" x 6"	31-3/8" x 11-1/4" [797 x 285]
SF-ALL48-BK	5,000	48-7/16" [1230]	42-13/16" [1088]	44-5/16" [1126]	20-1/4" [515]	17-13/16" [453]	18-1/8" [461]	5-15/16" [151]	2" x 6"	39-3/8" x 11-1/4" [1000 x 285]
SF-ALL60-BK	5,000	60-1/4" [1530]	54-5/8" [1388]	56-1/8" [1426]	20-1/4" [515]	17-13/16" [453]	18-1/8" [461]	5-15/16" [151]	2" x 6"	51-3/16" x 11-1/4" [1300 x 285]
SF-ALL84-BK	5,000	83-7/8" [2130]	78-1/4" [1988]	79-1/2" [2019]	20-1/4" [515]	17-13/16" [453]	18-1/8" [461]	5-15/16" [151]	2" x 6"	74-7/8" x 11-1/4" [1902 x 285]



Front View



Side View



Top View



# Linear Electric Fireplace Features and Options

## Aesthetics

- Safely place a television or artwork directly above the fireplace
- Multiple media options for the look you want
- Four flame color choices, 13 ember bed color choices for complete customization

## Control

- Enjoy year-round, with or without heat
- Intuitive, multifunction remote for control at your fingertips
- Standard thermostat and timer provide added control

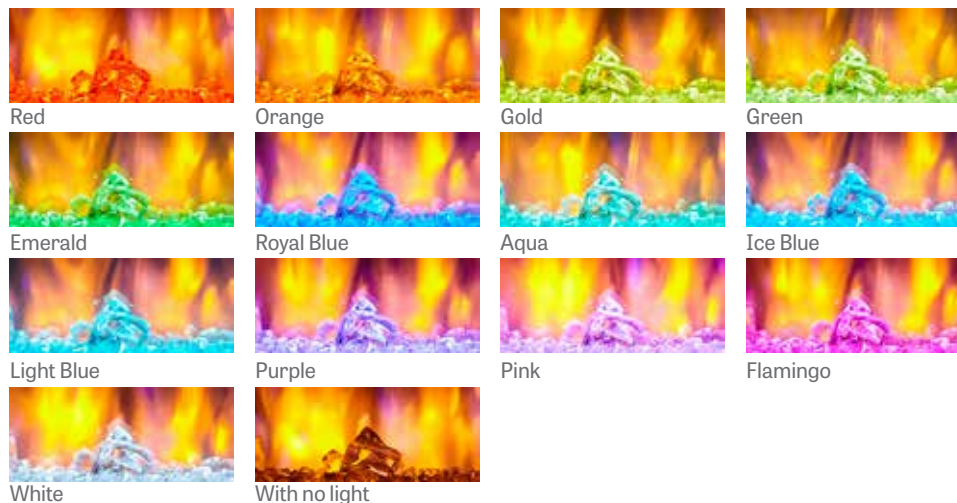
## Economical

- Adjustable heat that costs just pennies an hour to operate
- Zone heat your space to remain comfortable while reducing your monthly heating bills
- Up to 5,000 BTUs provides two-stage supplemental heat

Model	Allusion 40", 48", 60", 84"
Flame Colors	4
Ember Bed Colors	13
Accent Lighting	NO
Remote	YES
Thermostat Mode	YES
Included Media	-Clear Crystal Media
Optional Media	-Driftwood Logs -Ceramic White Stones
Installation Method	-Recessed Flush in 2x6 Framing -Semi-Recess in 2x4 Framing -Wall Mount (wall mount included)
Electrical Connection	-15 AMP, 120V/60 Hz -Hardwire or Plug-In
Heat Output	Up to 5,000 BTUs

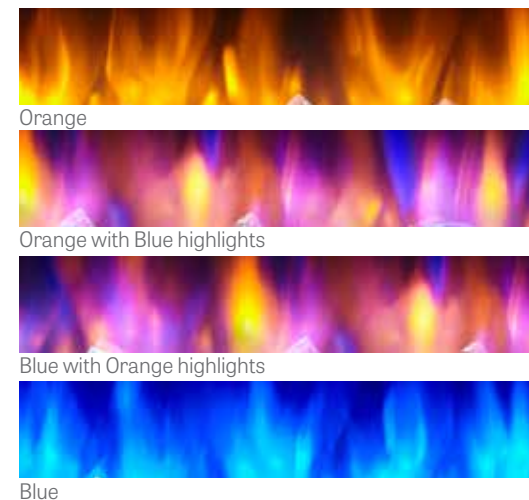
## Thirteen ember bed colors

Ember beds are lit with the glow from long-lasting LED lights and provides 13 individual color options as well as the option to continuously rotate through all the colors.



## Four flame colors

LED flame technology delivers enhanced energy efficiency in four flame colors.



## Multi-Function Remote

An intuitive multifunction remote control comes standard.





# heatilator®

*The first name in fireplaces*

## Element

Wood-burning Fireplace

# Traditional Style + Proven Value

Add traditional style and ambiance to your favorite space with the Heatilator Element. A detailed brick interior creates the look of classic masonry at a fraction of the cost. And, all you see is fire—a clean finish with true 36- and 42-inch viewing areas deliver maximum impact.

Experience proven value and dependability from Heatilator. Experience the Element.

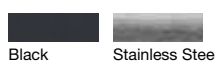
## Features

- 36" or 42" viewing areas
- Bi-fold glass doors available with two trim options
- Convenient ash lip
- User-friendly front damper handle locks in open/closed positions
- A hearth extension is required

## Options



Bi-fold Glass Doors



Black

Stainless Steel



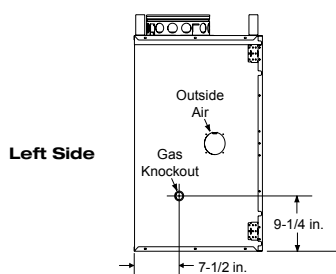
Fireside Realwood Gas Logs

## Specifications

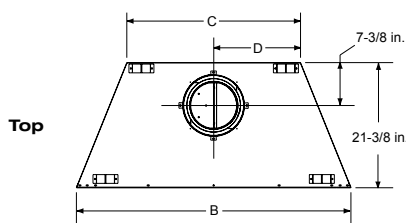
MODEL	A	B	C	D
EL36	36"	41"	23-3/4"	11-7/8"
EL42	42"	47"	29-3/4"	14-7/8"

MODEL	A
EL36	42"
EL42	48"

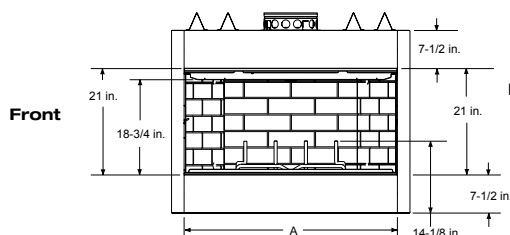
## Dimensions



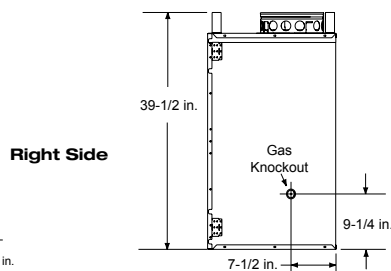
Left Side



Top

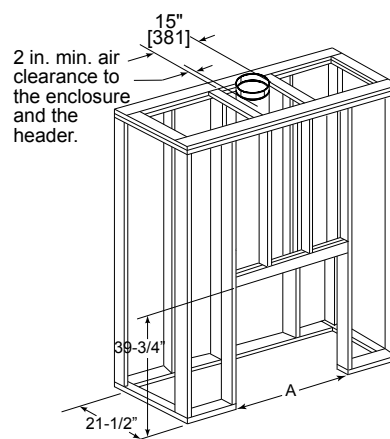


Front



Right Side

## Framing Dimensions



Cover: Element shown bi-fold glass doors



## Available from

**heatilator**  
The first name in fireplaces

800-927-6841 | [heatilator.com](http://heatilator.com)

[facebook.com/Heatilator](https://www.facebook.com/Heatilator)

[twitter.com/Heatilator](https://twitter.com/Heatilator)

[youtube.com/HeatilatorFireplaces](https://www.youtube.com/HeatilatorFireplaces)



## Limited Lifetime Warranty<sup>1</sup>

The strongest in the industry, Heatilator provides a limited lifetime warranty on wood-burning products of the most important aspects: firebox and heat exchanger.

The information provided in this literature is for planning purposes only and is subject to change. Please consult the installation manual for actual installation. Actual product appearance may differ from product images.

Fireplace glass and other surfaces get extremely HOT and can cause severe burns if touched. Do not remove the protective safety screen from the front of the glass. Keep a safe distance away. To learn more visit [www.heatilator.com/fireplacesafety](http://www.heatilator.com/fireplacesafety)

<sup>1</sup> For full warranty details go to [heatilator.com](http://heatilator.com).

HTL-1020U-0420



**heatilator®**  
*The first name in fireplaces*



**MDV3732**

direct vent gas fireplace

# MDV3732 direct vent gas fireplace

## Traditional Style *Proven Value*

Experience today's best fire with a Direct Vent gas fireplace from Heatilator®. With over 85 years of experience, Heatilator has the expertise to provide you with the warmth, quality and convenience of a gas fireplace. Whether you are looking for efficient heating, a distinctive focal point or a touch of ambiance in your new home—the addition of the Heatilator MDV3732 Direct Vent gas fireplace is the answer.

### Features

- Standard blower and remote control provide efficiency and convenience
- Adjustable flame height allows you to control heat output
- In case of a power failure, standard IntelliFire™ ignition with battery back-up will continue to operate
- Standard ANSI-compliant firescreen eliminates glass glare and provides a measure of protection from accidental contact



Standard Remote Control



Above: MDV3732 shown standard  
Cover: MDV3732 shown standard with Yorktown mantel and slate stone

### IntelliFire Ignition System

The IntelliFire Ignition System (IPI) is an advanced intermittent pilot ignition system. IPI constantly monitors ignition, ensures safe functioning and conserves up to \$10/month in energy costs. To learn more, visit [heatilator.com](http://heatilator.com).

### Direct Vent Technology

Direct Vent fireplaces remove 100% of combustion exhaust and odors outside of the home. These sealed fireplaces provide optimal heat, conserve energy and ensure clean, safe indoor air quality. To learn more, visit [heatilator.com](http://heatilator.com).

### Zone Heating

Zone heating can help save up to 40% off your heating bills<sup>1</sup>. A central furnace cycles on and off several times an hour and heats your entire house – even unoccupied rooms – wasting money. Using a fireplace to heat only the rooms your family occupies most allows you to turn down the thermostat for the central furnace, decreasing your fuel bill. To learn more, visit [heatilator.com](http://heatilator.com).

## U.S. Efficiencies

**Steady State** - Since most homeowners use their fireplaces for an extended time while they are in the room, Steady State measures how efficiently your fireplace converts fuel to heat once it is warmed up and running in a "steady state".

**AFUE** - AFUE rating is more typically used with appliances, like your furnace, that continually cycle on and off to maintain a constant temperature.

RATING	NG	LP
<b>Steady State</b>	<b>70.6%</b>	<b>70.6%</b>
AFUE	50.4%	56.9%

## Canada Efficiencies

**EnerGuide (CSA P.4.1-02)** - EnerGuide is a rating used in Canada to measure annual fireplace efficiency.

RATING	NG	LP
<b>EnerGuide (CSA P.4.1-02)</b>	<b>52.4%</b>	<b>56.4%</b>

### Available From

**heatilator**  
*The first name in fireplaces*

800-927-6841 | [heatilator.com](http://heatilator.com)

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[twitter.com/Heatilator](https://twitter.com/Heatilator)

[youtube.com/HeatilatorFireplaces](https://www.youtube.com/HeatilatorFireplaces)

HTL-0127U-0515



### Limited Lifetime Warranty<sup>2</sup>

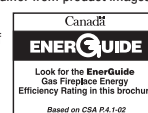
The strongest in the industry, Heatilator provides a limited lifetime warranty on the most important aspects: firebox and heat exchanger.

1: ACEE 1990 Summer Study on Energy Efficiency in Buildings. Proceedings. Vol. 9.

2: For full warranty details go to [heatilator.com](http://heatilator.com).

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## Warranties that apply to Shaw fibers:



Cradle to Cradle Certified™ is a certification mark of MBDC

**CARESS**  
by shaw floors  
softness and color inspired by nature

**Anso<sup>nylon</sup>**  
so soft. so tough. so proven.



✓ This fiber is certified to contain an average of 50% post consumer recycled content

**ClearTouch**  
PLATINUM



✓ This fiber is certified to contain an average of 25% post consumer recycled content

**ClearTouch**

## Limited Warranties

### Caress™ Nylon / Anso® Nylon (Recyclable\* /C2C Certified)

**Lifetime** Stain, Soil & Certain Pet Stains  
**20-Year** Texture Retention, Abrasive Wear  
Quality Assurance, SoftBac® Platinum

**Non-Prorated | Transferable**  
**Labor Inclusive | Stairs Included** (Anso nylon only)

**30-Day Customer Satisfaction** (labor excluded)

### EverTouch® Nylon (Recyclable/C2C Certified)

**Lifetime** Stain, Soil, Certain Pet Stains  
**15-Year** Texture Retention, Abrasive Wear  
Quality Assurance, SoftBac® Platinum

**30-Day Customer Satisfaction** (labor excluded)

### ClearTouch® Platinum PET (50% Recycled Content\*\*)

Same Warranties as EverTouch Nylon

### ClearTouch® PET Polyester (25% Recycled Content\*\*\*)

**Lifetime** Stain, Certain Pet Stains  
**15-Year** Soil  
**10-Year** Texture Retention, Abrasive Wear  
Quality Assurance, SoftBac® Platinum

**30-Day Customer Satisfaction** (labor excluded)

\*As a result of Shaw's Evergreen nylon recycling technology, these Anso nylon carpets of Nylon 6 are capable of being recycled into new carpet over and over again. Please visit [www.shawfloors.com](http://www.shawfloors.com) for details.

\*\*ClearTouch Platinum PET fiber contains 50% post-consumer recycled PET.

\*\*\*ClearTouch PET fiber contains 25% post-consumer recycled PET.

Warranties that apply to other Shaw carpets (those not made with Anso® Caress™ nylon, Anso® nylon, EverTouch® nylon, ClearTouch® Platinum or ClearTouch® PET\* polyester)

## Residential products in this category carry the following warranties:

- **Limited 10-Year Quality Assurance Warranty**
- **Limited 10-Year Stain and Soil Warranty**
- **Limited 10-Year SoftBac® Platinum Warranty** where applicable

See other Shaw quality assurance and stain and soil warranties for what is covered and exclusions. See 10-year proration schedules on page 36 for proration details. Note that pet urine is excluded under the stain resistance warranty for other Shaw carpets.

Specific warranty information for all Shaw products begins on page 12.

\*PET stands for polyethylene terephthalate, a type of polyester that's extremely durable and strong, as well as inherently stain resistant.



## Protecting your investment is up to you...

*Like other fine furnishings, carpet requires proper care, and you should reference your residential warranty for specific care requirements. There are also a few simple steps you can take to insure the lasting beauty of your new carpet:*

### Prevention

Keep the dirt/soil out. Use walk-off mats at entrances and other areas to keep outside dirt and moisture from being tracked onto the carpet. Clean mats frequently. Keep your sidewalks and entrances free of excessive dirt.

### Vacuum Frequently

The best way to reduce dirt accumulation and prolong the life of your carpet is to vacuum, vacuum, vacuum! Most dirt, even dust, is in the form of hard particles. When left in the carpet, these gritty, sharp particles abrade the pile as effectively as sandpaper. How frequently should you vacuum? That depends on the amount of foot traffic and household soil to which your carpet is exposed. More use means more frequent vacuuming. Shaw recommends a vacuum cleaner with a rotating brush or "brush/beater bar" to agitate the pile and mechanically loosen soil particles. The exception to this is for shag styled products with longer yarns which might tend to wrap around a rotating brush. For these styles we recommend a suction-only vacuum.

**Also, be aware that some vacuums have overly aggressive action which may damage the surface of your carpet. An inexpensive, less efficient vacuum can remove surface dirt but will not effectively remove the hidden particles embedded in the pile.**

For most Shaw carpets, make sure your vacuum is certified through the Carpet and Rug Institute (CRI) Seal of Approval/ Green Label Vacuum Cleaner Program. Visit [www.carpet-rug.org](http://www.carpet-rug.org) for details and listings.

#### **SPECIAL NOTE ON VACUUM SELECTION FOR CARESS BY SHAW CARPETS:**

Most vacuums are not designed to work perfectly with all types of carpet. Caress by Shaw luxurious, soft products featuring Anso Caress nylon require a vacuum that can be easily maneuvered across the thick surface. The operation of certain types of vacuums is impeded by the plush, ultra-soft surface, and the machine cannot be easily pushed across the carpet. Go to <http://caressbyshaw.com/Care-Warranty/vacuum/> for detailed information on vacuum characteristics and a list of recommended vacuum models.

### Spots & Spills

Prompt attention to spots and spills is essential. Some spilled materials will stain or discolor carpet if not removed promptly. Other spills can leave a sticky residue that may result in increased soiling if not removed.

No carpet is stain proof, although many are stain resistant, which allows time for removal.



#### Scrape:

Remove as much of food spills as possible by scraping gently with a spoon or dull knife.



#### Absorb:

Absorb wet spills as quickly as possible by blotting repeatedly with white paper or cloth towels.



#### Blot:

Always blot; never rub or scrub abrasively, as a fuzzy area may result. When blotting, work from the outer edge in toward the center of the spot to avoid spreading the spill.



#### Rinse:

Always follow up with water to remove detergent residue that may become sticky and cause rapid resoiling.



#### Weight:

Remove remaining moisture by placing several layers of white towels over the spot and weigh them down with a heavy object that will not transfer color, such as a plastic jug of water.

Spot Removal

**Shaw's R2X® Stain & Soil Remover** is recommended for all types of spot cleaning and is available from your floor covering retailer or through [www.shawfloors.com](http://www.shawfloors.com). It is approved under the Carpet and Rug Institute's (CRI) Seal of Approval certification. Additional cleaning products in the CRI certification program are listed at [www.carpet-rug.org](http://www.carpet-rug.org). Do not use any household cleaners other than those listed in this program, since many household products contain chemicals that may permanently damage your carpet.

*If one of the recommended products is not readily available you may use the guidelines below:*

Cleaning Solutions



**Detergent:**  
Mix 1/4 teaspoon clear, hand dish-washing detergent with 1 cup warm, not hot, water. Use a clear, non-bleach liquid dishwashing detergent such as Dawn, Joy, or clear Ivory.



**Hydrogen Peroxide/Ammonia:**  
Mix 1/2 cup hydrogen peroxide (3% solution available in drug stores) with one teaspoon undiluted, unscented, clear (non-sudsy) household ammonia. Use within two hours of mixing.



**Vinegar:**  
1 part white vinegar to 1 part water



**Ammonia:**  
One tablespoon to one cup water.



**Solvent:**  
Liquid, non-oily, non-caustic type sold for spot removal from garments. Use products for grease, oil, and tar removal such as Carbona and Afta. Do not apply directly to carpet to prevent carpet damage. (See Procedure A on page 9.)

The following chart lists the most common household stains and the procedure used to remove them. If using more than one procedure, allow to dry in-between.

Stain	Procedure	Stain	Procedure
Beer	B	Ink-India, Marking Pen	A, M
Berries	M	Kool-Aid	M
Blood	M	Lemonade	M
Butter	A	Makeup	A, B
Candle Wax	O, A	Mayonnaise	B
Candy (sugar)	B	Mercurochrome	M
Catsup	M	Merthiolate	M
Chewing Gum	G, A	Milk	B
Chocolate	B	Mixed Drinks (liquors)	M
Chalk	P	Mud (dried)	P, B
Coffee	M	Mustard	M
Cooking Oil	A, B	Nail Polish	L
Crayon	A, B	Paint-Latex	B
Dirt or Clay	P, B	Paint-Oil	A
Dyes (Blue, Black, etc.)	M	Pet Food	M
Excrement	B	Shoe Polish	A, M
Fruit Juice/Drinks	M	Soft Drinks	M
Furniture Polish	A	Tar	A
Grease-Food	A, B	Tea	M
Grease-Auto	A	Urine	D, M
Glue-White	B	Vomit	B, M
Glue-Hobby	A, L	Wine	B, M
Ice Cream	B	Unknown	A, B
Ink-Ball Point Pen	A		

*Please reference your specific warranty for covered stains. The stain removal procedures recommended on the following page are provided to assist in maintaining your carpet and reflect the best information available. Remember, **no carpet is stain proof**.*

**WARNING:** Certain products found in most homes can cause irreparable damage to your carpet. Bleaches, tile cleaners, mildew removers, oven cleaners, drain openers, pesticides, and some plant foods can have strong chemicals which discolor or dissolve carpet fibers. Acne medications containing benzoyl peroxide, a very powerful bleach, are capable of permanently damaging your carpet and most other fabrics as well.

# Stain Removal Procedures

## Reminder:

Always follow up with water to remove detergent residue that may become sticky and cause rapid resoiling.

## Procedure A:

Apply solvent to dry towel/cloth. Blot, don't rub. Repeat application as above. Blot, don't rub. Follow with Procedure B.

## Procedure B:

Scrape or blot up excess spill. Apply detergent (see "Cleaning Solutions"), use damp towel. Blot, don't rub. Apply water with damp towel. Blot; finish with weighted pad of towels.

## Procedure D:

Scrape or blot up excess spill. Apply detergent (see "Cleaning Solutions"), use damp towel. Blot, don't rub. Apply ammonia (see "Cleaning Solutions"), use damp towel. Blot, don't rub. Apply white vinegar (undiluted), only after stain is removed. Apply water rinse with a damp towel. Blot; finish with weighted pad of towels.

## Procedure G:

Scrape or blot up excess spill. Freeze with ice cubes. Shatter with blunt object such as back of spoon. Remove chips before they melt.

## Procedure L:

Apply solvent remover (non-oily acetone type) to a white cotton towel and apply to spill. Do not saturate carpet. Pick up softened material using a clean, white paper towel, push toward center of the spot (to avoid spreading material). Repeat above, soften and carefully remove a layer of the material each time. Haste may spread the stain and/or damage the carpet. Follow with Procedure B.

## Procedure M:

Apply detergent solution (see "Cleaning Solutions") to white towel, leave 3-5 minutes. Blot, don't rub. If stain is removed, finish with a water rinse, then blot, then apply a pad of weighted paper towels. If stain is not removed, continue as follows: Apply hydrogen peroxide solution (see "Cleaning Solutions"), let stand 2-3 hours under a weighted sheet of plastic wrap. Repeat application of hydrogen peroxide and allow to dry until removal is complete. Apply white vinegar only after stain is removed. Apply water with damp towel. Blot and dry with weighted pad of paper towels.

## Procedure O:

Scrape off excess material. Cover with white cotton towel or brown paper. Lightly apply warm iron to towel or paper until material is absorbed. Be sure towel is large enough to cover the stained area. Never touch the iron directly onto the carpet, as the fiber may melt! Change towel or rotate same towel to a clean area and repeat until all material is absorbed.

# Stain Removal Procedures

## Procedure P:

Vacuum as much as possible. Loosen remaining material by tapping with a scrub brush or toothbrush. Tap with brush, do not scrub. Vacuum again. Follow with procedure "B".

## Clean Most Frequently Used Areas More Often

The most frequently used areas of your carpet — entrances, doorways, traffic lanes, seating areas, etc. will collect dirt much faster than other areas. By cleaning these areas when they first show signs of soiling you can prevent the dirt from spreading to the rest of the carpeted areas of the house.

## Professional Cleaning

Periodic professional cleaning of the overall carpet is highly recommended. The frequency of overall cleaning may vary depending on the level and type of traffic and the conditions to which your carpet is exposed. This may range from as little as 6 months to 24 months between cleanings. Your carpet should be properly cleaned at least once every 24 months to maintain its appearance and useful life.

Shaw recommends only hot water extraction (also called "steam cleaning"), utilizing carpet cleaning products, equipment, and systems certified through the Carpet and Rug Institute's Seal of Approval Program. These products are listed at [www.carpet-rug.org](http://www.carpet-rug.org). **Warning:** Non-approved cleaning products and topical treatments, applied by you or by a professional carpet cleaner, may result in damage to your carpet that will not be covered by your warranty.

Shaw recommends that professional service be performed by an IICRC certified firm. Locate a professional cleaner through the Institute of Inspection, Cleaning and Restoration Certification (IICRC) at 1-800-835-4624 or [www.iicrc.org](http://www.iicrc.org). Cleaning by other professional services may result in damage that will not be covered by your warranty.

## Do-it-yourself Systems

If you decide to rent a steam cleaning machine and do it yourself, remember recommended carpet cleaning equipment and cleaning products should have certification in the CRI Seal of Approval Programs ([www.carpet-rug.org](http://www.carpet-rug.org)).

# Nominal Changes in Carpet Appearance

## Shaw 30-Day Customer Satisfaction Guarantee



### Shading/Vacuum Cleaner Marks

Shading is normal in luxurious, cut pile carpet constructions, such as velvets or saxonies. This visual effect is a result of light reflecting differently from the tips of the carpet tufts versus the sides of the tufts. It is an aesthetic quality built into the carpet design and not considered a defect.



### Seams

Reputable carpet stores use qualified installers who know how to minimize the appearance of seams. Seams may be slightly more apparent with a loop pile carpet than with a cut pile carpet.



### Footprints

Most deep, cut pile carpets will show shoe or foot impressions. If you find this objectionable, a low pile carpet with a denser construction can help minimize this condition. Textured saxonies and frieze constructions are ideal for minimizing the appearance of footprints.



### Indentations

Shift the location of furniture from time to time. Brush the dented area or use a grooming tool or fork to gently loosen or stand the crushed tufts upward. Holding a steam iron several inches above the carpet surface, steam the indented area lightly and brush the tufts upward with your fingertips. Do not let the iron touch the carpet!



### Tip Bloom

Over time, day-to-day foot-traffic can cause the tips of cut pile carpet tufts to untwist and splay open, or "bloom". This is a normal occurrence. Look for carpet styles with dense pile and tightly twisted tufts to minimize the likelihood of excessive tip bloom.



### Crushing

Crushing is the compression of the carpet tufts. Heavy foot traffic and furniture indentations can crush the surface pile of the carpet. Use a vacuum with a beater bar unit and/or your fingers to lift and groom the pile. It may take several days for the pile to "recover" or fill in. To minimize crushing, select a dense, low pile carpet construction with tightly twisted tufts.



### Matting

Matting is the physical entanglement of the fibers on the surface of the carpet. Many factors can contribute to matting. For example, tip bloom, foreign (abrasive) material, residue from spills, or unrinsed carpet shampoos can result in fiber entanglement and matting. Runners or walk-off mats can rub the surface pile of your carpet and promote untwisting of the tufts and also accelerate "matting". Proper maintenance is the key to reducing matting problems. Remember to vacuum regularly!

Shaw warrants that we will replace any of its Anso<sup>®</sup> Caress<sup>™</sup> nylon, Anso<sup>®</sup> nylon, EverTouch<sup>®</sup> nylon, ClearTouch<sup>®</sup> Platinum, or ClearTouch<sup>®</sup> PET polyester carpet styles under this guarantee within 30 days of the date of installation if you are not completely satisfied. The replacement will be of a Shaw carpet of comparable value, but must be of a different style or color. If you request a carpet of greater value, you may pay the difference in price; however, there will be no monetary payment by Shaw if you choose a carpet of lesser value. All charges involved in replacing your carpet, including labor, will be your responsibility.

Your Shaw carpet must not have been improperly installed, abused, or damaged. Installation must be in an owner-occupied residence; commercial use is excluded. Claims must be personally inspected by a Shaw dealer. Prior to replacement, a claim report must be completed and submitted to Shaw.

Claims under this guarantee will not be considered for carpet sold as second quality, irregular, used, or mill end.

Replacement under the 30-Day Customer Satisfaction Guarantee is limited to one replacement per original carpet purchase.

*The below Shaw brands offer a 30-day customer satisfaction guarantee:*



## Other warranty service

If you have a claim against any other manufacturer who has an applicable warranty on a Shaw carpet, please contact them directly for information on filing a claim. Ask your Shaw retailer for any other warranty statement that may apply to your Shaw carpet when you make your purchase.

The Shaw Information Center provides information about proper installation and maintenance of your Shaw carpet. Much of this information is included in this booklet. If you have other questions, please feel free to write or call us.

If you think that there is a defect in your carpet that is covered by one of the Shaw warranties, you must notify the Shaw retailer who sold you the carpet. Your retailer will be able to file the claim with Shaw for you. If you are unable to contact your retailer or do not receive satisfaction, write:

**Shaw Industries  
Financial Services  
P.O. Box 40  
Mail Drop 026-04  
Dalton, GA 30722-0040**

Be sure to include a full description of the problem, photos if available, proof of purchase showing the price paid for the carpet excluding pad and labor, and proof of periodic cleaning by hot water extraction.

### How to contact the Shaw Information Center

**1.800.441.7429 or  
[www.shawfloors.com/customer-care/contact-us](http://www.shawfloors.com/customer-care/contact-us)**

## A. Proration Schedule

### 1. Proration Schedule for Limited Lifetime Stain Warranty for carpets of EverTouch® Nylon, ClearTouch® Platinum PET, and ClearTouch® PET, and Limited Lifetime Soil Warranty for carpets of ClearTouch® Platinum PET and EverTouch® Nylon

If your carpet does not perform according to the warranty, Shaw will offer credit equal to the cost of the carpet material only in accordance with the following schedule:

1st Year . . . . .	100%	11th Year . . . . .	80%
2nd Year . . . . .	100%	12th Year . . . . .	70%
3rd Year . . . . .	100%	13th Year . . . . .	60%
4th Year . . . . .	100%	14th Year . . . . .	50%
5th Year . . . . .	100%	15th Year . . . . .	40%
6th Year . . . . .	100%	16th Year . . . . .	30%
7th Year . . . . .	100%	17th Year . . . . .	25%
8th Year . . . . .	90%	18th Year . . . . .	20%
9th Year . . . . .	90%	19th Year . . . . .	15%
10th Year . . . . .	90%	20+ Years . . . . .	10%

### 2. Proration Schedule for Limited 15-year Warranties for carpets of ClearTouch® Platinum PET, Limited 15-Year Warranties for carpets of EverTouch® Nylon, and Limited 15-Year Soil Warranty for carpets of ClearTouch® PET

If your carpet does not perform according to the warranty, Shaw will offer credit equal to the cost of the carpet material only in accordance with the following schedule:

1st Year . . . . .	100%	9th Year . . . . .	90%
2nd Year . . . . .	100%	10th Year . . . . .	90%
3rd Year . . . . .	100%	11th Year . . . . .	80%
4th Year . . . . .	100%	12th Year . . . . .	60%
5th Year . . . . .	100%	13th Year . . . . .	40%
6th Year . . . . .	100%	14th Year . . . . .	20%
7th Year . . . . .	100%	15th Year . . . . .	10%
8th Year . . . . .	100%		

### 3. Proration Schedule for Limited 10-Year Warranties for ClearTouch® PET Polyester Carpets and Other Limited 10-Year Warranties for Shaw Carpets

If your carpet does not perform according to the warranty, Shaw will offer credit equal to the cost of the carpet material only in accordance with the following schedule:

1st Year . . . . .	100%	6th Year . . . . .	90%
2nd Year . . . . .	100%	7th Year . . . . .	80%
3rd Year . . . . .	100%	8th Year . . . . .	70%
4th Year . . . . .	100%	9th Year . . . . .	60%
5th Year . . . . .	100%	10th Year . . . . .	50%





## LIMITED FIVE-YEAR LEGACY PLUS WARRANTY FOR MARLETTE HOMES

Congoleum Corporation ("Congoleum") warrants to Marlette Homes for five years following date of installation that all Legacy Plus Resilient Floor Covering sold by it as Regulars will be free from defects in material. Variations in color shade between merchandise shipped and illustrations or samples are not covered by this warranty, and Congoleum accepts no responsibility for any such variations. Liability under this warranty is limited to supplying, free of charge, sufficient comparable material to replace merchandise found to be defective within this warranty and does not include any installation costs. Congoleum makes no other express warranty.

Under this warranty, Congoleum does not assume liability for failure or damage due to circumstances beyond its control, included, but not by way of limitation, failures due to excessive moisture.

If you find a manufacturing defect, the supplier who sold the floor covering material should be notified in writing promptly and must be supplied proof of purchase. Your supplier will then notify a Congoleum Representative.

### **THIS WARRANTY DOES NOT INCLUDE THE FOLLOWING:**

1. Dissatisfaction due to products not used, maintained or installed in accordance with recommendations and/or specifications published by Congoleum.
2. Reduction in gloss from use
3. Damaged due to stains, burns, cuts, gouges, scuffs, scratches, indentations, excessive heat, cold or sunlight and/or other accidents or abuse.
4. Staining caused by use of improper floor maters.
5. Problems due to usage not in accordance with Congoleum recommendations.

3500 Quakerbridge Road PO Box 3127 Mercerville, New Jersey 08619 (609) 584-3000

## HOW TO TREAT STAINS, SPILLS & SCUFFS

Follow the remedies in order. Unless instructed otherwise, use a clean cloth or towel with the recommended liquids. Always rinse the affected area with clean water after treatment.

### STAINS AND SPILLS

Acids, Alkalis	Dye, Dye Markings	Iodine	Vomit
Blood	Food, Candy	Mercurochrome	
Ketchup, Mustard	Fruit and Fruit Juices	Rust†	
Cleaners, Strong Soaps	Grass	Urine, Excrement	

### REMEDY

- Scrub area with Congoleum Bright 'N Easy No-Rinse Cleaner full strength.
- Rub area with a 10 to 1 dilution of water to liquid bleach.
- Rub area with isopropyl alcohol\*.

† If rust stain does not respond, use lemon juice or a cream of tartar solution.



### PAINT AND SOLVENT SPILLS

Dry Cleaning Fluids	Lacquer	Latex Paints	Nail Polish
Oil-Based Paints	Solvents	Varnish	Wood Stains

### REMEDY

- If substance is dry, gently peel it from the floor (avoid sharp instruments that could scratch the floor).
- Scrub area with Congoleum Bright 'N Easy No-Rinse Cleaner.
- Rub lightly with mineral spirits or paint thinner\*.

### STAINS THAT WON'T WIPE UP

Adhesives	Candle Wax	Grease	Tar
Asphalt	Chewing Gum	Oil	

### REMEDY

- Carefully remove excess with a dull kitchen knife.
- Scrub area with Congoleum Bright 'N Easy No-Rinse Cleaner.
- Rub lightly with mineral spirits, isopropyl alcohol\* or lighter fluid\*.

### SCUFFS & SMUDGES

Rubber Heel Marks	Scuffs
Shoe Polish	Smudges

### REMEDY

There are several methods for removing scuffs on satin-gloss and matte floors. For **matte-gloss floors, use recommended methods #1 and #3 only**. For satin-gloss floors, all of the listed methods for removal are recommended, depending on the severity.

1. Spray Fantastik® Cleaner on the scuff. Let stand for 10-15 seconds, and then remove with a sponge or cloth.
2. Using a damp sponge, rub scuffed area with a polishing cleaner such as Soft Scrub®, then rinse with a sponge or cloth.
3. Wipe scuff with lighter fluid\* applied with a clean cloth.
4. With a rubbing motion, apply a car polish/cleaner such as No. 7® or similar product on the area, then rinse thoroughly.
5. Remove stubborn scuffs with a mechanical buffer equipped with a lamb's wool pad.

\*Caution: Isopropyl alcohol, lighter fluid, mineral spirits and paint thinner are flammable solvents. Carefully read and follow cautionary information on label. Keep traffic off treated area for 30 minutes.

# CONSUMER FLOORING GUIDE

## Maintenance Information



DESIGN • QUALITY • INNOVATION

**Congoleum**  
www.congoleum.com

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3500 Quakerbridge Road  
P.O. Box 3127  
Mercerville, NJ 08619-0127

**Congoleum**  
www.congoleum.com

## THANK YOU FOR CHOOSING CONGOLEUM.

For more than 100 years, Congoleum has been manufacturing the finest quality flooring products for the home. Our dedication, commitment to your satisfaction, and pride in the products we produce have been an integral part of our culture and tradition.

The information contained in this Consumer Flooring Guide will provide you with easy care maintenance tips and preventive maintenance recommendations to help ensure that your new floor receives the proper care it needs to continue to look its best.

If you have any questions regarding your new Congoleum floor, need additional maintenance information or require any other assistance, please call our toll-free Customer Assistance number **(800) 274-3266**, Monday through Friday, 8:30 a.m. to 5:00 p.m. EST.

### CARE FOR YOUR SATIN-GLOSS FLOOR DIAMONDFLOR®

- Follow the regular maintenance tips outlined below.
- Remove any scuffs and black heel marks with a nonabrasive polishing cleanser such as Soft Scrub®. For severe scuffs, remove with lighter fluid\* applied with a soft, clean cloth.
- Satin-gloss floors may be buffed using a mechanical buffer fitted with a lamb's wool pad to give it a shinier appearance, or simply apply Congoleum Bright 'N Easy Floor Polish (03002).
- Avoid one-step "mop and polish" products, dishwashing liquids and oil-based cleaners. These may leave a residue which can attract dirt and dull your floor's finish.

### CARE FOR YOUR MATTE-GLOSS FLOOR

LUXFLOR®/LEGACY PLUS®/DESIGNER CAREFREE®

- Legacy Plus and Designer Carefree have a durable wear surface that features built-in resistance to soil, dust and stains. Liquids just bead right up on the surface so clean ups are easier. LuxFlor has a **Scotchgard™** wear surface for even better soil, dust and stain resistance.
- Follow the regular maintenance tips outlined below. Do not apply any polish to LuxFlor, Legacy Plus or Designer Carefree.

#### A WORD ABOUT BUFFING:

- LuxFlor, Legacy Plus and Designer Carefree should never be buffed using a mechanical buffer.

**CAUTION:** Avoid cleaners that contain abrasives or solvents which may permanently damage your floor. Whenever washing, polishing or stripping floors, traffic should be excluded from the area to avoid the possibility of slipping. Place mats at outside entrances to prevent water, snow or ice from being tracked onto your floor. Water, other liquids and foreign matter on the surface can cause it to be slippery and should be removed immediately. Improper polishes or finishes can also cause slipperiness.

## REGULAR MAINTENANCE TIPS

### HOW TO PROTECT & CARE FOR YOUR FLOOR

- Sweep or vacuum regularly to remove dirt and grit that can abrade, dull or scratch your new floor. Do not use a vacuum with a beater brush because it may damage the floor's surface.
- Wipe up spills promptly with a damp cloth or mop.
- Wash your floor with Congoleum Bright 'N Easy No-Rinse Cleaner or other suitable resilient floor cleaner.

**CAUTION:** Some dishwashing liquids are not suitable cleaners for your floor. They can leave an oily residue which attracts soil and causes a reduction of gloss.



## PREVENTIVE CARE

### PROTECT AGAINST INDENTATIONS AND FURNITURE DAMAGE

- Always move heavy furniture and appliances with care to avoid gouging or tearing the floor. First, lay strips of plywood or hardboard panels on the floor, then "walk" or slide these items on the strips. Do not push or pull appliances and heavy furniture without taking these precautions.
- Always make sure furniture legs have floor protectors. We recommend that you:



- Replace small, narrow metal or dome-shaped glides. Use hard, plastic casters and cups on legs because some types of rubber casters and cups may permanently stain your floor.
- Use wide, flat casters and cups for heavy furniture.
- Use non-staining rubber-surfaced wheels that are a minimum 3/4" wide instead of metal casters.

Glides and furniture cups should be covered with felt pads. The pads should be checked periodically for grit and wear, and replaced when necessary. A caster over the same area for a prolonged period of time may cause your floor to buckle or **Caution:** Excessive weight on too small a caster, or continuous rubbing from a roller-type delaminate.

## OTHER MAINTENANCE TIPS

### STEAM CLEANERS

**DO NOT USE STEAM CLEANERS on Congoleum Floors. They can permanently damage the floor. Warranty WILL NOT cover damage caused by steam cleaners.**

### TRACKED-IN DIRT CAN BE ABRASIVE

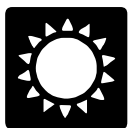
- Place mats at outside entrances to prevent dirt, grit and soil from being tracked onto your floor. **Use 100% latex-backed mats because some rubber-backed mats or carpets may permanently stain your floor.**
- Dirt, grit and soil can abrade, dull or scratch your floor. For additional protection where these conditions exist, we recommend the use of a floor polish as part of your regular maintenance program.

### PREVENTING PERMANENT STAINS

- Wipe up spills promptly with a damp cloth or mop.
- Some carpet dyes, porch and basement paints, and asphalt driveway sealers, particularly those that are coal tar or asphalt-based, can permanently stain your floor. To help prevent staining from asphalt tracking, we recommend the use of a latex-based driveway sealer.

### FLOORS CAN BE SUNBURNED

- Draw drapes and blinds during peak periods of strong sunlight. Resilient floors, like other home furnishing products, may discolor or fade when overexposed to the sun.



### PROTECT AGAINST EXTREME HEAT

- Heat-producing appliances such as a refrigerator or range, or hot air registers emitting a direct flow of heat in excess of 120° F, even intermittently, can scorch, burn, discolor or fade your floor. Cigarettes, matches and other very hot objects can also damage your floor.

### A WORD ABOUT STILETTO HEELS

- Avoid wearing stiletto or spiked heels on your floor. These types of heels can indent or damage many types of flooring including resilient, wood and ceramic.

3M, Scotchgard and the plaid design are trademarks of 3M. SOFT SCRUB is a registered trademark of the Clorox Company. FANTASTIK is a registered trademark of Dow Brands, Inc. No. 7 is a registered trademark of Armorrall Products Corp.



Congratulations on your  
new Clayton Built® home!



Your SmartComfort® by Carrier home air conditioner, heat pump or furnace carries a limited warranty on all functional parts. Most SmartComfort® by Carrier units feature an outstanding 10-year parts limited warranty.\* Other key components, such as heat exchangers, may carry a longer limited warranty. Look for specific details in the product description, check the Warranty Certificate, or ask your dealer for information.

To give you additional comfort, the SmartComfort® by Carrier outdoor products include a 2-year No Hassle Replacement™ limited warranty, in addition to a 10-year parts limited warranty upon registration. So leave your worries out in the cold and find your home comfort solution that's backed by protection to ensure years of reliable performance.

\*To the original owner, a 10-year parts limited warranty upon timely registration of new equipment. Warranty period is 5 years if not registered within 90 days. Jurisdictions wherein warranty benefits cannot be conditioned on registration will automatically receive a 10-year parts limited warranty. See warranty certificate for complete details.



<https://productregistration.icpusa.com>

Service Number: 931-270-4100



# Kwikset

## Congratulations on your *New Home!*

You will be pleased to know that your new home has been equipped with Kwikset door hardware.

At Kwikset, we think people shouldn't have to settle when it comes to home security. For over 60 years, we've believed that innovation is our greatest asset. Technology can deliver both quality and convenience. And the strongest insights come from understanding the people who use our products and how they use them. Everything we've learned has led us to one simple premise – the best security is smart security.

One of our most innovative products is SmartKey®, the lock you can re-key yourself in seconds. SmartKey re-key technology allows you to re-key your locks quickly & securely, without the extra hassle and cost of removing the lock from the door.



**SMARTKEY**  
RE-KEY TECHNOLOGY



### SMARTKEY® RE-KEY TECHNOLOGY

- Re-key in seconds—save time & money
- Available in all Kwikset keyed-entry products
- Pick Resistant—passes the most stringent lock picking standard, UL437, par 11.6
- 980 Series Deadbolt Certified ANSI/BHMA Grade 1 Security—the highest level of residential security available in the industry
- BumpGuard™ for protection against lock bumping

### HOW SMARTKEY WORKS

Re-key as Easy as 1-2-3



Functioning Key



SmartKey Learn Tool

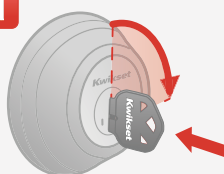


New Key



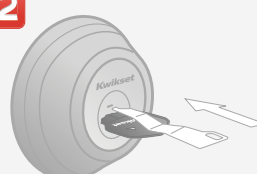
**You must have your functioning key & the learn tool for the system to work.**

**1**



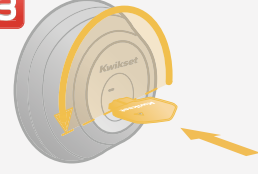
Insert functioning key & turn 1/4 turn clockwise.

**2**



Insert & remove the SmartKey learn tool. Remove functioning key.

**3**



Insert new key & turn 1/2 turn counter-clockwise. Done.  
**Your lock is now re-keyed!**

THE BEST SECURITY IS SMART SECURITY.

17873

# Kwikset®

## PRODUCT WARRANTY INFORMATION

*Kwikset products are backed by one of the most comprehensive warranty programs available. You can feel confident that with the purchase of Kwikset, you have selected the best quality product, backed by the best customer service available.*

### Lifetime Mechanical Warranty & Lifetime Finish Warranty

**Kwikset product comes with a lifetime mechanical and lifetime finish warranty** that covers the original residential user against defects in material and workmanship, as long as the original user occupies the premises upon which the product was originally installed. This warranty **DOES NOT COVER** scratches; abrasions; deterioration due to the use of paints, solvents, or other chemicals; abuse; misuse; or product(s) used in commercial applications. Upon return of a defective product to Kwikset Corporation, Kwikset may repair or replace the product or refund the purchase price. **Kwikset is not liable for incidental or consequential damages.** Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusion may not apply to you. This warranty gives you specific legal rights and you may also have other rights that vary from state to state. If a mechanical or finish defect occurs, please call 1-800-327-LOCK (5625) in the U.S. and Canada or return it to Kwikset Corporation, Consumer Services, 19701 DaVinci, Lake Forest, California 92610. For customers outside of the U.S. and Canada, claims under this warranty must be made to either the place of purchase or to the listed importer.

**Consumer Services  
19701 DaVinci  
Lake Forest, California 92610  
1-800-327-LOCK**

**[www.kwikset.com](http://www.kwikset.com)**



**SHERWIN-WILLIAMS®**

## Touch-up FAQ's

### **What you really need to know about touch-up...**

**Touch-up is not a perfect science!** Touching-up builds up layers of paint on the surface in small areas, raising the visible profile in that small area. Using the best touch-up products and application processes only aid in minimizing what may be obvious upon very close scrutiny. Many variables can affect the quality of touch-up uniformity including, but not limited to, the product used, color selection, environmental conditions, application tools, and application techniques/processes. Below are some **FAQs (frequently asked questions)** regarding touch-up issues and best practices.

#### **WHAT TYPE OF PRODUCT IS BEST FOR TOUCH-UP?**

Generally, the “flatter” the product, the better the touch-up ability. Flatter finishes can also minimize the visual appearance of any surface irregularities/variations, which can affect the perceived uniformity of the finish and/or color. It is important to note that even some designated flat wall finishes can have a slight angular sheen based on the product formulation. Building up sheen products by touching up will create a noticeable “sheen” variance, especially when viewed from an angle (from an angle it may be perceived a color difference).

#### **CAN THE COLOR SELECTION AFFECT TOUCH-UP ABILITY?**

The color used can have an impact on touch-up. Darker colors, for several reasons, are generally more sensitive to touch-up and application issues. Because darker colors are typically formulated with less TiO<sub>2</sub> to allow for the additional colorant, their hiding power is reduced, especially within certain pigment color ranges. Therefore, a higher film build is required to get a uniform hide. If the initial application film build is not adequate, touched-up areas will show more complete hide (perceived as a color variation) than the area surrounding the touch-up.

#### **HOW CAN TEMPERATURE IMPACT TOUCH-UP?**

Temperature differences from the original application to the touch-up (both ambient/air and surface temperature) can affect the degree of coalescence (film formation) of a latex paint film, causing color variations. Touch-ups should be made under conditions as close as possible to the original application conditions. Additional considerations:

In the winter, touch-up in cold homes in the yard should be kept to a minimum

Salamander heaters may not always be sufficient to uniformly bring the surface temperature up to normal and their exhaust fumes may actually cause other paint difficulties.

Material should be stored in climate controlled environments as indicated on product labeling

#### **WHY DOES THE ORIGINAL FINISH APPEARANCE LOOK SHADOWY?**

Shadowy walls or shading variations may be a result of texture/surface variations or insufficient film build on the initial application. Texture or surface variations can typically be confirmed if the application of a full coat over the affected area does not change the variation's appearance. Continued touch-up or repainting these areas will not correct the condition.

Even the best painter cannot touch-up a wall that doesn't have enough material on it to start. If the existing film build is insufficient to create uniform hide, the touch-up will be evident as an area showing better hide, which is often perceived as a color variation. Look for shading variations indicating the background/substrate color is showing through. These situations will generally require a full additional coat to obtain sufficient uniformity and hide of the finish for improved touch-up.

## **WHAT IS “BURNISHING” AND HOW CAN IT AFFECT THE FINISH APPEARANCE?**

A ‘burnish mark’ is a shiny spot that shows on a painted surface after it has been rubbed up against or washed. Flat paints are more susceptible to burnishing, because of the higher ratio of pigment to resin in the product. (Flat products are such because pigment is slightly exposed in the film. That pigment is soft and when it is rubbed, it polishes up, showing a shiny area). Rubbing an area with a cloth, hand, or even a “dry” paintbrush can create a burnish mark. Although burnishing can occur with any color, it is more evident on darker colors.

## **DO I NEED TO USE THE ACTUAL PAINT USED ON THE INITIAL COAT(S)?**

Using the actual material used initially on the production line certainly improves touch-up ability. Batch variances and variances in field tinted material can cause touch-up issues, even though manufacturers can go to great lengths to minimize potential variations. Considerations:

Large batch factory colors usually are less sensitive to potential issues.

Whenever possible, use material from the same containers for touching up.

If the initial coat was spray applied, leave some of the paint for touch-up that has passed through the tip (the color may be affected by particle sheer during the atomization process)

Ensure material was properly mixed prior to original application and prior to touch-up to insure consistency in the containers.

Containers should be kept sealed to reduce the chance for contamination.

## **HOW MUCH PAINT SHOULD I APPLY WHEN TOUCHING-UP?**

LESS IS BETTER THAN MORE! “Loading up” the roller or “squaring-off” your touch-up area will visibly show.

Sponge rollers are commonly used for minor touch-ups so as not to load it on. They also provide a thin enough coat that blends well into surrounding smooth or stippled finishes.

It is also important to feather the edges of any touch-up so as to blend in as closely as possible with the surrounding areas.

Darker marks may often be better approached by re-touching up the areas with multiple light, quick-drying coats versus laying on a heavy coat that can’t easily be feathered out.

## **WHAT TOOLS SHOULD I USE FOR TOUCH-UP?**

Touching-up with the same tools used in the last step of the original paint application is the best place to start. (If the material was spray and back-rolled, your touch-up should be rolled.) Different tools leave different texture signatures in the film, which will cause the touch-up to stand out.

Good quality brushes and rollers apply material more evenly for a uniform look (example: economy-grade rollers have a looser, low-density pile which creates more variation between the highs and lows of the stipple left and poor uniformity (not to mention, more splatter).

When using a roller, final roller lay-off should follow the same direction as in the initial finish to ensure a consistent stipple/texture direction. Most common is the “down stroke” lay-off.

Brush touch-ups should be limited to lighter colors not susceptible to burnishing. When touching-up in the small areas in the center of the wall, apply small amount of paint to the central spot, then proceed to spread material in a random circular pattern, gradually increasing circle size until edges are feathered in.

When re-coating an entire wall including cut-in work, start with the cut-in and follow with rolling into the brushed areas.

## **WHY DOESN'T THE COLOR LOOK THE SAME WHEN I FIRST APPLY IT?**

It is important to realize that as the paint film cures, some products will dry lighter and some darker depending on their formulation. Cooler temperatures, poor ventilation, thick film builds, and/or high humidity levels will extend dry times and material will take longer to cure out to its final color.





*Landmark,  
shown in Weathered Wood*

# Landmark<sup>®</sup>

## Designer Roofing Shingles

### A Classic Original

Landmark's dual-layered construction provides depth and dimension, along with extra protection from the elements. Widest array of colors in the industry.

- [Lifetime limited warranty](#)
- **10-year SureStart protection**  
Includes materials and labor costs
- **15-year 110 MPH wind warranty**  
Upgrade to 130 MPH available
- **Seals roofs tight** against wind and weather.
- **Solaris<sup>®</sup> CoolRoof** energy-saving cool roof performance
- **StreakFighter<sup>®</sup> 10-year algae resistance.**
- **QuadraBond<sup>®</sup>** secures shingle layers together at four points for **greater performance.**
- **NailTrak<sup>®</sup>** wider nailing area for a more accurate installation

CertainTeed products are tested to ensure the highest quality and comply with the following industry standards:

#### Fire Resistance:

- UL Class A
- UL certified to meet ASTM D3018 Type 1

#### Wind Resistance:

- UL certified to meet ASTM D3018 Type 1
- ASTM D3161 Class F

#### Tear Resistance:

- UL certified to meet ASTM D3462
- CSA standard A123.5

#### Wind Driven Rain Resistance:

- Miami-Dade Product Control Acceptance

#### Acceptance Quality Standards:

- ICC-ES-ESR-1389 & ESR-3537





**Timberline®**  
America's #1-Selling Shingles



## Timberline HDZ® Shingles

**America's #1-selling shingle got even better.** Timberline HDZ® Shingles feature LayerLock™ Technology, which powers the industry's widest nail zone. When installed with the required combination of four qualifying GAF Accessories, Timberline HDZ® Shingles are eligible for an industry first: a wind warranty with no maximum wind speed limitation.<sup>1</sup> And now, with a 25-year StainGuard Plus™ Algae Protection Limited Warranty,<sup>2</sup> Timberline HDZ® offers everything you can expect from an architectural shingle roof, and more. [gaf.com/TimberlineHDZ](https://gaf.com/TimberlineHDZ)



Millions of families have found shelter and peace of mind under a Timberline® roof.

We protect what matters most™



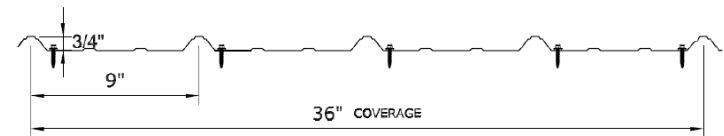
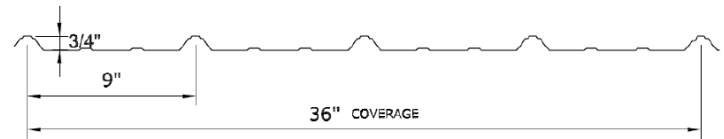
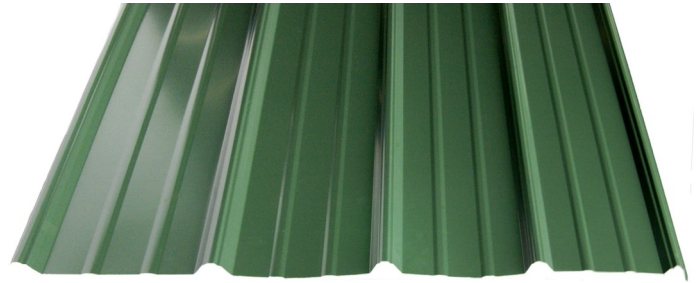




Since 1992

# ROLLED-RIB

## Roof & Wall Panel



- Exposed fastener roof & wall panel
- All purpose panel for agricultural, residential, and commercial applications.

- 3' coverage for fast installation
- Reinforced major ribs
- Purlin bearing leg
- Anti-siphon lap
- Made from high-tensile steel for superior load capacity
- Painted materials have corrosion resistant metallic finish under the primer & topcoat
- *Tough Bond 3000™* SMP paint system with a 40 year written paint warranty

- Coverage: 36 inches
- Major Rib Height: 3/4"
- Major Rib Spacing: 9" o.c.
- Major Rib Configuration: Trapezoidal with reinforced rib
- Fastening: Exposed, direct fastened
- Thickness: 29GA
- Minimum Roof Slope: 2:12
- Base Metal: 80 ksi steel

**29 GA Rolled-Rib Allowable Gravity Loads (psf)**

Span	2'	2.5'	3'	3.5'	4'	4.5'	5'
Simple Span	104	59	34	21	14	10	7
Two-Span	87	56	39	28	22	17	14
Multi-Span	101	65	45	33	25	20	14

1010 North Nelson St., Spokane, WA 99202 Phone: (509) 535-8667 Toll Free: (800) 238-4057  
[WWW.GO-RSP.com](http://WWW.GO-RSP.com) or [WWW.RSPSS.COM](http://WWW.RSPSS.COM)

# ROLLED STEEL PRODUCTS, INC.

## **CONTINUOUS VENTED RIDGE**

Dear Homeowner,

Your home, if constructed with a shingled roof, may have a continuous ridge venting system, see attached product information.

It is important to know about the ridge venting system to avoid possible damage. In your homeowners manual you will notice there is a section on Exterior Maintenance, and addresses yearly inspections of specific items, one being the shingles. When this inspection is being performed, it is important that the ridge is not stepped on. This could crush the vent and cause a reduction in air flow and possible water leaks. It is always a good idea to inspect for the possibility of other incidental damage at the yearly inspections.



# SHINGLEVENT® II

## Installation Instructions

ShingleVent II fits roofs with 3/12 to 16/12 pitches.  
ShingleVent II-7 and II-9 fit roofs with 3/12 to 12/12 pitches.

### Thanks for choosing ShingleVent II!

This product is engineered to provide the best, most efficient ventilation system available. When properly installed, ShingleVent II will:

- Help prevent the premature deterioration of shingles and other roofing materials caused by inadequate ventilation.
- Meet typical roof shingle warranty ventilation requirements.
- Help prevent attic heat build-up and ice dams by continuously moving air along underside of roof deck.

### For best results install adequate intake vents

ShingleVent II is designed to exhaust moisture-laden air from the attic. To achieve optimum ventilation efficiency, existing roof vents, turbine vents and gable vents should be removed or plugged, and intake ventilation must be installed at the soffit or eave. Products such as Air Vent's Continuous Soffit Vent, Vented Drip Edge or Undereave Vent provide the necessary intake ventilation for optimum performance provided the intake net free area matches or exceeds the exhaust net free area.

### ShingleVent II is a snap to install!

Just follow these simple instructions. If you have any questions or require special installation assistance, call our toll-free number from 8 a.m. - 5 p.m. (C.S.T.)  
Mon. - Fri.: 1-800-AIR-VENT (247-8368)

### Tools needed for installation

- Hammer
- Utility knife
- Chalk line
- Roofing nails
- Tape measure
- Circular saw

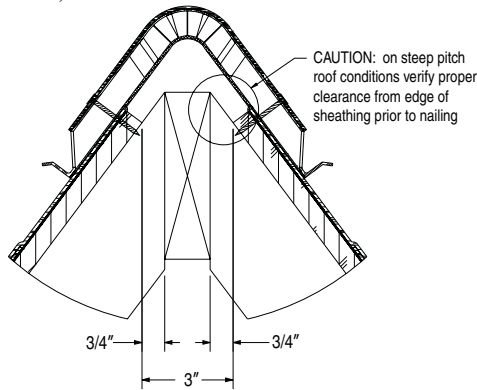


Fig. 2 STEEP PITCH ROOF (16/12)

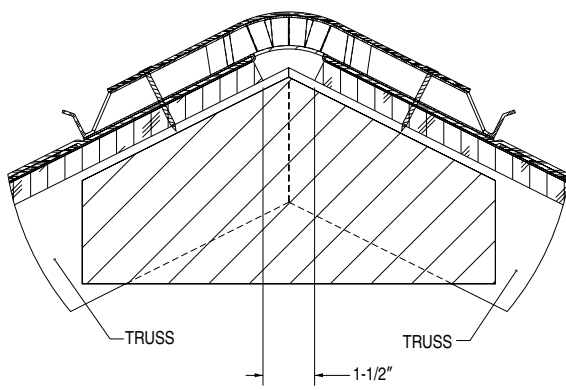


Fig. 3 TRUSS TYPE CONSTRUCTION

## LIMITED LIFETIME WARRANTY

Limited, non-prorated and transferable

#### What and Who is Covered and for How Long

Provided that the ridge vent has been installed in strict accordance with Air Vent Inc.'s (Air Vent) written installation instructions, Air Vent warrants that its ridge vent, ShingleVent II, will be free from manufacturing defects during the lifetime of the original purchaser.

Should any manufacturing defect occur during the lifetime of the original purchaser (and as long as the original purchaser is still living and retains ownership of the property), Air Vent will provide replacement material for that portion of the product deemed to be defective (not including labor costs incurred in removing defective vent or installing replacement product.)

In the event of replacement according to the terms of this warranty, the original warranty shall apply to the replacement material and will extend for the balance of the original warranty period in effect at the time the vent proved defective.

The lifetime coverage by this warranty automatically ends upon the sale of the property or death of the last of the original owners of the property at the time of installation.

The lifetime coverage in this warranty is designed to cover individual homeowners only. In the case of ridge vent purchased by, or installed upon property owned by corporations, governmental agencies, partnerships, trusts, religious organizations, schools, condominiums or cooperative housing arrangements, or installed on apartment buildings or any other type of building or premises not used by individual homeowners as their residences, the warranty period will be 50 years following the installation of the ridge vent.

#### Replacement Plus™ Protection

Air Vent ridge ventilation products are covered by Replacement Plus™ protection for a period of 5 (five) years, provided that the ridge vent has been installed in strict accordance with Air Vent's written installation instructions. Under this warranty feature, Air Vent, at no charge, will replace any ridge vent found to be defective during the Replacement Plus™ period (the Replacement Plus™ period begins when the ridge vent application is completed). Air Vent's maximum liability under Replacement Plus™ will be equal to the reasonable cost to replace the defective ridge vent, including labor.

In instances in which Air Vent, according to the terms of this warranty, has agreed to pay the cost of labor required to replace a defective ridge vent, Air Vent will provide reimbursement only upon receipt of a copy of the contractor's invoice or other written evidence of the completion of the work which Air Vent, at its sole discretion, deems acceptable.

#### Transferability

If there is a change in ownership, the warranty may be transferred by the original purchaser of the ridge vent to the new owner under the terms and conditions of this warranty. The warranty will then cover the period of 50 years following the purchase of the ridge vent.

If the warranty is transferred from the original purchaser to a new owner during the 5 (five) year Replacement Plus™ period, the remaining period of Replacement Plus™ will be available to the subsequent property owner. At the end of the Replacement Plus™ period, the warranty will cover 50 years following the purchase of the ridge vent.

#### Limitations

Air Vent shall not be liable for, and this warranty does not apply to, any failure, defect or damage resulting from or connected with misuse, abuse, neglect or improper handling or storage, or installation not in strict adherence to Air Vent's written instructions; impact or foreign objects, fire, flood, earthquake, lightning, hurricane, hail, tornado or other violent storms or other act of God; or defects in, failure of or damage caused by materials used as a roofing base over which the vent is installed or by movement, distortion, cracking or setting of walls or the foundation of the building.

Air Vent reserves the right to discontinue or modify any of its products, including color, and shall not be liable as a result of such discontinuance or modification, nor shall Air Vent be liable in the event replacement material may vary in color in comparison to the original product as a result of normal weathering. If Air Vent replaces any material under this warranty, it may substitute products designated by Air Vent to be of comparable quality or price range in the event the product initially installed has been discontinued or modified.

#### Other Considerations

THIS WARRANTY IS EXPRESSLY IN LIEU OF ALL OTHER ORAL OR WRITTEN WARRANTIES, LIABILITIES OR OBLIGATIONS OF AIR VENT. PERTINENT STATE LAW SHALL CONTROL FOR WHAT PERIOD OF TIME SUBSEQUENT TO SALE A CONSUMER HOME OWNER MAY SEEK A REMEDY PURSUANT TO THE IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT SHALL AIR VENT BE LIABLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES OF ANY KIND, INCLUDING ANY DAMAGE TO THE BUILDING, ITS CONTENTS OR ANY PERSONS THEREIN, RESULTING FROM THE BREACH OF ANY WARRANTY SET FORTH HEREIN. NO FIELD REPRESENTATIVE OF AIR VENT OR ANY DISTRIBUTOR OR DEALER IS AUTHORIZED TO MAKE ANY CHANGE OR MODIFICATION TO THIS WARRANTY. SOME STATES DO NOT ALLOW LIMITATIONS ON OR THE EXCLUSION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE EXCLUSIONS MAY NOT APPLY TO YOU.

This warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

#### What the Customer Must Do

To obtain performance under this warranty, the homeowner/consumer must notify Air Vent in writing of any manufacturing defect promptly following its discovery, and shall submit with such notification proof of date of purchase and vent installation, in order to provide Air Vent an opportunity to investigate the claim and examine the material claimed to be defective. All notifications shall be provided to: Air Vent Inc. 7700 Harker Drive, Peoria, Illinois 61615. Air Vent shall then promptly inspect the claimed defect before the furnishing of any replacement vent is approved, and Air Vent shall, within a reasonable time after approval, provide a replacement vent (or vents) under the terms of the warranty. This warranty is effective on ridge vents applied on or after July 1, 2006.

PLEASE COMPLETE THIS FORM AND RETAIN WITH YOUR IMPORTANT PAPERS

Date installed \_\_\_\_\_

Installed by \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip \_\_\_\_\_

Property owner \_\_\_\_\_

Property address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip \_\_\_\_\_



4117 Pinnacle Point Drive, Suite 400  
Dallas TX 75211

(See other side for additional installation instructions)

Part# 717265



## Prorated 50-Year Limited Warranty

This warranty is limited to SmartSide® Lap Siding, Panel Siding, Trim & Fascia, and Soffit ("the Product(s)") installed on structures permanently located in the United States and Canada.

### 1. Warranty Coverage—Limited 50-year Substrate Warranty

Louisiana-Pacific Corporation ("LP")'s warranty is made to the original purchaser of the Product(s) ("Purchaser"); the original owner of the structure on which the Product(s) are installed; and to the next owner of that structure (together "Owner"). LP's express warranties may not be assigned to any subsequent owners of the structure. LP warrants that the Product(s) will remain free from: a) fungal degradation; b) buckling and c) cracking, peeling, separating, chipping, flaking or rupturing of the resin-impregnated surface overlay for a period of 50 years from the date application is completed, when the Product(s) has been stored, handled, applied, finished and maintained in accordance with LP's application, finishing and maintenance instructions in effect at the time of application.

LP SmartSide Precision Series 38 Series lap and panel siding product(s), LP SmartSide Precision Series 76 Series panel product(s), LP SmartSide Architectural Collection 120 Series lap product(s), LP SmartSide Foundations 76 Series lap product(s), LP SmartSide Foundations 120 Series panel product(s), LP SmartSide Foundations 120 Series Stucco and Reverse Board and Batten panel product(s) are warranted against buckling when installed up to 16 in. o.c. stud spacing and when stored, transported, handled and maintained in accordance with applicable LP SmartSide Application Instructions. Buckling is defined as 1/4 in. out of plane covering a distance no greater than 16 in. between studs. Waviness due to misaligned framing, crooked or bowed studs, foundation or wall settling, or improper nailing is not considered buckling. THIS WARRANTY DOES NOT COVER PERFORMANCE OF 76 SERIES FOUNDATIONS SIDING IN ALASKA, BRITISH COLUMBIA, HAWAII, NORTHERN CALIFORNIA NORTH OF I-80 OR WEST OF THE CASCADES IN WASHINGTON, OREGON AND CALIFORNIA. THIS WARRANTY DOES NOT COVER FOUNDATIONS OR ARCHITECTURAL SERIES PANEL SIDING WHEN USED IN PREFABRICATED OR MANUFACTURED HOUSING.

LP SmartSide Precision Series 76 Series lap siding product(s) and LP SmartSide Precision Series 190 Series panel product(s) are warranted against buckling when installed up to 24 in. o.c. stud spacing and when stored, transported, handled and maintained in accordance with applicable LP SmartSide

Application Instructions. Buckling is defined as 3/8 in. out of plane covering a distance no greater than 24 in. between studs. Waviness due to misaligned framing, crooked or bowed studs, foundation or wall settling, or improper nailing is not considered buckling.

LP further warrants that the Product(s) have been treated with the borate-based SmartGuard® process during their manufacture to enhance their ability to resist structural damage due to termites and fungal decay.

### 2. Remedies for Breach of Limited Express Substrate Warranty

THIS SECTION 3 PROVIDES THE SOLE AND EXCLUSIVE REMEDY AVAILABLE TO A PURCHASER OR OWNER OF A STRUCTURE ON WHICH PRODUCT(S) HAS BEEN APPLIED.

In the event of a breach of this Limited Express Warranty (or of any implied warranty not otherwise disclaimed herein), LP will:

- a) during the first 5 years from the date of installation, pay an amount equal to the cost (as established by an independent construction cost estimator, such as R. S. Means) of repairing or replacing any Product(s) that fails to comply with the provisions of Paragraph 1, above, or
- b) during the 6th through the 49th years from the date of installation, pay an amount equal to the cost of similar wood based replacement product, (no labor or other charges shall be paid) less an annual pro rata reduction of 2.22% per year (6th year, 2.22%; 7th year, 4.44%, etc.) such that from and after the 50th year the amount payable under this warranty will be zero.

Any dispute concerning the applicability of the warranty or whether the Product(s) met the manufacturer's standards in accordance with Paragraph 1 shall be submitted to binding arbitration under the Commercial Arbitration Rules of the American Arbitration Association. The jurisdiction of the arbitrator over the dispute shall be exclusive and the decision of the arbitrator shall be binding and non-appealable.

LP SMARTSIDE

**5 / 50** YEAR  
LIMITED  
WARRANTY

### 3. Exclusion of Other Remedies

IN NO EVENT WILL LP BE LIABLE FOR ANY INCIDENTAL, SPECIAL, MULTIPLE, PUNITIVE, INDIRECT OR CONSEQUENTIAL DAMAGES RESULTING FROM ANY DEFECT IN THE PRODUCT(S) SUPPLIED, INCLUDING, BUT NOT LIMITED TO, DAMAGE TO PROPERTY OR LOST PROFITS.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

### 4. Exclusion of All Other Warranties, Express or Implied

A. THIS LIMITED EXPRESS WARRANTY IS THE ONLY WARRANTY APPLICABLE TO THIS PRODUCT(S) AND EXCLUDES ALL OTHER EXPRESS OR IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, OR ANY WARRANTIES OTHERWISE ARISING FROM THE COURSE OF DEALING OR USAGE OF TRADE OR ADVERTISING, EXCEPT WHERE SUCH WARRANTIES ARISE UNDER APPLICABLE CONSUMER PRODUCT WARRANTY LAWS, AND CANNOT BE LAWFULLY DISCLAIMED, IN WHICH EVENT SUCH WARRANTIES ARE LIMITED TO THE MAXIMUM EXTENT PERMITTED BY SUCH LAWS.

Some states do not allow limitations on how long an implied warranty lasts, so the above limitations may not apply to you.

B. NO OTHER EXPRESS WARRANTY HAS BEEN MADE OR WILL BE MADE ON BEHALF OF LP WITH RESPECT TO THESE PRODUCT(S).

### 5. Certain Damages Excluded from Warranty Coverage

This Limited Express Warranty does not cover or provide a remedy for damage that results from:

- a) misuse or improper storage, handling, application, finishing or maintenance; alterations to the structure after the original application of the Product(s); acts of God, such as hurricane, tornado, hail, earthquake, flood or other similar cause beyond the control of LP; design, application or construction of the wall system on which the Product(s) is applied; transport, storage or handling of the Product(s) prior to application;
- b) product(s) that is not applied, finished and maintained in strict accordance with LP's instructions in effect at the time of original application;
- c) swelling and/or edge checking. Such swelling and/or checking normally occurs in all wood products as they expand and contract in response to changes in climactic conditions;
- d) termite damage which does not affect the structural integrity of the Product(s); or
- e) design, application or construction of the structure on which the Product(s) are installed including but not limited to any damage or condition arising from the use of foam sheathing.
- f) use of Foundations and Architectural series panel siding on manufactured housing.

### 6. Responsibility of Purchaser or Owner

COMPLIANCE WITH EACH OF THE REQUIREMENTS SET OUT BELOW IN SECTIONS (a) AND (b) IS A CONDITION TO LP'S OBLIGATIONS UNDER THIS WARRANTY AND THE FAILURE TO COMPLY WITH ANY ONE OR MORE OF THE ITEMS SHALL VOID ANY RIGHTS OWNER AND PURCHASER MAY HAVE AGAINST LP:

- a) Any Purchaser or Owner seeking remedies under this warranty must notify LP, at the number listed below, within 90 days after discovering a possible nonconformity of the Product(s), and before beginning any permanent repair. This notice should include the date on which the Product(s) application was completed. It is the Owner's responsibility to establish the date of installation.
- b) LP must be given a 90-day opportunity to inspect the siding. Upon reasonable notice, the Purchaser or Owner must allow LP's agents to enter the property and structure on which the Product(s) is applied to inspect such Product(s).

### 7. Governing Law

All questions concerning the meaning or applicability of this limited warranty are to be decided under the laws of the State of Tennessee without reference to its choice-of-law rules.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

For further information, please call Customer Support at 800.450.6106, or write to: LP Corporation, 414 Union Street Suite 2000, Nashville, TN 37219

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**Cal. Prop 65 Warning: Use of this product may result in exposure to wood dust, known to the State of California to cause cancer.**

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Note: Louisiana-Pacific Corporation periodically updates and revises its product information. To verify that this version is current, call 800-450-6106.

LPZB0523 8/14





## LAP SIDING



[AlluraUSA.com](http://AlluraUSA.com)

396 West Greens Road, Suite 300 • Houston, Texas 77067 • (844) 4.ALLURA (844) 425.5872



## BACKED BY CONFIDENCE.

Allura fiber cement siding products are backed by our  
[30-year Transferable Limited Product Warranty\\*](#).

\*Please review our Limited Transferable Warranty for specific details. Use of the product subjects you to a Limited Warranty and Arbitration Agreement. For a copy and further details, visit [Allurausa.com/warranties](http://Allurausa.com/warranties).



# GRANITE SINKS



To prevent water spots, clouding, and discoloration, rinse and wipe the inside of the sink with a microfiber cleaning cloth after every use.

For a more thorough cleaning, use water and a mild liquid soap detergent (ammonia-free). Apply the cleaner with a soft sponge or nylon brush and scrub in circular motions. Remember to thoroughly wash away any extra soap left behind after cleaning.

To clean, seal, and protect your granite sink, use a pH neutral cleaner. We recommend using your choice of cleaner from the Products to Consider section below.

To deep-clean tough stains, products to consider include: Mr. Clean Magic Eraser, Supreme Surface Scum & Mineral Deposit Remover. Make sure to follow the cleaning instructions provided by the product's manufacturer.

**Do not** use cleaners containing any abrasive powders, bleach, ammonia, alcohol, or chlorine. These products may damage the sink surface.

**Do not** use any abrasive pads, steel wool, or wire brushes when cleaning the sink. Using these will damage and/or wear down the sink surface.

**Do not** leave pots, utensils, or standing water in the sink, as this may cause rust stains on the surface of the sink.

## Kitchen Sink Warranty - Lifetime Limited Warranty

### Products to Consider:

- Supreme Surface® Granite Cleaner & Conditioner (may be used daily)
- Soft Scrub®
- Dishwasher soap
- White vinegar + water solution 50/50
- Weiman® Granite Cleaner & Polish





# ecobee SmartThermostat Pro

with voice control

Gives you all the features of the ecobee3 lite, but with these additional benefits:

## Voice control

Use Amazon® Alexa® voice commands to change temperature settings, check the weather, hear the news, make a phone call, play music and more.



## Included SmartSensor

Includes a SmartSensor to keep important rooms comfortable by adjusting your thermostat based on occupancy and temperature. Add up to 31 additional sensors (*sold separately*).



## Hands-free calling

Call friends and family anywhere in North America free of charge from your thermostat using Amazon Alexa.



## Stream music

Play music through a Bluetooth® speaker using Spotify® Connect.<sup>1</sup>

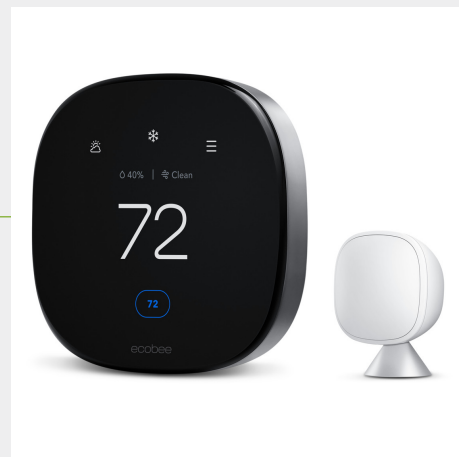


## Greater peace of mind

ecobee warrants that for a period of three (3) years from the date of purchase by the consumer, the ecobee thermostat shall be free of defects in materials and workmanship under normal use and service

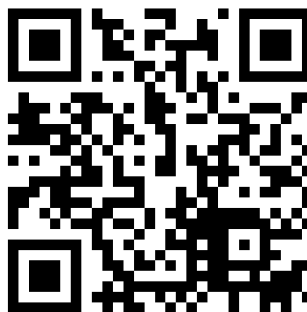


[ecobee Thermostat Warranty](#)



An advanced thermostat with voice control and SmartSensor included.

SCAN FOR BILT. 3D INSTRUCTIONS



POWERED BY BILT INTELLIGENT INSTRUCTIONS®

<sup>1</sup> When connected to the Internet through a Wi-Fi® network. s



# AcrylX™ with the Strength of ArmorCore™ Lifetime Warranty

[American Bath Group] warrants to the original purchaser and consumer that its products will be free from defects in material or workmanship when properly installed pursuant to [American Bath Group] installation instructions for the following warranty periods:

## Lifetime Warranty

- (1) AcrylX™, Residential\* Use
- (2) CenturyStone™, Residential\* Use

## Thirty (30) Year Warranty

- (1) AcrylX™, Commercial\* Use
- (2) CenturyStone™, Commercial\* Use

Upon inspection by an authorized representative, [American Bath Group] will repair or exchange at its sole discretion, any unit found to be defective in material or workmanship. The exchange of a unit will only be considered when [American Bath Group] has eliminated all options to restore the unit to acceptable factory condition. Exchange of a unit is limited to supplying replacement product of comparable size and style, and does not include any cost of removal or installation.

## EXCEPTIONS

This warranty shall be voided if the unit is moved from its place of initial installation or is not installed in accordance with the instructions supplied by the manufacturer of the unit. [American Bath Group] will not be held responsible for any damages resulting from improper installation.

Further, this warranty does not apply if the unit has been subjected to accident, abuse, misuse, damage caused by flood, fire, or other force of nature.

Any unauthorized repair or modification to the product would render the warranty null and void.

This warranty does not apply to any equipment or accessories not installed by [American Bath Group] and [American Bath Group] will not be held liable for any results of such acts.

[American Bath Group] is not responsible for any consequential or incidental mishaps, inconvenience, time loss, incidental expense, materials or labor related to the installation of hardware or the actual tub.

The owner agrees by use of the unit that the obligations of [American Bath Group] shall not extend to contingent or indirect damage or injury to the structure of its contents, that the obligations of [American Bath Group] are limited to those set forth herein, and that no other obligations, expressed or implied, are assumed by [American Bath Group].

The product is not recommended for outside storage.

To obtain warranty service, the Customer must give prompt notice to [American Bath Group] of any claim. You can contact the [American Bath Group] Warranty Service Center at 800.443.7269.

Within this document [American Bath Group] refers to all divisions/brands and/or entities which are solely owned by American Bath Group Inc.

\*Residential Use is considered any unit installed in a permanent residence dwelling of individual ownership, such as but not limited to single family home, multi-family home, or condominium. Commercial Use is considered transient lodging, such as but not limited to healthcare facility, dormitory, hotel, or apartment complex.



### **Plenty of style, not maintenance**

We know the more time and energy we put into delivering the highest caliber of products, the less time and energy our customers will have to put into maintaining them.

- For general purpose cleaning, any non-abrasive liquid cleaner off the shelf may be used. Be sure to read the label and follow the cleanser's recommendations. Do not use harsh abrasives as they will harm and dull the finish of your unit. Instead, use warm water and liquid detergents, especially those bathroom cleaners recommended for cleaning fiberglass, such as Top Job All-Purpose, Mr. Clean All-Purpose, Boraxo Bathroom, Lysol Bathroom, chlorine bleach, Easy-Off Mildew Stain Remover, X-14 Mildew Stain Remover or Liquid Spic & Span and the like.
- For only the most stubborn stains on your anti-skid floor, a paste should be made of a cleanser such as Comet, Spic-N-Span, etc., and spread out onto the floor. Allow the paste to sit for 5-10 minutes and then gently scrub with a soft-bristled brush. To prevent scratches, the brush should be no rougher than the texture of a toothbrush.
- For hard water stains, calcium deposits, lime scale or difficult soap after repeated attempts with the above suggestions, you may try Lime-Away or white vinegar for removal of calcium or lime deposits. For soap scum, general black grime or algae, household bleach may be used with moderate scrubbing. In both instances the unit should be rinsed carefully with cold water. Scrubbing is never recommended as it could damage the finish on your floor. Always rinse off all remaining paste.
- If you use a rubber or plastic anti-skid mat, make sure to remove it after every shower to avoid harming the surface finish.





ACP, the parent company of DumaWall® Products, guarantees the following warranties on our products:

#### **DumaWall Products (tiles and trims)**

Free from manufacturing defects for a period of ten (10) years from the date of purchase.

#### **Warranty Limitations**

- Does not cover problems caused by improper installation methods. It covers Only installations done in accordance with the installation and handling Instructions contained within each box.
- Does not cover damage caused by improper maintenance or by use contrary to our recommendations.
- Does not cover normal wear and tear or finish color changes due to exposure to environment, smoke, fumes, leaks or abuse.
- Does not cover labor charges.
- Applies only to material purchased by you, the owner, in unopened cartons for your own use and not for resale.
- Is not transferable and applies to the original purchaser only.

#### **If There Is a Defect**

If a manufacturing defect does occur within the terms and conditions of this warranty you will be supplied with new material to replace the defective parts, subject to inspection and approval by ACP.

#### **How to Make a Claim**

If you believe there is a defect in your ACP product and want to make a claim under this warranty, please notify us in writing at: ACP Warranty Team, PO Box 1581, Appleton, WI 54912-1581.

#### **Care & Maintenance**

The panels can be cleaned and polished to their original condition using any typical household, non-abrasive cleaning agent. Normally, you only need a damp cloth to clean the panels thoroughly. Do not use abrasive, aggressive substances or cleaning products based on chloride. We do not recommend using solvents. Adhesive residue or pen marks are best removed using isopropyl alcohol.

**Wind Gust**  
25.625" x 14.75"



**100%**  
**WATERPROOF**

No Grout Required  
+  
Rigid, Engineered Vinyl  
+  
Mold-Resistant  
+  
Easy to Clean  
+  
Scratch, UV-Resistant

**10-YEAR**  
**WARRANTY**



## **Rheem Water Heater**

## **Manufactured Housing**

### **NEWS BULLETIN**

### **WARRANTY POLICIES & PROCEDURES FOR HUD & MODULAR WATER HEATER INSTALLATIONS**

Please follow the steps outlined below to obtain warranty service for factory installed Rheem Residential Water Heaters during the first 12 months of operation.

1. **Rheem MUST authorize all warranty repair service work before the malfunctions unit is repaired or replaced.**
2. Obtain the water heater's model # and Serial # before calling Rheem technical/warranty services.
3. Call 1-800-432-8373 for technical or warranty service assistance.
  - a. Give Rheem the model # and serial # and explain the nature of the problem. The Rheem technical service analyst will then verbally resolve the issue or if it's determined a service call is required will;
  - b. Dispatch a Rheem service contractor to perform the warranty repair work. Rheem will handle all labor claims processing for this.
  - c. Ask the caller to obtain local repair service if a Rheem contractor is not available  
The Rheem analyst will issue a claim number and authorize a maximum allowable labor and travel cost.
4. Send all authorized warranty claims including the water heater model and serial #'s to:  
**RHEEM WATER HEATERS  
CLAIMS DEPT. MHRV CLAIMS ANALYST  
101 BELL ROAD  
MONTGOMERY, AL 36117**
5. To obtain assistance for submitting a claim, or to follow up on the status of a claim in progress call the claims department at 1-800-621-5622 and ask for the manufacturing housing claims analyst

Processing time is not more than 30 days for warranty claims that follow the above required procedure.



## LIMITED WARRANTY

### TANKLESS WATER HEATERS

#### SE+ Series (Super-High-Efficiency, Condensing)

##### Models

- SENSEI™ Residential: RU199i, RU180i, RU160i, RU130i, RU199e, RU180e, RU160e, RU130e
- SENSEI™ Residential with Pump: RUR199i, RUR160i, RUR199e, RUR160e

##### What is Covered?

The Rinnai Standard Limited Warranty covers any defects in materials or workmanship when the product is installed and operated according to Rinnai written installation instructions, subject to the terms within this Limited Warranty document. This Limited Warranty applies only to products that are installed correctly in the United States and Canada. Improper installation may void this Limited Warranty. It is recommended that a trained and qualified professional who has attended a Rinnai installation training class complete your installation. This Limited Warranty coverage, as set out in the table below, extends to the original purchaser and subsequent owners, but only while the product remains at the site of the original installation, and terminates if the product is moved or reinstalled at a new location.

Item	Period of Coverage (from date of purchase)	
	Residential Applications	Commercial Applications
Heat Exchanger	15 Years <sup>[1]</sup>	8 Years
All Other Parts and Components	5 Years	5 Years
Reasonable Labor	1 Year	1 Year

<sup>[1]</sup> For residential applications, the heat exchanger warranty is 15 years or 12,000 operation hours, whichever occurs first.

##### Notes:

- From date of purchase, period of coverage is reduced to 8 years or 12,000 operation hours, whichever occurs first, if the Rinnai Tankless Water Heater temperature settings exceed 160°F (71°C).
- The integrated controller has a 1 year warranty on parts.

# Panasonic WHOLE HOUSE FAN

**Panasonic FV-09VF1, FV-05VF1, FV-07VF1, FV-11VF1**

## **WhisperFit™ Low Profile Ceiling Mounted Fan**

Ventilating fan shall be Low Noise ceiling mount type rated for continuous run. Fan shall be Energy Star rated and certified by the Home Ventilation Institute (HVI). Evaluated by Underwriters Laboratories and conform to both UL and cUL safety standards.

Motor/Blower: Four-pole totally enclosed condenser motor rated for continuous run. Power Rating shall be 120 volts and 60 hz. Fan shall be UL and cUL listed for tub/shower enclosure when used with a GFCI branch circuit wiring. Motor equipped with thermal-cutoff. Removable with permanently lubricated plug-in motor.

Housing: Rust proof paint, galvanized steel body. 4" diameter duct with optional 3" adapter included. Built in backdraft damper. Double hanger bar system allowing for ideal positioning.

Grille: Attractive design using PP material. Attaches directly to housing with torsion springs.

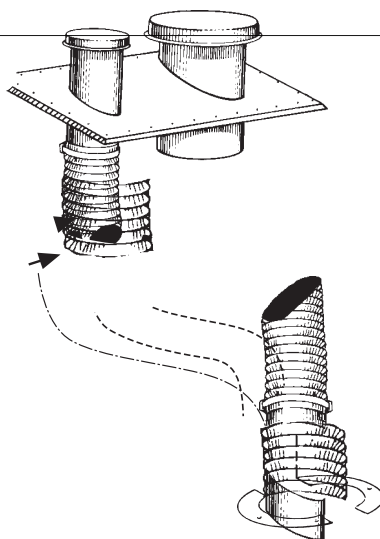
Warranty: The factory warranty shall be a minimum of 3 years limited warranty on parts.

The unit should be serviced by qualified technicians only. No service information is provided for customers. Your product is designed and manufactured to ensure a minimum of maintenance. However, should your unit ever require service, a nationwide system of factory service centers and AUTHORIZED INDEPENDENT SERVICE CENTERS is maintained to support your product's warranty.

In the USA, call 1-866-292-7292



# VentilAire™ IV Whole-House Fresh Air Supply System



## Components Included in Each Kit

Kits conform to H.U.D. Manufactured Home Construction and Safety Standard for ventilation, paragraph 3280.103(b)(2) and (b)(3), when used with an optional NORDYNE depressurization kit or other tested and approved method. (See back page for optional NORDYNE kits.)

The VentilAire IV assembly provides fresh air to the living space and ventilation of the attic. VentilAire IV is an efficient way to introduce outdoor freshness to interior environments, while removing stale, humid air from the home. It works in conjunction with the furnace blower and existing duct system and is able to work independently when the heating and cooling system is off. Best of all, VentilAire is a cost-effective way to substantially improve air quality and help control attic condensation in manufactured homes.

## Recommendations to Home Owner

### Moisture Control in the Home:

Follow the recommendations of the manufacturer of your home to maintain low levels of moisture in your home.

### NORDYNE Recommendations:

- Ventilation openings should be provided in skirting.
- The fresh air supply to your home may be energized at any time by switching the furnace control (or the thermostat control, if so equipped) to "VENTILATION."
- Periodically check that the unit is operating properly. Call for service if the unit is not functioning.

- When moisture-producing activities (cooking, bathing, etc.) are occurring, operate exhaust fans.
- Avoid hanging clothes to dry within your manufactured home.
- Vent all fuel burning appliances.
- Avoid using humidifiers.
- Avoid having large quantities of houseplants, pools of water, and other moisture-producing conditions.
- Place a vapor barrier (such as plastic sheeting) on top of the ground underneath your manufactured home.

### Depressurization Vent Options:

This fresh air system must be used in conjunction with an approved depressurization vent system or other method which has been tested and approved for Zones 2 and 3. NORDYNE offers three vent options for this purpose (see illustrations below). Contact your NORDYNE Sales Representative for more information.



# ***INSULATED GLASS LIMITED WARRANTY***

**S**

ubject to conditions and restrictions set forth herein Kinro warranties to the original home owner of its insulated glass units against material visual obstruction due to film formation or dust collection on the interior glass surfaces resulting exclusively from failure of the hermetic seal due to defective materials or workmanship or by means other than glass breakage. The unit is not warranted against glass breakage. Condensation on the interior (room side) of the glass is not a defect in the glass but the result of excessive humidity in the room.

**T**

he warranty is for a period of five (5) years from the date of original retail purchase, by the original retail purchaser of the manufactured home. Each unit will have a permanently stamped manufacture date on the spacer inside the unit. A replacement unit of glass will be supplied for failed units under warranty without charge. The warranty period for any replaced insulated glass unit will be the remaining unexpired portion of the original warranty period for the insulated glass unit.

**E**

xcept as stated in Kinro product Limited Warranty, Kinro shall not be liable for costs of removal or reinstallation of said defective lite of glass, nor any costs or expenses relating to other activities necessary in finishing the reinstallation or damage or loss to other property. Kinro shall not be liable for any other incidental or consequential damages.

**T**

his warranty does not apply to units installed in ships, vehicles or commercial refrigeration, or in non-vertical positions. It will not apply to units damaged in handling or installation, nor to those not installed in strict compliance with the glazing instructions provided by Kinro or accepted construction practices.

**T**

his warranty shall be voided if the unit is subjected to abnormal stresses from the load application of heat, excessive vibration, building or foundation movement, or when provisions have not been made in accordance with sound practices for adequate expansion or contraction of framing members, application of films to the interior pane of glass, or use of cleansing solution which attacks unit seal, or if glazed with materials which do not remain resilient for the life of warranty, or if glazed with materials which are incompatible with the unit sealant, or if methods and materials used in glazing the unit do not completely repel water for the life of the warranty. Kinro reserves the right to inspect, in the field, any unit which is allegedly defective.

**U**

pon discovery of a defect or problem with a Kinro product, feel free to e-mail us at [warranty@kinro.com](mailto:warranty@kinro.com) and we will try to handle the matter in a timely basis. The written notice should include name, address, description of defect or problem, original purchase date, date on glass unit, description of window unit, serial number, location of product, and where you can be reached during business hours.

**T**

he warranties set forth herein are in lieu of all other warranties, expressed or implied. All implied warranties of fitness and merchantability are limited to the term of this warranty. This warranty gives you specific legal rights, and you may also have other rights which may vary from state to state.





# PRODUCT LIMITED WARRANTY

## I. DURATION

This warranty is honored for a period of one year from the date of original retail purchase by the original retail purchaser or eighteen (18) months from date of delivery to the manufacturer or dealer by Kinro, whichever occurs first.

## II. COVERAGE

Kinro warrants the product sold pursuant to this Warranty to be free of defects in materials and workmanship under normal use only when installed and maintained in accordance with Kinro's instructions and used for its intended purpose. This Warranty is extended only to the original retail purchaser.

In case of defect, Kinro will repair or replace any defective product free of charge or return the original purchase price, provided the claim procedures as set forth in this Warranty are followed.

This Warranty does not cover breakage of glass or torn screening.

The Warranty on any Kinro product furnished as a replacement for a Kinro product will be limited to the balance of the time remaining on the Warranty on the original product.

Kinro assumes the responsibility and liability under this Warranty for repair or replacement of the defective product only and shall not be responsible for any incidental, consequential, or special damages resulting from any defect in a Kinro product or failure of a Kinro product to conform with this warranty or any implied warranty existing under the law. The remedy provided for in this warranty shall be the sole and exclusive remedy for any breach of this warranty as well as for any breach of any implied warranty existing under law. Some states do not allow the exclusion or limitation of consequential damages, so the above limitation or exclusion may not apply to you.

This Warranty is in lieu of all other representations and express warranties.

All implied warranties, if any, existing under the law are limited in duration to the period of this Warranty. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

In the event any Kinro product sold pursuant to this Warranty is put to a commercial rental, or other non-personal, non-family or non-household use by the original retail purchaser, then all implied warranties existing under the law are expressly negated, particularly in such event Kinro negates the implied warranty of merchantability and the implied warranty of fitness for a particular purpose.

## III. CLAIM PROCEDURE

Upon discovery of a defect or problem with a Kinro product, e-mail us at [warranty@kinro.com](mailto:warranty@kinro.com) and we will try to handle the matter in a timely basis.

The written notice should include name, address, description of defect or problem, make of unit, serial number, location of product and where you can be reached during business hours.

This warranty gives you specific legal rights, and you may also have other rights which may vary from state to state.





The Clear Choice

### How Can I get rid of it?

Since condensation is the result of lifestyle and the tight design of today's homes, continuous action must be taken in an effort to reduce the amount of humidity in the home. Reduction of humidity levels will affect the frequency and severity of condensation occurrences. **Condensation is not a window problem.** Condensation results from elevated humidity levels in the home.

The following list is measures that are proven to help reduce problems with condensation.

- If the underside of the home is enclosed with siding, or the home is on a block foundation, install a vapor barrier over the ground in the enclosed area. (4 or 6 mil polyethylene works well) The enclosed area should have vent for approximately every ten (10) feet of wall length. These vents must be open in the winter. All of this will reduce the amount of humidity trapped in this area and thus the amount that can enter the home.
- Do not block or remove attic ventilation devices.
- Do not store firewood inside or under the home.
- Check your clothes dryer to be sure it vents to the outside of the home. Do not vent it to the enclosed underside of a home.
- Turn on range / stove vent hood fans before you start cooking and leave them on for a reasonable time after you have finished. Running vent fans will take moisture generated from cooking to the outside of the home.
- When bathing or showering, keep the bathroom door closed. If a vent fan is available, turn it on before you start the water and leave it on for a reasonable time after you are finished.
- Cross-ventilate the home whenever possible. Slightly open the kitchen and dining area windows along with one or more windows on the opposite side of the home. This will allow humidity to escape with minimal gain of cold air.
- Air out the home when weather permits. Not only is it healthy, but airing the home with open windows will reduce humidity levels and thus condensation.
- Do not use a humidifier! This will only add humidity. Use a de-humidifier. This will take moisture out of the air.
- Open curtains and blinds as often as possible.
- Limit the use of kerosene heaters. Kerosene adds moisture to the air.
- Settle upon a setting for the thermostat and leave it alone. Changing temperatures add to humidity problems.
- Run ceiling fans if available. Moving and mixing the air throughout the home will help prevent concentrated humidity levels in specific areas.
- Limit the number of houseplants. Do not place them directly in front of windows.

These are some of the ways that you can help reduce the amount of humidity in your home. Only by reducing the humidity level will you be able to reduce the severity and frequency of condensation occurrences.





The Clear Choice

- **CONDENSATION, What is it, Why do I have it, and how can I get rid of it?**

Each year as cold weather sets in, condensation becomes the topic of conversation. Many homeowners begin to experience "frosted windows", "wet windows", and "damp spots" in the home. All of these terms are a symptom of condensation.

**WHAT:** Condensation is a result of high humidity levels in the home. Humidity is a measure of the actual amount of moisture (invisible water vapor) in the air compared to the maximum amount of moisture air can hold at a given temperature. Humidity is measured in percentage (%). The warmer the air, the more moisture it can hold. As warm moist air contacts a cool surface, such as a bath room mirror or window glass, the air near the cool surface decreases in temperature, the water vapor returns to a liquid state and appears as droplets of water or frost, "condensation" on the cooler surface.

Although condensation is an irritant, it should be an indicator to the homeowner that the humidity level in the home is too high. The warm moist air in the home is a powerful force always moving towards drier air in an attempt to mix with it. Referred to as vapor pressure, this force can cause the moisture in the air to be forced through the walls, floors and roof areas of the home. In those areas the moisture can form as water droplets or ice and result in damage to the home.

The largest concern to the homeowner is to understand that all air holds water vapor (moisture). The percentage of moisture in the air is the humidity level. Purchase a simple humidity gage at any reputable hardware store and measure your humidity level. The warmer the air the more moisture it can hold. The higher the humidity level and the greater the temperature difference between the inside of the home and outside of the home, the more likely you are to see "condensation".

**WHY:** Condensation will occur in the home because of home design and living conditions of the occupants. Since the implementation of the Manufactured Housing Construction and Safety Standards, in 1976, condensation complaints have become more frequent. The improvement in construction practices in manufactured housing has created homes that are much "tighter" than those in the past. Older homes would allow moisture laden air to escape through many avenues that resulted in lower humidity levels. Today's homes are much better sealed and insulated. They hold in the warm moist interior air at such concentrations that serious problems can result.

Our life style contributes to the amount of moisture in the home. Cooking, washing, heating, and bathing are just a few items that add moisture to the inside air. An average family can release as much as 18 gallons (150 pounds) of moisture a week into the home. Removal of that amount of moisture must be addressed or it will create more serious problems than condensation on a window.



The Clear Choice

### **Common Service Questions**

- **Why are my windows hard to open?** Windows that are hard to operate are often the result of incorrect installation. Quite often it is found that the frame members have been twisted or rotated out of the designed position during installation. Unless the frame jambs are straight and parallel, the sash is restricted from free movement. In cases of rotated or twisted jambs, the window must be removed and re-installed correctly. Other factors can be excessive dirt built up in the sash channels or obstructions such as nail heads or building debris stuck in the sash channels. Such items should be removed to allow free operation of the sash.
- **Why is air blowing through my windows?** All operating windows will allow a certain amount of air to pass through. If an operating window were sealed to prevent all air passage (air infiltration), it would be too tight to allow operation. Kinro windows are designed and assembled to meet the Manufactured Housing Construction and Safety Standards, as defined by the Department of Housing and Urban Development (HUD) and AAMA 101-IS2 as referenced by the International Residential Code (modular homes). HUD tests allow air infiltration rates of not more than .50 (1/2) cubic foot of air per square foot of window, per minute while AAMA101-IS2 tests allow .30 cubic foot of air per square foot of window, per minute. Kinro designs are inspected and tested by independent third party inspectors, prior to production. Additionally, all Kinro manufacturing facilities are inspected and tested on a bi-annual basis to insure continued compliance to the HUD and AAMA standards. Air infiltration is allowable and even desirable. Air infiltration through the window, as well as other areas in the home, is counted on as a passive portion of the required air exchanges for the home as specified in the building codes.
- **Why does dust collect on the window ledges?** As stated earlier, all operating windows will have a certain amount of air infiltration. Small particles, such as dust, sand, and even ice granules, can be carried through the window. As the velocity of the air decreases upon entering the room, the particles fall from the moving air and are deposited on or around the edges of the window. Particles are often noticed near the corners of the top of the sash and frame sill. This is not a desirable condition, however it can not be totally stopped without sealing the window shut. Normally, particle infiltration is minimal. However, homes located on open ground and exposed to excessive wind and dust conditions may exhibit higher amounts of particle infiltration. In such special circumstances, additional weather strips, or possibly exterior storm protection devices can be added to reduce the air and particle infiltration.

# **ADDITIONAL INFORMATION**

**“DISPUTE RESOLUTION  
PROCESS”**

**“HUD MANUFACTURED  
HOME DISPUTE  
RESOLUTION  
PROGRAM”**

## **Additional Information "HUD Manufactured Home Dispute Resolution Program"**

The steps and information outlined below apply only to the HUD Manufactured Home Dispute Resolution Program that operates in HUD-administered states, as described under the heading "Dispute Resolution Information" in this manual. Under the HUD Manufactured Home Dispute Resolution Program, homeowners must report defects to the manufacturer, retailer, installer, a State Administrative Agency, or HUD within 1 year after the date of the first installation. Homeowners are encouraged to report defects in writing, including, but not limited to, email, written letter, certified mail, or fax, but they may also make a report by telephone. To demonstrate that the report was made within 1 year after the date of installation, homeowners should report defects in a manner that will create a dated record of the report: for example, by certified mail, by fax, or by email. When making a report by telephone, homeowners are encouraged to make a note of the phone call, including names of conversants, date, and time. No particular format is required to submit a report of an alleged defect, but any such report should at a minimum include a description of the alleged defect, the name of the homeowner, and the address of the home. Homeowners are encouraged to send reports of an alleged defect first to the manufacturer, retailer, or installer of the manufactured home, or a State Administrative Agency. Reports of alleged defects may also be sent to HUD at: HUD, Office of Regulatory Affairs and Manufactured Housing, Attn: Dispute Resolution, 451 Seventh Street, SW., Washington, DC 20410-8000; faxed to (202) 708-4213; e-mailed to [mhs@hud.gov](mailto:mhs@hud.gov), or reported telephonically at (202) 708-6423 or (800) 927-2891. If, after taking the steps outlined above, the homeowner does not receive a satisfactory response from the manufacturer, retailer, or installer, the homeowner may file a dispute resolution request with the dispute resolution provider in writing, or by making a request by phone. No particular format is required to make a request for dispute resolution, but the request should generally include the following information: (1) The name, address, and contact information of the homeowner; (2) The name and contact information of the manufacturer, retailer, and installer of the manufactured home; (3) The date or dates the report of the alleged defect was made; (4) Identification of the entities or persons to whom each report of the alleged defect was made and the method that was used to make the report; (5) The date of installation of the manufactured home affected by the alleged defect; and (6) A description of the alleged defect. Information about the dispute resolution provider and how to make a request for dispute resolution is available at <http://www.hud.gov> or by contacting the Office of Manufactured Housing Programs at (202) 708-6423 or (800) 927-2891. A screening agent will review the request and, as appropriate, forward the request to the manufacturer, retailer, installer, and mediator. The mediator will mediate the dispute and attempt to facilitate a settlement. The parties to a settlement include, as applicable, the manufacturer, retailer, and installer. If the parties are unable to reach a settlement that results in correction or repair of the alleged defect, any party or the homeowner may request nonbinding arbitration. Should any party refuse to participate, the arbitration shall proceed without that party's input. Once the arbitrator makes a non-binding recommendation, the arbitrator will forward it to the parties and HUD. HUD will have the option of adopting, modifying, or rejecting the recommendation when issuing an order requiring the responsible party or parties to make any corrections or repairs in the home. At any time before HUD issues a final order, the parties may submit an offer of settlement to HUD that may, at HUD's discretion, be incorporated into the order. In circumstances where the parties agree that one or more of them, and not the homeowner, is responsible for the alleged defect, the parties will have the opportunity to resolve the dispute outside of the HUD Mediation and Arbitration process by using the Alternative Process. Homeowners will maintain the right to be informed in writing of the outcome when the Alternative Process is used, within 5 days of the outcome. At any time after 30 days of the Alternative Process notification, any participant or the homeowner may invoke the HUD Manufactured Home Dispute Resolution Program and proceed to mediation. The HUD Manufactured Home Dispute Resolution Program is not a warranty program and does not replace the manufacturer's or any other warranty program.